

Frequently Asked Questions

Q. What is Healthier Pennine Lancashire?

A. Healthier Pennine Lancashire is an Integrated Health and Care Partnership that has been set up to think about how health and care services need to work together to tackle the key health and care challenges faced in Pennine Lancashire, which is made up of Blackburn with Darwen and East Lancashire. In response, we formed a partnership to transform health and care and improve the health and wellbeing outcomes for everyone in Pennine Lancashire.

Healthier Pennine Lancashire represents health and care organisations in Pennine Lancashire as well as local councils and the voluntary, community, faith and social sectors. Through the partnership, we will be working together to deliver health, care and wellbeing services and create a more preventative approach to health and care for the people of Pennine Lancashire so that we can ensure they live as healthy as they can for as long as they can.

Pennine Lancashire is one of five areas in Lancashire and South Cumbria who are working to improve services by developing local Integrated Care Partnerships.

Q. Why the Pennine Lancashire Health and Care System?

A. In Pennine Lancashire health and care organisations are working together, along with local councils and voluntary, community and faith sector groups, as an Healthier Pennine Lancashire, an integrated care partnership. Our aim is to achieve the best health and wellbeing outcomes for our population and make a positive difference to people's lives. We know that, only by working together, will we be able to make the changes needed to improve health outcomes.

Q. Who's involved?

A. Healthier Pennine Lancashire represents East Lancashire Hospitals NHS Trust, Lancashire and South Cumbria NHS Trust, East Lancashire CCG, Blackburn with Darwen CCG, Blackburn with Darwen Borough Council, Lancashire County Council, District Councils, and the Voluntary, Community, Faith and Social Care sectors. We are working together to create a more preventative approach to health and wellbeing for the 531,000 people living in Pennine Lancashire.

The progress of Healthier Pennine Lancashire is overseen by the Partnership Leaders' Forum, which consists of the leaders from each of the six organisations involved as well as the local borough councils, GP representatives and representatives from the Voluntary, Community Faith and Social Sector (VCFS). Healthwatch Blackburn with Darwen and Healthwatch Lancashire are also involved. A list of the leaders is provided below:

PARTNERSHIP LEADERS' FORUM		
Member	Title	Representing
Christine Blythe	Officer, Burnley, Pendle & Rossendale Council for	Voluntary, Community and Faith Sector
Graham Burgess (Chair)	Chair	Blackburn with Darwen CCG
Caroline Donovan	Chief Executive	Lancashire Care Foundation Trust
David Eva	Chair	Lancashire Care Foundation Trust
Eileen Fairhurst	Chair	East Lancashire Hospitals Trust
Julie Higgins	Accountable Officer	Blackburn with Darwen and East Lancashire Clinical
Mohammed Khan (Cllr)	Leader	Blackburn with Darwen BC
Dean Langton	Chief Executive	Pendle District Council/ Nominated Representative for
Kevin McGee	Chief Executive	East Lancashire Hospitals Trust
Joanne Moore	Director of Operations	Lancashire Care Foundation Trust
Denise Park	Chief Executive	Blackburn with Darwen Borough Council
Richard Robinson	Chair	East Lancashire Clinical Commissioning Group
Mohammed Umer	Chair of Local Primary Care, <i>Blackburn with Darwen</i>	<i>Federation of GPs</i>

Q. Why are you doing this?

A. Pennine Lancashire has significantly high levels of poor health and many people have a poorer quality of life than in other areas such as socio-economic inequalities, economic deprivation, high levels of childhood poverty, health inequalities, people living longer with complex care needs, children and young people experiencing poor health outcomes and more people experiencing mental ill-health than anywhere else in the country. Health and Care services in Pennine Lancashire are under increasing pressure, as they are seeing exceptional levels of demand so we are facing growing financial strain.

In order to ensure that the people of Pennine Lancashire are receiving the health and care services they need, when they need them, these services will need to adapt and improve to respond to these challenges.

Q. What are you doing about it?

A. We have created a plan to respond to the pressures faced by the health and care services in Pennine Lancashire. The Pennine Plan consists of ideas about what we can do to meet these challenges by working together and how we can go further to improve people's health and their lives.

