



SALFORD'S
**BIG HEALTH
AND CARE
CONVERSATION**

**A brief report on the Big Event held
Wednesday 24th January 2018
at the AJ Bell Stadium**

1. Introduction

The Big Event was organised by Salford Together in partnership with Key 103, as part of the Big Health and Care Conversation held in the summer of 2017. Members of the public completed a survey as part of the Big Conversation and were entered into a prize draw to win tickets to the Big Event.

Big Health and Care Conversation

The Big Health and Care Conversation was a two-month city-wide engagement exercise carried out over the summer to discuss plans to integrate health and care services in Salford to bring more services into the local communities, closer to people's homes.

Salford Together is a partnership between Salford City Council, NHS Salford Clinical Commissioning Group (CCG), Salford Royal NHS Foundation Trust, Salford Primary Care Together and Greater Manchester Mental Health NHS Foundation Trust.

The partnership is working to transform the health and social care system in Salford by integrating health and social care, bringing the services of GPs, nursing, social care, mental health, community based services and voluntary organisations into a more joined up system that focuses on a person's individual needs and provides them with the support to manage their own care.

Who attended?

Over 80 people attended the event from staff, to councillors, VCSE leaders, to member of the public.

2. The Event

In partnership with Key 103, Salford Together held a celebration and sharing event following the close of the Big Health and Social Care Conversation. The event rewarded and thanked those who have pledged, revealed the findings and actions launched #MySalfordPledge and Salford Health and Social Care System Pledges.



Event timetable

6:30pm	Arrival and refreshments	Entertainment by Christian Smith (local singer)
7:00pm	Welcome and introductions	Darren Proctor, Key 103
7:10pm	The Big Conversation Introduction and findings	Keith Darragh, Director of Adult Social Care (Resources), Salford Together
7:15pm	Neighbourhoods GP services	Neil Turton, Chief Executive, Salford Primary Care Together
7:20pm	Enhanced Care Team, Urgent Care Team	June Roberts, Head of Service Innovation and Transformation, Salford Together
7:25pm	Panel discussion	Alison Page, Chief Executive Officer, Salford Community and Voluntary Services Karen Hodgetts, Head of Operations: Salford, Greater Manchester Mental Health Services and Salford Together
7:40pm	Working together to make a difference #MySalfordPledge	Anthony Hassall, Chief Executive Officer, NHS Salford Clinical Commissioning Group Darren Proctor Haelo, Innovation and Improvement Science Centre
7:55pm Britain's Got Talent Finalists 2017 – DNA		
8:25pm	Thank you and close	Darren Proctor

The Big Conversation Introduction and findings

Darren welcomed Keith Darragh, Director of Adult Social Care (Resources) Salford Together, who said “we can only build people’s trust if we continually engage with the public of Salford – to make sure people live well, live independently and have the best quality of life.”

Over the summer Salford Together held a comprehensive engagement exercise with the people of Salford. The aim was to provide early opportunities for active, open, dialogue on developing health and social care plans in Salford and to allow service users, carers and other stakeholders to input to and be involved in the transformation process.

Some of the key findings:

- The vast majority of people (more than 90%) were receptive to the idea of change around more community/home based services
- They understand the strain on current services – something needs to change
- People resonate with the idea of maximising their own or their dependents' independence by taking more self-care responsibility
- Salford Together partners need to build and maintain trust with Salford people as transformation plans develop in the future
- Consistency of future care for service users/patients is key

A short animation was then shown to round up the results and trends of the Big Conversation, with highlights including attendance at 189 community events and forums, spoken to 4,200 Salford people and 1,670 completed questionnaires received.

<https://www.youtube.com/watch?v=OrkAFg2yLI8>

Response to the findings

Salford Together presented their response to the survey findings below.

