

Improving Lives: Update 22 February 2016

New

- East Staffordshire CCG and Virgin Care will be holding a joint public event on Tuesday 22nd March to update local people on the work that has been happening since the last public meetings in November, and to share more information about Care Coordination and what is planned over the coming months and years. (See attached flyer.)
- Virgin Care are working with hospital and GP colleagues and with Age UK South Staffordshire on developing plans for the Care Coordination Centres which will initially support the most vulnerable people by liaising with health and care services on their behalf. A Care Coordination workshop is being held on 25 February for Citizens' Panel Members'.
- Age UK South Staffordshire is now running a small pilot project, commissioned by the CCG, employing Care Navigators to begin to assist individuals referred by their doctors or community nurses, to support them and help them navigate the health and care systems with a view to improving their wellbeing and health outcomes.
- Virgin Care has been working with doctors and other colleagues from Burton Hospitals and local GPs, using national best practice to design better ways in which patients with some of the most common long term conditions such as diabetes, frailty, heart failure and chronic obstructive pulmonary disease could be cared for in the future. The plan is to build on what is already in place.
- Over the next few months, Virgin Care will be holding workshops for patients with these specific long term conditions and their carers to gain their input into the plans and proposals are being developed.
- Virgin Care continue to work closely with Staffordshire and Stoke on Trent Partnership Trust, so that the community services can be transferred safely and smoothly in April and so that patients are assured that appointments and services will continue as at present.
- Virgin Care are working with the Partnership Trust to make sure that the community staff who will be transferring to Virgin Care in April are kept well informed and have the opportunity to ask questions.
- Third sector organisations have been invited to submit their ideas on how they might be able to work with Virgin Care to achieve the Improving Lives outcomes. For more information, please email to Brenda.Bartlett@virgincare.co.uk.

- Virgin Care's Citizens' Panel has issued its second newsletter to its members. The aim of the Panel is to give everyone the chance to be informed, asked or involved in the design of the services and share their ideas for improving health care over the coming months and years. The Citizens' Panel is open to all to join. The membership form and more information can be found at: <http://eaststaffscitizenspanel.co.uk>
- Outcome measures are at the heart of the Improving Lives contract. The CCG is now progressing this work; including looking at the ways in which the outcomes which patients and carers have said are important to them will be measured over the course of the contract.

Background

- Improving Lives is focused on supporting residents of East Staffordshire with long-term health conditions and frail, older people to:
 - have more control over their own care
 - have improved health outcomes
 - improve their experience of living with their long term conditions.
- From April 2016, Virgin Care will manage the Improving Lives programme and will be responsible for working with all of the partners locally to arrange for services within the Improving Lives Programme to be delivered.
- All the work that needs to be done before the Improving Lives contract comes into effect in April is progressing well.
- The Virgin Care team are meeting with local GPs and practice staff and getting their input into shaping future services for patients. While Primary Care services are not within the scope of this contract, GPs will continue to be engaged over coming months to ensure that they are closely aligned and involved in this programme.
- Virgin Care has taken the decision that it will provide the community services aspects of the Improving Lives programme from April 2016.
- The Virgin Care team are investing a lot of time in talking to the organisations that currently provide services, so that the Virgin Care team have all the information they need to make decisions on where they will award contracts.
- Virgin Care will continue to work closely with the current providers of services over the coming months to ensure smooth transition.

- Virgin Care's contract formally starts on 1st April 2016, so the services won't change for the moment.
- Virgin Care are also be talking to other local groups interested in supporting the Improving Lives programme. These discussions are at an early stage. As soon as there is more clarity and confirmed details, these will be shared.
- Virgin Care will continue to listen to patients and staff, to learn what works well and to incorporate all of this in their plans for the service.
- The CCG and Virgin Care will continue the dialogue with local people, charities, voluntary groups and clinicians to make sure that are involved in the development of these services and the improvements deliver better outcomes for patients and staff.