



# Our Health Our Care

**Engaging with you on  
proposed changes to your  
local health and care services**

# Improving health and care services in central Lancashire – you said you wanted...

**Services that encourage self-care and improve health and wellbeing**

**Services that deliver a person-centred and bespoke approach**

**Services that reduce the dependence on hospital-based care**

**Services that are clinically and financially sustainable**

**Services that are integrated**



# The themed areas we are working on

Prevention  
and early  
intervention

Out of  
hospital

In hospital



**Our Health Our Care**

# Engagement activities so far

**Public engagement events and workshops – 600 public attendees**

**Targeted conversations with patient groups and community groups**

**Targeted conversations with specific demographic groups**

**Conversations with hospital staff, ward visits**

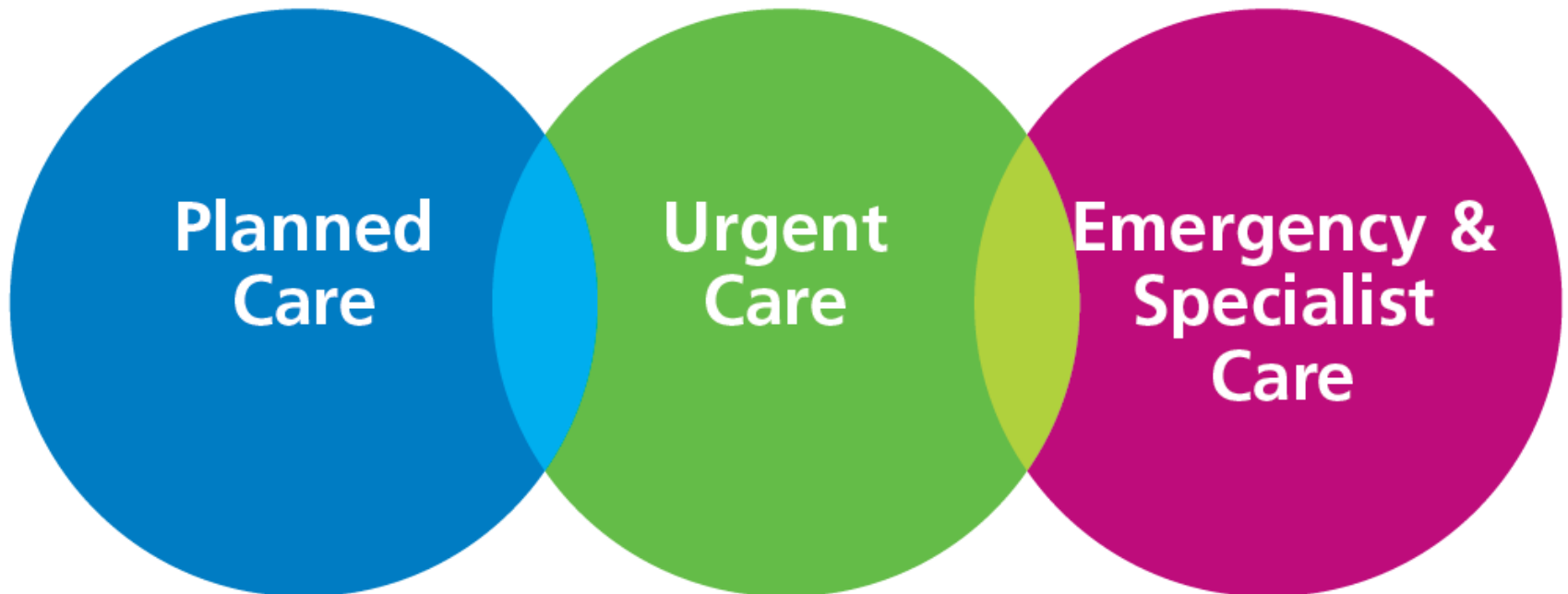
**Conversations with partner organisations, health and care providers and local authorities, councillors and MPs**