Neighbourhoods - GP services

Neil Turton, Chief Executive Salford Primary Care Together, talked about the new developments in Salford to improve services at a neighbourhood level ensuring people had access to a range of professionals when they needed it including those with multiple long term conditions, meaning fewer visits to hospital and increased independence and wellbeing. He talked about improvements to GP services and access including SWEAP (Salford Extended Access Pilot) with extended GPs services being tested in Salford, a new Care Navigation service that will support patients to get the right care from the most appropriate service and a neighbourhood primary care diagnostic service



Neil said, “we’ve got some excellent services in Salford, delivered by passionate and committed staff. The approaches that we’ll be sharing with you tonight are to make sure our people are getting the right services at the right time.”

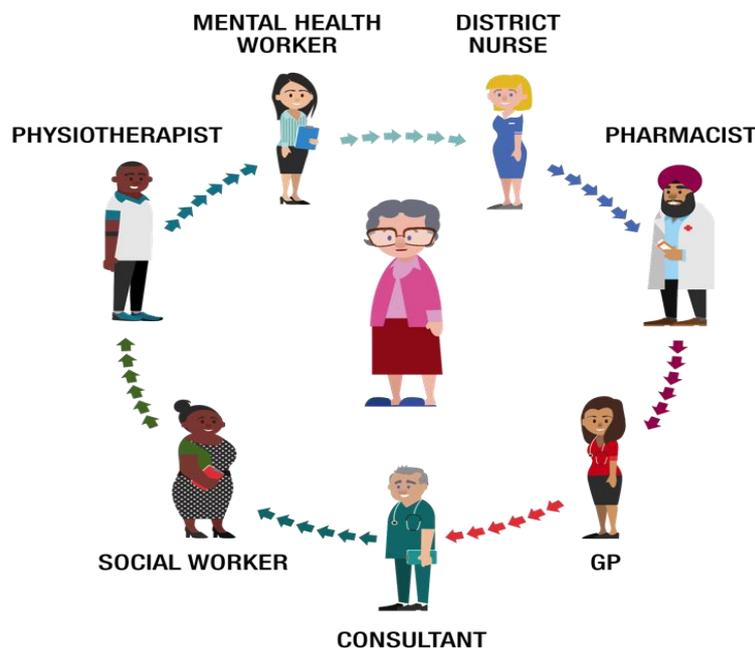
“GP practices are an extremely valued part of a local community but with growing pressure, with factors such as people living longer and multiple long terms conditions adding to the strain, we need to protect these services. We’re improving your access and interaction with GP’s with new ways of working.”

“Neighbourhood services is where we really want to make a difference.”

New Models of Care

Enhanced Care Team

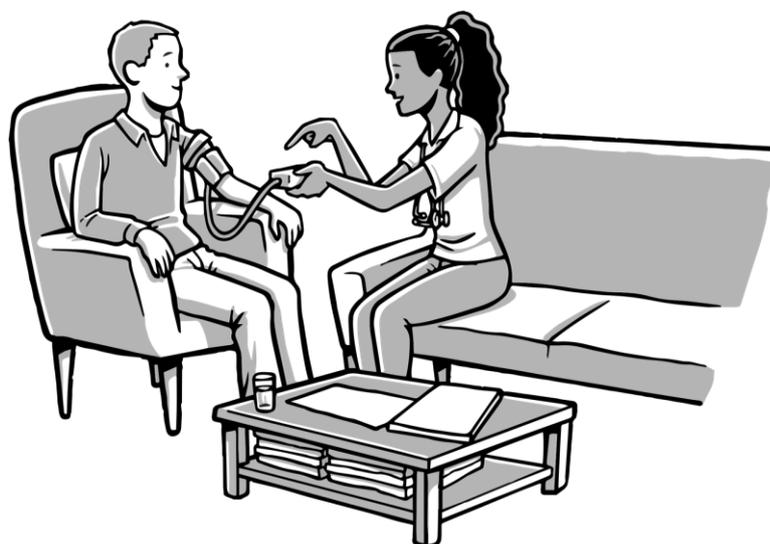
June revealed a new team, the Enhanced Care Team, who will be providing coordinated care for residents, working closely with voluntary groups, to help patients receive care at home when appropriate. This team will identify those most at need and will provide a person centred package of support for up to 12 weeks. This will include nurses, OT’s, mental health practitioners and a consultant practitioner. The team will start in April and will be tested in two neighbourhoods initially (Swinton and Eccles and Irlam).



