

New plans for NHS and care services in Surrey:

Healthwatch Surrey’s guide to what is planned and how you can influence what happens next

Background

Most people in Surrey will know that NHS and social care services are under enormous pressure. We see almost daily in the media about the increasing demand for services, the costs of more sophisticated treatments, workforce pressures and financial challenges. These issues and problems are so complex that no single body or group can possibly solve them alone. It will take all of us - health and social care system partners (commissioners and providers), user and carer representatives, and others - working effectively together to ensure services are sustainable for the future.

Health and care organisations across England have been grouped together across 44 larger areas known as ‘geographic footprints’ to plan services and develop ‘sustainability and transformation plans (STP)’. The STPs (sometimes called ‘place-based’ plans) show how health and social care services need to change over the next five years to achieve the right care - both now and in the future.

Surrey’s STP areas

There are three separate ‘footprints’ and STPs covering Surrey:

	Name of STP		
	Surrey Heartlands	Frimley Health and Care	Sussex and East Surrey
Population	850,000	750,000	1,700,000
Area covered	Central and Western Surrey	Surrey Heath, Ash, Farnham (and NE Hants and E Berks)	3 place-based areas. Central Sussex and East Surrey Alliance (CESA) covers A23 corridor
Main (district general) hospitals in Surrey	Ashford and St Peters Epsom and St Helier Royal Surrey	Frimley Park	East Surrey

In addition, people covered by the Surrey Heartlands STP area also use some of the hospitals covered by the South West London Collaborative Commissioning STP (including Epsom and St Helier, Kingston and St George’s). The STP area covers Croydon, Kingston, Richmond, Sutton (as well as Merton and Wandsworth).

What do the plans cover?

NHS England has said that they expect the plans to be ambitious; improving services for local residents and at the same time making sure they are sustainable and affordable’ over

time. Each area has been asked to address what have been identified by NHS England as the three big 'gaps':

- Health and wellbeing - promoting healthier lifestyles and supporting people to take responsibility for their own health
- Care and quality - making sure everyone has access to the very best care and treatment
- Finance and efficiency - making sure health and care organisations get best value for money, eliminating waste and keep within budget.

There are therefore a lot of similarities between the Surrey STPs; although they each take account of the individual needs in the area they cover and are all written and designed differently.

What changes are being planned?

At the moment, the published plans don't include any specific details about how services will be changed. The plans set out more of a vision for what new services will be available, what they will look like and how they could be provided. This includes:

- **Improved access to GPs** (eg appointments available from 8am to 8pm and longer appointments). This could be through the creation of GP hubs or federations (groups of GPs or GP practices)
- **Joint teams of health and care staff** (eg mental health and physical health nurses, doctors, therapists and care workers) working together from single, local bases. This could offer one-stop shops, same-day appointments, a single point of access for services and integrated (joint) decision-making.
- **Better co-ordination and support for people with long-term conditions and those who are frail or have complex needs**
- **More focus or investment in mental health services** and less need to travel out of Surrey for specialist services
- **Integrated clinical and care records** that can be shared between professionals
- **Use of technology** to monitor things like blood pressure remotely
- **More care and services available without going to hospital**
- **Shared plans and strategies for all estates in the area** (including prioritising improvements and how the benefits from disposals/sales should be used)
- **Single sites for some specialist hospital services** and reviews of what services can and should be provided at each hospital
- **Increased emphasis on self-care and disease prevention** (eg by strengthening social networks, developing communities, supporting carers and use of technology).

The STPs also recognise the need to reduce the variations in quality and availability between health providers and the need to develop the workforce across clinical and support/care staff.

The specific details vary between each of the STPs and these are likely to be more relevant once more detailed plans are developed.

In addition, there are some plans that are only included in individual STPs.

● Surrey Heartlands clinical academy

Creation of a Surrey Heartlands clinical academy so clinicians can work together and agree common standards so all local residents have access to the same high quality standards of care. This will initially focus on cardiovascular, cancer, mental health, musculoskeletal, women's and children's, urgent and emergency care.

● East Surrey Multispeciality Community Provider

Forming a Multispecialty Community Provider (MCP) that will move specialist care out of hospitals and into the community to promote wellbeing, self care and care closer to home.

● Frimley Health and Care social care support market

Transforming the social care support market including:

- a comprehensive capacity and demand analysis
- market management
- better use of home-based care
- supporting innovation in the delivery of accommodation with support
- seeking opportunities to make use of technologies that support independence, health and wellbeing
- complex needs review (eg for people with brain injuries, learning disabilities and mental health needs).