**Opportunities to provide direct feedback and ask direct questions, via email or online**



# The clinically-led emerging model for local hospital services

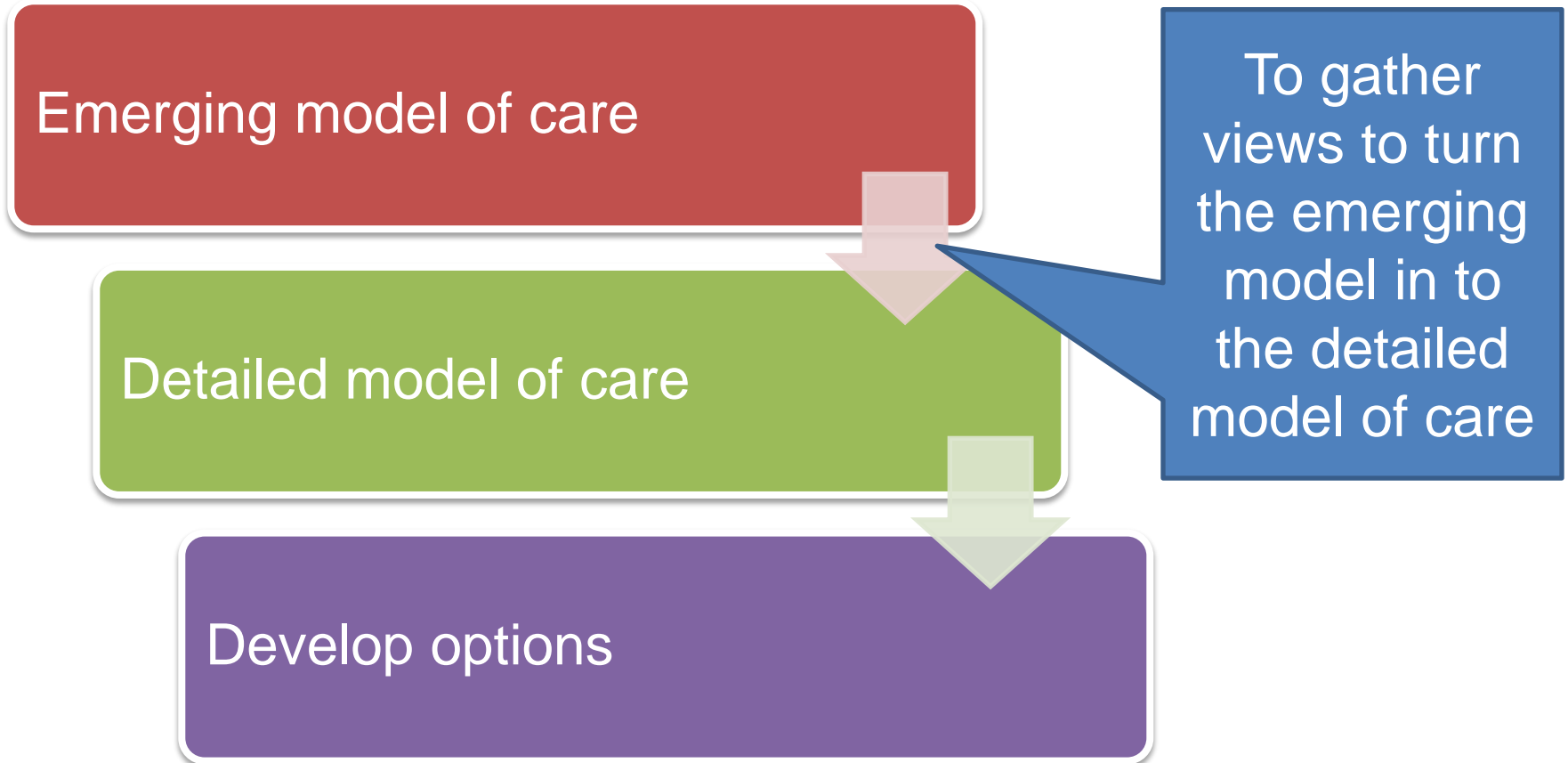
- Your views so far have helped local clinicians to come up with some ideas of how local hospital services could be arranged.
- These ideas are based on three areas:



