

Improving Lives Event – 04.03.15 - Uttoxeter

Additional Questions/ Comments

AQ1 What weight or priority is given within the contract to a holistic approach to health and wellbeing, rather than just focussing on physical conditions?

Answer: This contract focuses very much on patients' wellbeing and improving patients' ability to live fuller, happier lives. Its success will be measured not only by traditional performance measures but how patients feel about their care and the impact this has on their experiences in life.

AQ2 Much was made of providing patients with wider choice. How would this work in practice?

Answer: Over the next few years, there will be a wider range of services and more accessible services for people with long term health conditions and for frail, older people. More details of how this will work in practice will become available once the prime contractor has been appointed. They will be working with patients and communities to develop these plans further over the coming year.

AQ3 If you communicated this event by saying “Do you have arthritis/ diabetes/ heart disease/ parkinsons?” THEN THIS MEANS YOU!!! “Improving Lives” means nothing. Most people will think this is about someone else.

Answer: Thank you for your comment. We will bear this in mind when producing future publicity.

AQ4 The leaked KPMG report suggests that there is a prevailing culture of a silo mentality and non-cooperation between CCGs in Staffordshire. With this in mind can you justify your concept without the involvement of cross CCG participation?

Answer: We face very serious challenges which are specific to East Staffordshire, with a lot of patients not receiving such good care and consequently not having such

good health outcomes, as patients in other parts of Staffordshire and across the country. Our priority is to use the money we have available to us to improve the health and wellbeing of local people.

East Staffordshire CCG has worked collaboratively with other CCGs across Staffordshire to develop and agree a joint frail elderly strategy which is available on the CCG's website. This details an aligned approach to improving frail elderly care and the core components required in any pathway. This will reduce variation in care and where possible, CCGs will work together to achieve this.

AQ5 Heavy reliance on IT/tech means patients who cannot afford computers are disadvantaged. How will the new company deal with this?

Answer: New technology will be only one part of the solution. It will not be appropriate for everyone, for example the very frail and elderly. It is likely the prime contractor will use a variety of approaches and they will want to work with patients and staff to develop these over the coming months.

AQ6 I am sorry but when your treatment from hospital is excellent you do not go and comment to your GP. I have kept away from my GP on purpose to relieve him of extra burden. Patients must be notified!!!

Answer: It is always helpful for all NHS organisations, such as the hospital, to get positive feedback, and we would encourage you to use channels such as contacting the hospital PALS service or leaving comments on NHS Choices, so that the staff concerned hear what patients experience, and the positive comments are then also considered as part of the overall assessment of the service.

AQ7 A key group not represented at the meeting is the very elderly and fragile. They are also the group who would perhaps not be able to “take control” and manage the treatments and support they need. How will the NHS be able to improve their lives, if they're not in a position healthwise to voice their health needs?

Answer: The views of the very elderly and frail and their carers are very important and some of the work we have done so far has included talking with elderly people in sheltered accommodation and at lunch clubs and with carers. The prime contractor will want to build on this work and will work with the elderly and carers to design services which meet their needs in the future.