Urgent Care Team

A second team, the Salford Urgent Care Team will start in April, supporting patients in times of crisis providing care in the home, wherever people live in Salford to ensure they are supported safely at home. In the first instance people will be referred to the team by ambulance services when they don't need to go to hospital and will receive 72 hours of support from a range of professionals.

“By bringing care closer to home, and a special set of expertise out of hospitals we hope to release pressure on individuals and hospital services.”



Panel discussion

The Q&A session involved an expert panel and the speakers were joined on stage by Alison Page, CEO at Salford Community and Voluntary Services and Karen Hodgetts, Head of Operations (Salford) at Greater Manchester Mental Health.

The panel were asked about the benefits of the new approaches and gaining trust from residents. The panel were united in their approach to earn trust by continually asking people, checking in that we're doing the right thing and meeting their needs.

Question 1

I was quite surprised as I am sure people in the room were that almost half of respondents, around 800 people attended hospital regularly for an ongoing condition. How will this new approach benefit them?

Panel answer: People through the Big Conversation engagement told us that they wanted care closer to home. There are about 40,000 people who have anxiety and depression, 50,000 who have a longer-term condition. It is not surprising people are going back and forth to hospital. We think we can bring the expertise out of the hospital and closer to where people live, reducing the number of avoidable hospital admissions and visits.

Question 2

One of the themes of that came out of the survey was around trust. How will you build trust and confidence, particularly when people are used to receiving their care in a local hospital such as Salford Royal?

Panel answer: Trust is really important to make anything work, trust is not given but earned. We are proposing some new things and will talk to people as we start testing new models. We will have contact points to understand how people experience it [changes/new system].

We will keep talking and listening. Doing with the population, not to. We will earn that trust by asking, 'are we doing the right thing for you or your family?'

Question 3

You mention GP services in your answer and I'm sure most people in the room will agree that residents really value their GP services so when they do need a GP, how will you ensure that things will improve for those that said they didn't have good access?

Panel answer: People value access to GPs and we as a system recognise the vital role GPs play. That is why we are investing and improving access to GP services. We are running a Salford wide extended access pilot. Providing access points for a further 50,000 GP and nursing appointments. We are also working to extend opening hours and adding additional hours to access GP appointments, so that every time someone needs to see a GP they get to see one.

Care navigators, trained professionals from the GP practice team with knowledge of local service will improve access to other specialists. Further professionals will be available as part of the team to support GP practices i.e. a pharmacist.

Question 4

You mentioned inappropriate attendance at A & E. How will the urgent care team you spoke about earlier help reduce attendance at hospital A & E departments? For example, I know of people who often end up in a crisis because of their mental health condition. Can they use the new Urgent Care Team you mentioned?

Panel answer: We are developing quality alternatives to A&E. If you are really distressed or unwell the ambulance service can make a referral to the urgent care team. This team can make a mental health assessment within a couple of hours. People with organic conditions will get help sooner. We know that physical conditions can also impact on a person's mental health. All the teams will have a mental health practitioner to do an assessment and support or advise the other professionals in the team.

Question 5

“How are the Voluntary, Community and Social Enterprise Sector working with Salford Together to ensure your expertise and work in communities is used in the best way to make a difference for local people.”

Panel answer: Good question. There are many ways. Improving knowledge and understanding between the VCSE and Salford Together is very important. There are other VCSE sector leaders in the room and there are over 1500 organisations all contributing to Salford. It’s a huge challenge and there are also opportunities to help. We are keen to play a role in the new system and Salford Together.

