

The Somerset System-wide vision:

Somerset CCG 2017-2019 Operational Plan on a Page

People in Somerset will be encouraged to stay healthy and well through a focus on: Building support for people in our local communities and neighbourhoods; Supporting health lifestyle choices to be easier choices; Supporting people to self-care and be actively engaged in managing their conditions. When people need to access care or support this will be through joined up health, social care and wellbeing services. The result will be a healthier population with access to high quality care that is affordable and sustainable.

Five Year Forward View Gaps:

- Health and Wellbeing
- Care and Quality
- Funding and Efficiency

STP Priorities:

Redesign primary and community health and care services to deliver care closer to home with a reduced reliance on acute services and community beds

Address clinically and financially unsustainable acute service provision

Focus on prevention to deliver a sustainable system

Drive delivery of the system wide financial and performance improvement

Create an Accountable Care System

The 9 'Must Do's' for 2017-19:

1. STPs
2. Finance
3. Primary Care
4. Urgent and Emergency Care
5. Referral to treatment times and elective care
6. Cancer
7. Mental Health
8. People with Learning Disabilities
9. Improving Quality in organisations

Our Priorities for 2017/18 to 2018/19

Prevention: - Preventing the 5 diseases/conditions:

- Mental Health and Dementia
- Cardiovascular and metabolic disease
- Cancer
- Respiratory
- Muscular-skeletal conditions and falls

Primary Medical Care:

- GP Extended Access
- Improving the workforce position
- Joined up care arrangements
- Supporting self-care
- Improving technology

Community Services:

- Hospital at home services
- Flexible use of Community Hospital beds
- Extend the range of ambulatory services
- Development of workforce

Acute Services and Delayed Transfers of Care:

- Finalise new service models for dermatology and oral maxillofacial surgery
- Agree new deliver model for MSK
- Develop new model for outpatient follow up
- Continue with plans to tackle delayed transfers of care

Referral to Treatment and Elective Care:

- Delivery of Referral to Treatment standard
- Manage demand and drive efficiencies.
- Develop a new and efficient orthopaedic pathway
- Roll out 'Better Births'

Learning Disabilities:

- Refresh the Transforming Care plan 17/18
- Creation of bespoke community placements
- Develop a Somerset framework for review of deaths of people with LD
- Increase joint working across health and social care

Finance and Activity:

- Plan to improve 17/18 and 18/19 forecast positions
- Delivery of financial improvement plans across the system
- Recover performance against national and local targets
- Contain activity growth through collaborative system working
- Develop a system risk strategy and risk reserve

Person-Centred Care:

- Somerset House of Care
- Support and share best practice of New Models of Care
- Increase joined up working across organisations to better support care for people
- Educate people to better self management of their conditions
- Support Interoperability
- Better Care Fund Schemes

Urgent and Emergency Care:

- Four hour A&E standard and ambulance response times
- Four key priority standards for 7 day services
- Implement the Urgent and Emergency Care Review
- Reduction in proportion of ambulance 999 calls that result in avoidable transportation to A&E Department

Cancer:

- Deliver access to **straight to test** diagnostics in some specialties
- Deliver improvements in cancer diagnosed at stage 1 or 2
- Achieve constitutional standards and waiting times

Mental Health:

- Deliver Early Intervention into Psychosis standard
- Increase access to high quality mental health services for children and young people
- Achieve dementia diagnosis standard

Other Priorities:

- Early supported discharge for stroke
- Continue with diabetes programme of work
- Ensure that the needs and wishes of patients at the end of life are understood and these needs and wishes are met

Improving Quality:

- Safe and efficient use of staffing
- Sign up to Safety pledges
- Quality and Equality Impact Assessments
- Annual publication of findings from deaths, including avoidable deaths
- Improve mental health inpatient care

Our Values and Behaviours:

Adopting Open and Transparent processes. Supporting innovation. Taking a collaborative approach. Being people, patient and carer centred. Ensuring best value

Somerset Health and Wellbeing Strategy:

- People, families and communities take responsibility for their own health and wellbeing
- Families and communities are thriving and resilient
- Somerset people are able to live independently

The Expected Outcomes for our patients and population:

- Improve Population Health and Wellbeing –**
- Improved population health
 - Reduced inequalities in health & wellbeing outcomes
 - Enhanced quality of life and sense of wellbeing

- Deliver High Quality and Value –**
- People have a positive experience of services
 - People have access to timely care and support
 - People receive safe care and high value care

- Transform Services –**
- Services enable people to develop the knowledge, skills and confidence to live independently
 - The system's default is prevention and early intervention
 - The system makes good use of technology

Enablers:

A safe and efficient workforce. Efficient use of our estate. Digital technology that enables an efficient and effective 'one system'