# They are also based on the following principles



# Purpose of this event



# Purpose of this event

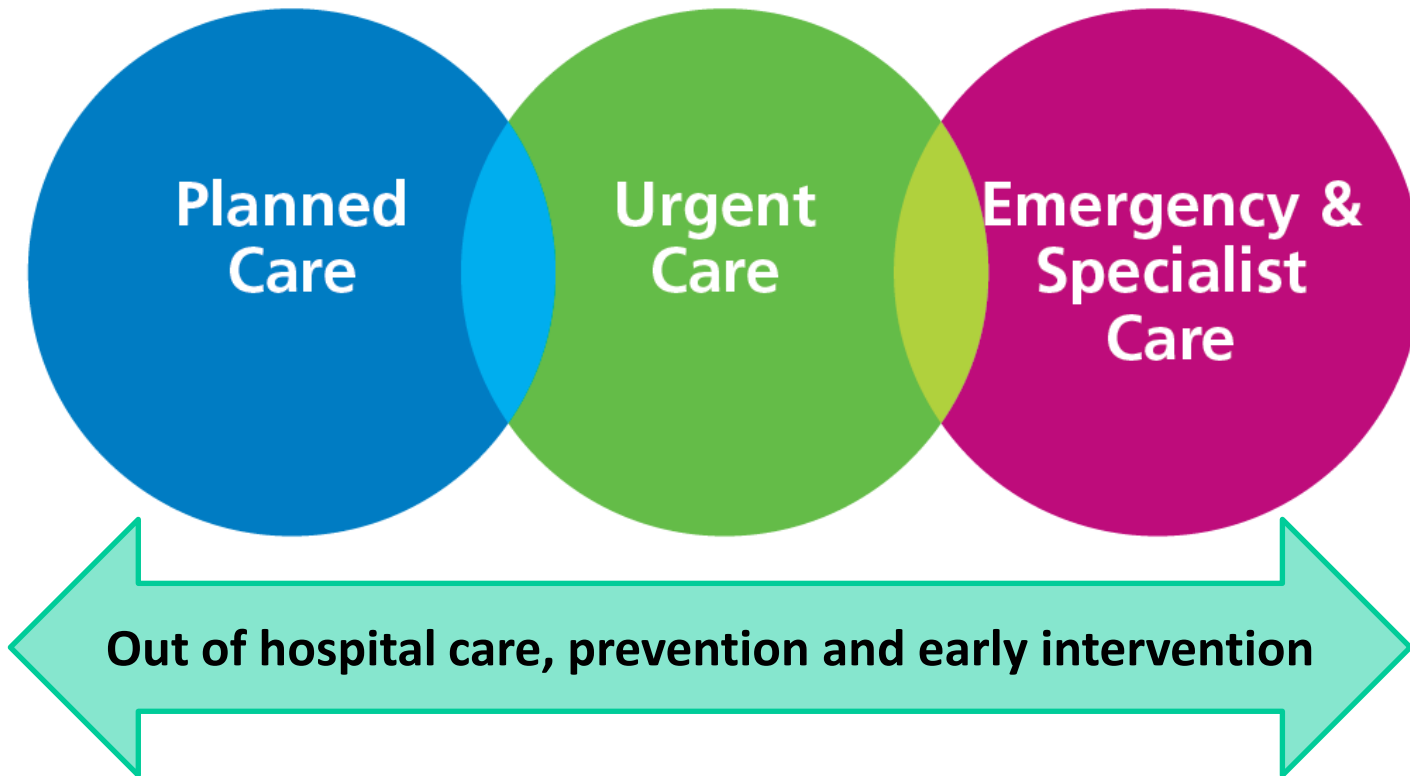
**Pre-consultation  
engagement to  
gather views and  
feedback**

Expecting a formal  
consultation to  
take place in  
spring 2019



# You have told us...

- ... that you want to talk to us more about local health and care outside of the hospital and to see more 'joined-up' care



# How your views are already shaping the clinically-led, emerging model of care

Hospitals will still be under pressure until care is better integrated, because people can end up in hospital when other services aren't joined-up enough

Care closer to home, that includes support in the community / in primary care.

Enhanced mental health liaison to connect support for people with mental health needs from the community through to hospital and/or emergency care and in-patient treatment.

Intermediate care for patients to reduce length of stay in hospital, or stop the need for hospital care.