Much of our worth is around person-centred support and prevention. We work with children, young people and adults, we span the breadth of voice and representation.

We understand the pace of change and the challenges. A challenge for us is capacity and resources. That’s why Salford Together has agreed to fund 1 full-time 12-month post to help build partnerships between the VCSE and health and social care organisations. We are developing an MOU, which is in draft, that outlines resources, principles and action planning for the VCSE’s part in the new neighbourhood model.

Question 6 (Keith)

If people want to get involved further or see the full report, what do they do?

Answer: Go to the Salford Together website and you will find videos and the full report.

Audience questions

Participants were also asked to post any additional questions not covered in the above using postcards placed on tables. Questions and responses are included in appendix a.

Working together to make a difference

Chief Executive Officer at NHS Salford CCG, Anthony Hassall talked about how we can work together to make a difference.

In addition to the report findings, Salford Together developed a citizen pledge concept where people were encouraged to consider one step they could take to make a big difference to their own/their dependents health and social care outcomes.

Anthony reflects on the hundreds of people in Salford who have pledged to help transform health and social care in the city. Leaders, front line staff and citizens all signed up to make a change and take responsibility for their own wellbeing.

The challenge is now to get more people to pledge and to encourage other to change habits, small changes that could have a big impact. Simple actions like swapping the lift for the stairs, chocolate for fruit, fizzy drinks for water. Or make sure you cancel appointments you know you can’t make and access services responsibly.

“It’s important we lead by example, so here’s our commitment to you!” System leaders feature describing what they’re going to play their part, holding the rest of the system to account, to deliver their part of the bargain.

Bringing pledges to life

Two short films were shown, one of system pledges and one of citizen pledges and then Darren introduced the section where people in the room were asked to write their own pledge on the cards on the tables.

“Remind yourself of the hundreds of pledges that were made right here in Salford, to transform health and social care in our city. From regular exercise, becoming more involved in your community to using services at the right time and wisely, these small changes can make a big impact.”

They were then asked to share their pledge, tell others what they have done or what they planned to do to put their pledge into action.

https://www.youtube.com/watch?v=lypu4w_Wm5o

<https://www.youtube.com/watch?v=WmKVdD6gJBY>

3. Conclusion and next steps

The aim of the event was to feedback on the findings from the Big Conversation and inform stakeholders how Salford Together have listened and responded to views. There were a wide range of stakeholders in attendance including system leaders, city council staff, frontline health and social care staff, members of the public and community and voluntary services.

Attendance by the public was less than anticipated and as a result, Salford Together will engage further at the Integrated Health and Social Care Citizen Panel Event in March (attended by approximately 80 members of the public). At the Citizen Panel Event Salford Together will seek views on the emerging models of care namely; the enhanced care service and urgent care service and involve participants in shaping these services.

The system pledges and citizen pledges will be shared as part of a wider campaign which will involve examples of the pledges in action, bringing them to life and encouraging others to do the same.

For further information <http://www.salfordtogether.com/>

Appendix a. Audience questions

Urgent care model. What if the person's home is unsuitable to live in?

The Urgent Care Team will make a comprehensive assessment of a person's health and social care needs at the time of referral. This will enable any issues, such as suitability of the home environment, to be identified early and appropriate support to be put in place.

How do we improve the NW ambulance service?

The contract for ambulance services for Greater Manchester is held by the North West Ambulance Service (NWAS). This contract is managed by Blackpool Clinical Commissioning Group (CCG) on behalf of all Greater Manchester CCGs. The Lead Commissioning Team at Blackpool CCG are working with NHS Improvement (NHSI), NHS England (NHSE), SPB and NWAS on a Performance Improvement Plan to deliver immediate actions and plans for the next 3-6 months to ensure sustainable improvement for meet the national Ambulance Response Programme (ARP) targets.

Have we got enough health care professionals?

Where are we going to get them from?

Retention of staff?