● South West London hospital sites review

Their initial work suggests that five acute hospitals in South West London may not be clinically or financially sustainable. The STP does not include any site-specific proposals or hospital closures. They acknowledge that these plans will need to be discussed and agreed with the Surrey Heartlands STP group.

What are STPs doing to involve the public?

NHS England issued guidance to STPs about engaging with local people in September. The guidance stresses the importance of having an ongoing dialogue with patients and the public and reminds STPs that "Particular emphasis should be given to engagement with people who are less frequently heard and who experience the greatest inequalities in health outcomes."

Each of the STPs include information about communications and engagement. We have included a summary of their approach to involving the public below.

Surrey Heartlands

Surrey Heartlands STP has started a deliberative research programme to involve the public in defining the priorities and trade offs it will apply to achieve the necessary service changes within the resources available locally. They have plans to test the findings with a representative sample of the local population. Healthwatch Surrey has recently joined their communications and engagement working group.

Frimley Health and Care

The Frimley Health STP will continue with the engagement work it has been doing through the Vanguard work in the area. This work has actively involved Healthwatch Hampshire; who keep the neighbouring local Healthwatch, including Surrey, updated on the developments. The STP does not include any issues it believes will need public consultation and so they are planning a series of STP launch events instead.

Sussex and East Surrey

The Sussex and East Surrey STP includes their support for the communications and engagement approach set out in NHS England's guidance. They will also use change management techniques that have been adopted by two of the NHS Trusts following their involvement in an improvement initiative that involved a leading hospital in America (Virginia Mason Institute) and the Trust Development Agency (which is now part of NHS Improvement).

South West London

South West London STP plan to engage with the public and other stakeholders on the criteria it will use to evaluate which options should be modeled and to develop a longlist of all the viable options. They aim to undertake engagement with the public on the longlist and the criteria by the end of January 2017 and expect to take their preferred option(s) forward to public consultation later in 2017.

How does Healthwatch Surrey fit into the STPs?

NHS England's 'Engaging local people' guidance encouraged STPs to work with existing networks, including Healthwatch, and to engage with local people via Healthwatch and other patient and public groups.

Healthwatch Surrey, and our neighbouring local Healthwatch, has been involved in a range of public and stakeholder meetings whilst the various STPs got to their current stage. Our level of involvement has, however, varied between each of the STPs. Across all the STPs, Healthwatch is encouraging as much transparent and open communication as possible so that people are involved from the outset and we will continue to seek genuine engagement as the plans develop.

The issues and challenges facing health and social care will require much wider participation. Consumers, carers and user representative groups will all need to make cultural and behavioural changes; over and above those changes that the system itself must make. We will therefore be working with each of the STPs, and other local Healthwatch, to try to ensure the public is involved in the co-design of the specific plans to change services. To enable this, we will lobby for ongoing communication, engagement and involvement with the public and voluntary organisations.

Healthwatch Surrey has not seen the detailed communications and engagement plans yet. We

will, however, be requesting copies of the plans so we can assess their effectiveness.

We will also be keeping in contact with neighbouring local Healthwatch and the Surrey Heartlands STP to ensure Surrey residents are involved in engagement around potential changes to hospital services covered by the South West London STP.

How can I get find out more?

Each of the STPs has its own website with additional information and a copy of their full STP.

- **Surrey Heartlands:** www.nwsurreyccg.nhs.uk/surreyheartlands/Pages/default.aspx
- **Frimley Health and Care:** www.surreyheathccg.nhs.uk/about/frimley-health-care-stp
- **Sussex and East Surrey:** www.brightonandhoveccg.nhs.uk/your-services/sustainability-and-transformation-plan
- **South West London:** www.swlccgs.nhs.uk/category/questions-and-answers/stpfaq/

How can I get involved?

Communications and engagement plans are being developed by each of the STPs Their content, levels of engagement and opportunity to get involved will vary as more detailed plans are formed.

Keep an eye on the relevant website (outlined above) to identify opportunities to get involved or register your interest with the lead organisations. Some may have newsletters and you may be able to sign up for email alerts.

We will publicise any updates and events we are told about on our website.

Please share your comments and concerns with us so that we can share them at the decision-making meetings we attend.

Healthwatch Surrey contact details

- Tel: 0303 303 0023
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- Text: 07592 787533
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Produced by Healthwatch Surrey, December 2016