**What could local health and care services look like outside of the hospital?**



# Out of hospital care, prevention and early intervention

GP surgeries working closely together, and at scale

GP surgeries working closely with community, hospital and mental health services to deliver integrated care via integrated teams

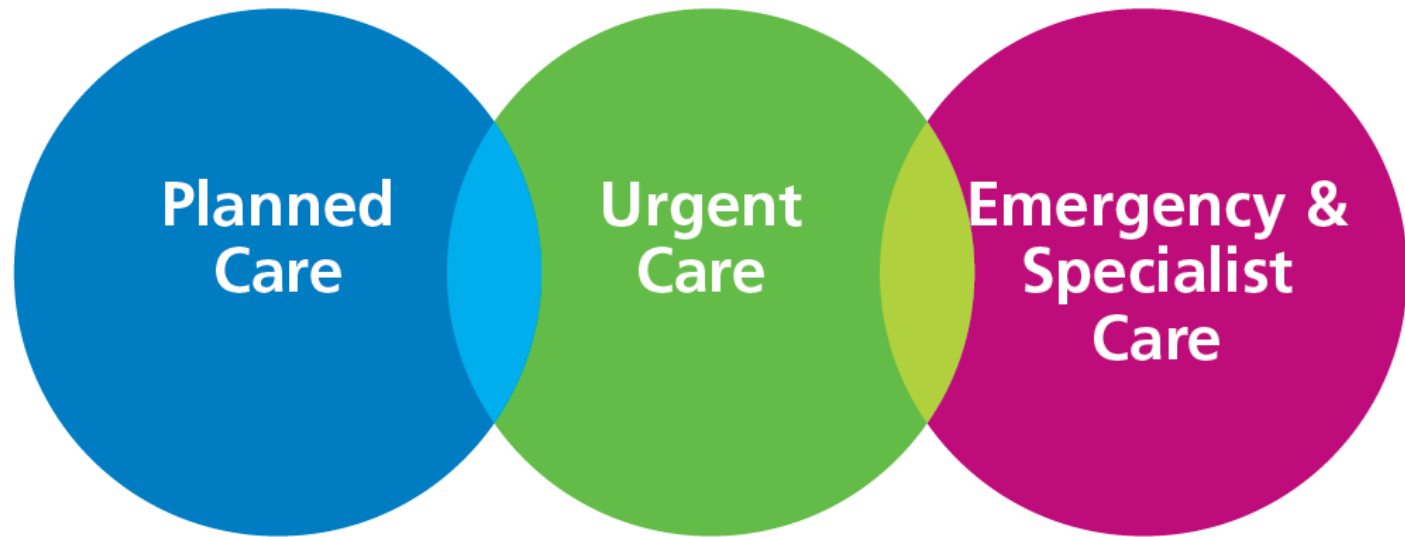
Access to appointments

Care for people who are frail and/or elderly



# We would like to give you...

- ... more information on what urgent care could look like



# How your views are already shaping the clinically-led, emerging model of care

## How can the system deliver good urgent and emergency care?

To support the new model of care, an urgent care service needs to be developed further. It's estimated that around 70% of people currently seen in A&E could be treated by a fully functioning Urgent Care Centre.

The urgent care service will need to :

- Be staffed by a range of clinicians with a range of skills
- Treat minor injuries and illness, fractures and lacerations, and infections
- Accept patients arriving by ambulance

Since 2012 Lancashire and South Cumbria patients who need life and limb saving treatment have been taken to the Major Trauma Centre, rather than their local A&E. This won't change.