This differs dependant on profession i.e. in some areas we have enough resources whereas in others we require more. We are exploring workforce opportunities to meet the needs of our changing population and are developing a Workforce Transformation Plan as part of this. We recognise that staff are our most valuable asset and will ensure we continue to focus on valuing, developing and supporting them through the new models of care and beyond.

Will key103 & Salford Together be aligning their funding to tackle the priorities in Greater Manchester?

Salford Together priorities are aligned to Salford's Locality Plan which in turn supports the Greater Manchester Health and Social Care Partnership Five Year Plan. Integrating health and social care is an important priority for both Salford and Greater Manchester as a whole as this will help promote wellbeing and prevent ill health ensuring that services work together to maximise resources and help people remain independent.

Key 103, the local radio station, are sometimes commissioned to work on specific campaigns at a Greater Manchester and local level, dependant on requirements.

Where does palliative care fit in?

Palliative care is integral in all our developments including urgent and enhanced care services. We aim to ensure appropriate care to all people approaching the end of their lives and the new models of care we are testing will help support this working with palliative care teams and using the best principles of person centred plans, to meet their specific health and care needs.

What other services will support urgent care team if patients live alone / no carer available once professionals leave?

People will receive an assessment of their health and care needs and an appropriate plan will be put in place to ensure any outstanding needs are met after the 72 hours of initial support. This may include connections to other health and social care professionals within neighbourhoods or some of our city wide services and/or the voluntary sector. We are trying to maximise all personal and community assets that support people to live well and remain as independent as possible.

Buile Hill Park Hall 24th April

Bringing all the people together from different professions & background has been vitally important, it makes us feel listened to, in control of the future of care for our city.

Thank you for your positive feedback. Involving a wide range of people who work in health and social care is crucial to ensure that services are shaped appropriately. We greatly value your input and will continue to develop ways for you to be involved.

What mental health support will the urgent care team give? – Does urgent mean crisis?

Are there thresholds?

Will they have any specialisms in young people or is it adult focused?

The Urgent Care Team will make an assessment of an individual's mental health needs as part of their care plan. If a need is identified then the team will refer to a mental health professional for additional support. The Urgent Care Team will include mental health staff.

The service is for people aged 18+. As part of the urgent care pilot service we have identified referral criteria for people who would benefit from mental health support from this team. Urgent care is not the same as mental health crisis care. Crisis services will remain in place for other mental health needs that require additional care.

I am a diabetic, when I have to see a Doctor, a nurse, an optician or if I have to visit the hospital, whoever I see can access my information easily on line. Will this change under the Salford Together System?

One of the key priorities for Salford Together is to improve information sharing between professionals. As part of the Big Conversation, the majority of citizens told us that they are happy for their information to be shared between health and social care professionals. We are therefore building on existing good practice to ensure that people do not have to tell their story several times to different health and care staff as we know that people prefer not to do this.

What is “Salford Together” doing to ensure that people who can’t make their own decisions are able to benefit from a transformed health and social care system?

We will continue to ensure that we work within statutory frameworks that protect people who may not have capacity to make decisions, this includes the Care Act and the Mental Capacity Act.. These help us to support people to receive the right care at the right time and in the right place (often through care closer to home) and will be central to our models of care and support.

How will the new system enable social care staff to do more preventative work and engage with people with more complex needs, i.e hoarding & self-neglect?

The new care models will support us to identify people at risk and work to the principles of personalisation determining the appropriate support for individuals, taking into account their needs and abilities. This will enable us to take a proactive approach and support people to get help as early as possible by working with the relevant agencies including the voluntary, community and social enterprise sector.

What challenges does “Salford Together” anticipate in trying to keep people free from abuse and neglect in the new system? What are the opportunities?

The challenges will remain the same, however the neighbourhood model will provide more opportunities for identification of any potential abuse or neglect. As part of the assessment, issues can be picked up earlier and appropriate action can be taken quickly.