The Pennine Plan has been developed and recently refreshed to reflect the current demands on health and care by the Healthier Pennine Lancashire Partnership with input from health and care professionals, the public, and from examples of best practice.

The plan was originally published in December 2018 and is available on our website www.togetherahealthierfuture.org.uk.

Our delivery of the plan will consist of a focus on prevention, Primary Care Networks and wider community services, while also maintaining the best quality acute and specialist health services. This will help us to reduce costs by empowering the people of Pennine Lancashire to take control of their health and wellbeing and by providing them with the services and resources that they need to do so.

Q. Are you planning to cut services...?

A. No, we are not planning to cut services. Working together with staff and the public we are developing and enhancing services to meet the demands and pressures that health and care in Pennine Lancashire face. There may be changes to a number of services but these will be made with the intention to improve them or move them to a more accessible location and we will formally consult with the public on any changes that are being considered.

Q. It's about privatising the health service isn't it?

A. No, it's not about privatising the health service. In fact we want to make services more accessible to everyone so there is no plan to privatise the health and care services.

Q. What will be different?

A. We will put people, their families and communities at the heart of everything, aiming to put them in control of their own health and wellbeing, so they can remain as healthy as possible for as long as possible. If people do become ill, they should have access to the right level of care at home or in their local area. When hospital care is needed, we want to ensure that that care will be safe, effective and delivered around the individual's needs. Services will be provided to ensure that people are not staying in hospital longer than necessary and will ensure there will be support to help people return home safely following their stay in hospital.

Q. How are you going to do this?

A. We will be using world leading quality improvement methodology called the Vital Signs Methodology. Vital Signs is a quality improvement methodology used by NHS Improvement (NHSI) as a way of transforming services. Pennine Lancashire is one of only seven areas to be chosen by NHSI to work with them. We call our approach the “Pennine Lancashire Way”.

Q. Why the “Pennine Lancashire Way”?

A. The “Pennine Lancashire Way” is the result of us all working together to provide the best possible services utilizing the Vital Signs methodology. Otherwise known as, “the way we do things round here!”

We have a strong track record of delivering service improvements across all our organisations, and want to take our work to the next level. Working with NHSI Vital Signs, gives us a fantastic opportunity to adopt a consistent approach to improvement across all our health and care services, thus ensuring that our ambitions for Pennine Lancashire are embedded and form the focus of everything that we do. The Pennine Lancashire Way puts people and patients at its heart, with a continual focus on improving outcomes and quality of service delivery.

Q. You will know if your care has been a part of a successful integrated care plan if you can say ‘yes’ to any or all of the following statements:

A.

- “I am treated as an individual and my views are respected by the people supporting me”
- “My family and I do our best to keep healthy, but we know where to access information and support if we need it”
- “The people providing my care and support have the right skills and are supported to do the best they can”
- “I know that wherever I live in Pennine Lancashire, I can expect an equitable level of support if I need it”
- “My family and I are healthier and are able to live in good health for longer”
- “My family and I understand that resources are limited and are targeted towards those most in need and that the money available is being used wisely and for the best benefits of me and my family”
- “I am (or my carer/family on my behalf are) supported and empowered to take ownership of my own health, wellbeing and support, so that I can continue to live independently.”

Q. How can I stay informed?

A. You can stay informed by visiting our website www.healthierpenninelancashire.co.uk or you can follow us on Twitter - @Healthier_PL and #HealthierPL or on our Facebook page - @HealthierPennineLancashire.

Staff Engagement – FAQs For people who work or volunteer in health and social care

Q. What does One Workforce mean?

A. ‘One Workforce’ means working together to create a culture, systems and processes that mean that the people on the frontline and behind the scenes, can do what is needed for the patients and residents of Pennine Lancashire, no matter who they are employed by - one team working together with and for the benefit of the health and wellbeing of the population.

Anyone who works or volunteers in the health and care sector in Pennine Lancashire is a part of the Healthier Pennine Lancashire integrated care partnership.