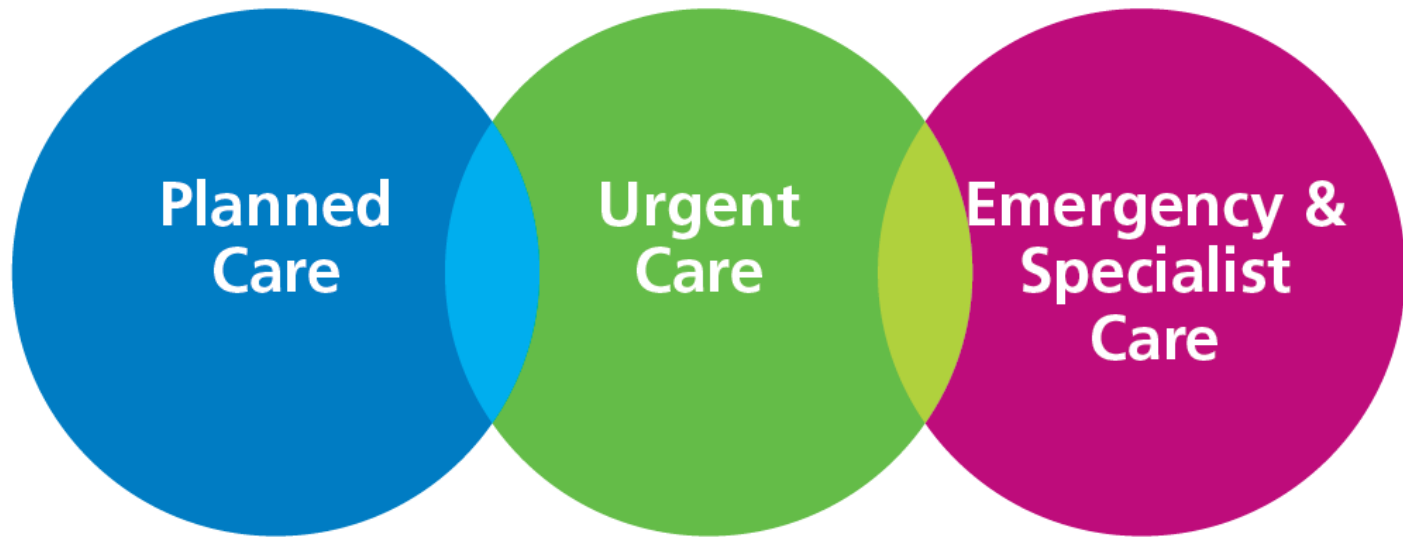


# What could local urgent care services look like?



# We would like to give you...

- ... more information on what planned care (non-emergency and urgent treatments and operations) could look like





# How your views are already shaping the clinically-led, emerging model of care

How could the system deliver effective critical care, and critical care that can support planned care?

High risk surgery would be done at the emergency and specialist centre, which will have a critical care unit

We are looking at including a level of critical care service in the planned care centre so more complex surgery can be done there, and safety is assured

# What could local planned care in the hospital look like?



# What we need your views on today...

1. Out of hospital and 'joined up' care
2. Urgent care in the hospital
3. Planned care (treatments and operations) in the hospital

You will have the opportunity to discuss on your tables where there will be a clinician and a facilitator to support the discussion and take notes.

There will then be an opportunity for the tables to feed back to the whole group.



# What we need your views on today...

## Out of hospital and joined up care

### Issues

- Local health and care services are not as integrated and joined up as they can be, and care is not as close to home as it could be

### Proposal

- More services located in the community and in you GP practices
- More care and treatment closer to home
- Care that is more joined up and integrated

### For discussion:

- Do you think your services are joined up? (Any examples of good practice?)
- Do you think they could be more joined up (Examples of areas for improvement)
- What would joined up services look and feel like to you?
- What should we do to ensure these services are joined up?

# What we need your views on today...

## Urgent care in the hospital

### Issues

- There are high pressures in the emergency department, including with many cases that could be dealt with in a different service

### Proposal

- An urgent care treatment centre located with the emergency department, networked with an additional urgent care treatment centre

### For discussion:

- What would the benefits of this be?
- What concerns do you have about this?

# What we need your views on today...

Planned care (treatments and operations) in the hospital

## Issues

- Long waiting times
- High numbers of cancellations

## Proposal

- A 'planned care' centre with protected beds to prevent cancellations of treatments and operations

## For discussion:

- What would the benefits of this be?
- What concerns do you have about this?

# Next steps

**Your feedback, as well as feedback from a wide range of other conversations, will help inform a more detailed model of care.**

**We will come and talk to you again about a more detailed model of care, to help us develop that model into some options for how it could be delivered**

**A 'pre-consultation business case' will be produced, which will be subject to a formal consultation – the consultation is likely to take place in spring 2019**

**Once we have talked to you about potential options, these options will formally appraised by clinicians and patient representatives**

**Watch this space for details of more opportunities to get involved!**

# Contact us



Like us

@OurHealthOurCareCL



Tweet us

@\_OHOC



## Our Health Our Care

[www.ourhealthourcarecl.nhs.uk](http://www.ourhealthourcarecl.nhs.uk)

01772 214323

[ohoc.enquiries@nhs.net](mailto:ohoc.enquiries@nhs.net)

Chorley House,  
Centurion Way,  
Leyland  
Lancashire, PR26 6TT