“One Workforce” supports the creation of integrated Multidisciplinary Teams across care pathways for the benefit of the patient/resident. In the “One Workforce” way, integrated working practices regardless of the employing organisation are employed and shared policies and approaches to workforce where it is sensible to do so are implemented.

Also sought out are ways to create a system where workforce mobility between employers will be easy and seamless and a health and care talent pipeline will be available for Pennine Lancashire to make it simpler to recruit and develop a workforce.

Q. Who does this apply to?

A. The ambition for One Workforce will extend beyond the 6 main employing organisations to include Primary Care and the Voluntary, Community and Faith Sector and others, but the main 6 key partners involved in Together A Healthier Future include:

- East Lancashire Hospitals NHS Trust
- Blackburn with Darwen Borough Council
- Blackburn with Darwen Clinical Commissioning Group
- East Lancashire Clinical Commissioning Group
- Lancashire and South Cumbria NHS Foundation Trust
- Lancashire County Council

Q. Will my job change?

A. Only for the better! The purpose of bringing together colleagues from different organisations is to improve health and social care services for our population by maximising opportunities for sharing skills, knowledge and experience. It will

therefore be necessary for you to work collaboratively and positively with colleagues from partner organisations.

Q. Where will I be based?

A. As the new models of care are developed with staff involvement and as different ways of delivering care are established, there may be some requirement for staff to become more agile in that delivery. Any potential changes in working base will be consulted upon as required.

Q. Who will I be working with?

A. Depending on your area of work and your role, you may be working alongside colleagues from the council, primary and secondary care, private sector and voluntary sector. In a lot of cases this happens already but operating as One Workforce, this will be in a much more organised and integrated way.

Q. Who will be my manager?

A. There will be no immediate change to the line management arrangements. However, as we seek to bring together services in a more integrated way, line management arrangements may change.

Q. Will there be a change to my terms and conditions?

A. No. There will be no changes to employee terms and conditions of service.

Q. Who will be my employer?

A. You will continue to be employed by your current employer.

Q. Will there be any staff reductions?

A. It is not envisaged that there will be any immediate changes to job roles, numbers and functions.

Q. Will there be any development opportunities?

A. There will be opportunities for colleagues to broaden their skills, knowledge and experience by working across the wider health and social care sector. As new ways of working are developed, there will be opportunities for colleagues to upskill and broaden experience.

Q. What happens next?

A. Over the coming months, there will be a series of workforce and public engagement sessions across the Pennine Lancashire area and we would encourage you to get involved. This is your opportunity to help shape the future of how health and social care is delivered. Make sure you tell your friends and family too. As we

get in to the detail of shaping services, you will have the opportunity to work with managers and leaders in how plans will be implemented.

Q. Who can I talk to?

A. We are committed to working in partnership with staff and have established relationships with Trades Union colleagues to help us do this.

Q. I am a volunteer, what does it mean for me?

A. The Pennine Lancashire Volunteer Project has been established to:

- Ensure that volunteers are consistently trained, recruited and supported in Pennine Lancashire and receive a quality volunteering experience
- Raise the profile of volunteering and the associated benefits
- Support communities and vulnerable people in their health and wellbeing; either directly from services or through volunteering itself
- Ensure that appropriate support, resources and guidance is available for the management of volunteers, including sharing challenges, sharing good practice and ensuring the supporting infrastructure is fit for purpose
- Support the future supply of the health and care workforce.

Q. How will I be supported?

A. A Pennine Lancashire Volunteer Training Passport has been developed which is be a quality assured e-learning package available to any organisation that has volunteers, free of charge.

- It consists of six core training courses which, once complete, a volunteer will be able to transfer to any other organisation, in line with the North West streamlining agenda.
- You will therefore not need to repeat the relevant training if volunteering for more than one organisation or transferring roles between organisations.
- The benefits are that organisations and grass root community groups will not have to spend a lot of time, resources and cost to deliver appropriate quality assured training.
- This also benefits volunteers by mobilising them and encouraging them to volunteer for more than one organisation, as well as help to provide evidence to those volunteers pursuing a career in health and care.
- An MOU to enable portability is currently being signed by the six statutory organisations within the Integrated Health and Care Partnership.