



Transforming health and care for
Staffordshire & Stoke-on-Trent

Update on system transformation programme

Staffordshire Health and Care Overview and Scrutiny Committee

15 March 2022



Transformation programme

Current projects

- Maternity care – proposals for a continuity of carer model and an on-demand offer for the freestanding midwife-led birthing units at Lichfield and Stafford
- Inpatient mental health services – south east Staffordshire*
- Urgent and Emergency Care (UEC) – development of mandated urgent treatment centres and reviewing emergency departments in the area
- Community diagnostic centres – national ambition to develop enhanced diagnostic offers in the community
- Difficult decisions (DD) – review into patient eligibility for five procedures of lower clinical value

**Alignment to mental health transformation programme and primary care transformation*

Future projects

- Planned care
- Integrated community hubs – south east/ south west Staffordshire
- Integrated community beds - south east/ south west Staffordshire



Sense check involvement summer/autumn 2021

Seeking to:

- Understand people's experiences of these services since 2019/20
- Inform and seek views on the models of care and any new considerations (clinical/operational)
- Understand if there is anything new/ any new negative impacts that we need to be aware of
- Sense check the desirable criteria (UEC/Difficult Decisions)

Maternity

- 240 survey responses and 28 event participants
- 75% used maternity services in last 3 years, 28% were expecting a baby
- 67% agreed continuity of carer was a good model
- 61% agreed with proposed on-demand model
- Areas for improvement: better support for birth planning, communication, consistent advice, enabling partners to attend scans

Urgent and emergency care

- 428 survey responses
- 88% of respondents were patients/public
- 84% used UEC services before COVID-19, 65% since COVID-19
- 48% concerned/very concerned about model of care, 27% unconcerned/very unconcerned/ 27% neither concerned/unconcerned
- Areas for improvement: waiting times, NHS111, access to X-ray and opening hours, care for elderly, communication

The full reports of findings from the different listening exercises are available at:

www.twbstaffsandstoke.org.uk

Sense check involvement summer/autumn 2021 continued

Mental health

- 80 survey responses and 29 event participants
- 26% of individual respondents used mental health services
- 76% of responses about George Bryan Centre were very good/good
- 42% said services were very good/good at St George's Hospital
- 38% said community services were good/very good
- Areas of improvement: communication, staff, access, quality, continuity of care post discharge
- 85% strongly agreed/agreed with the principles of the model

Community diagnostic centres

- 148 responses
- 13% were accessing diagnostics/ 41% had accessed services in previous six months
- Key themes: access, parking, accessible locations

Difficult Decisions

- 306 survey responses
- 96% respondents were about hearing aids
- 52% respondents said NHS should fund provision of care and **hearing aids**. 41% said should be available to anyone with hearing loss
- **Assisted conception** - 12 responses: mixed views on funding and highlight need for clear eligibility criteria
- **Male and female sterilisation** - 8 responses: 100% said procedure should be available for anyone
- **Breast augmentation and reconstruction** - 11 responses: 100% agreed with NHS funding for breast cancer patients and clinical reasons. Support for private funding for cosmetic reasons
- **Removal of excess skin** - 17 responses: most in support of NHS funding. 18% of respondents classed it as a cosmetic procedure not NHS funded

Continuous involvement

- Recognition each programme is at a different stage and that there may be different levels of involvement required
- A tailored approach to communications and involvement will be taken for each programme, including virtual and face to face activity as appropriate
- Our various reports of findings 2019-2021 show there are some seldom heard groups that we want to continue to develop networks with, as we develop our proposals/models of care:
 - Gypsy and traveller communities
 - Ethnic minority communities
 - Carers
- We will continue to build our networks and utilise the voluntary sector to help reach these communities to seek their comments (for example using focus groups)
- A number of reference groups have been established for key programmes, which will help inform our proposals ahead of the development of business cases - mental health, Difficult Decisions (March) and urgent and emergency care (potentially May 2022)

Next steps

- Clinicians and technical leads have been reviewing the findings for the listening exercises to help inform the development of proposals
- We are inviting Healthwatch, as independent observers, to our technical groups as proposals are discussed
- We are continuing to seek opportunities to involve service users, staff and seldom heard groups as proposals are developed (different methods for each programme)
- By using the feedback, alongside data and travel analysis, we will be able to develop a short list of proposals
- Viable proposals will be taken forward into business cases
- At this point we will understand the level of change needed and any future involvement activity
- This process is likely to take several months and is subject to change
- We will continue to keep the Committee informed and involved at every stage of this journey

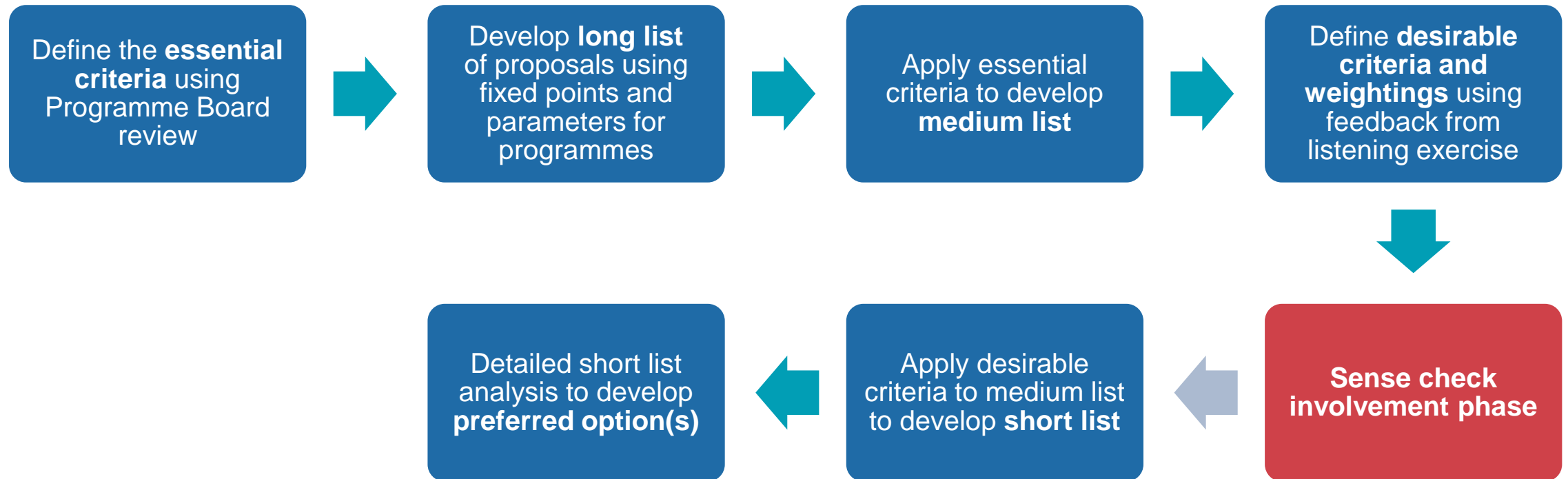
Maternity

- COVID-19 having a significant impact on workforce
- Trusts remain committed to the proposed on-demand/continuity of carer models
- Detailed workforce analysis being undertaken to understand when an on-demand service could be implemented
- We will bring a further update back to Committee when a decision is made

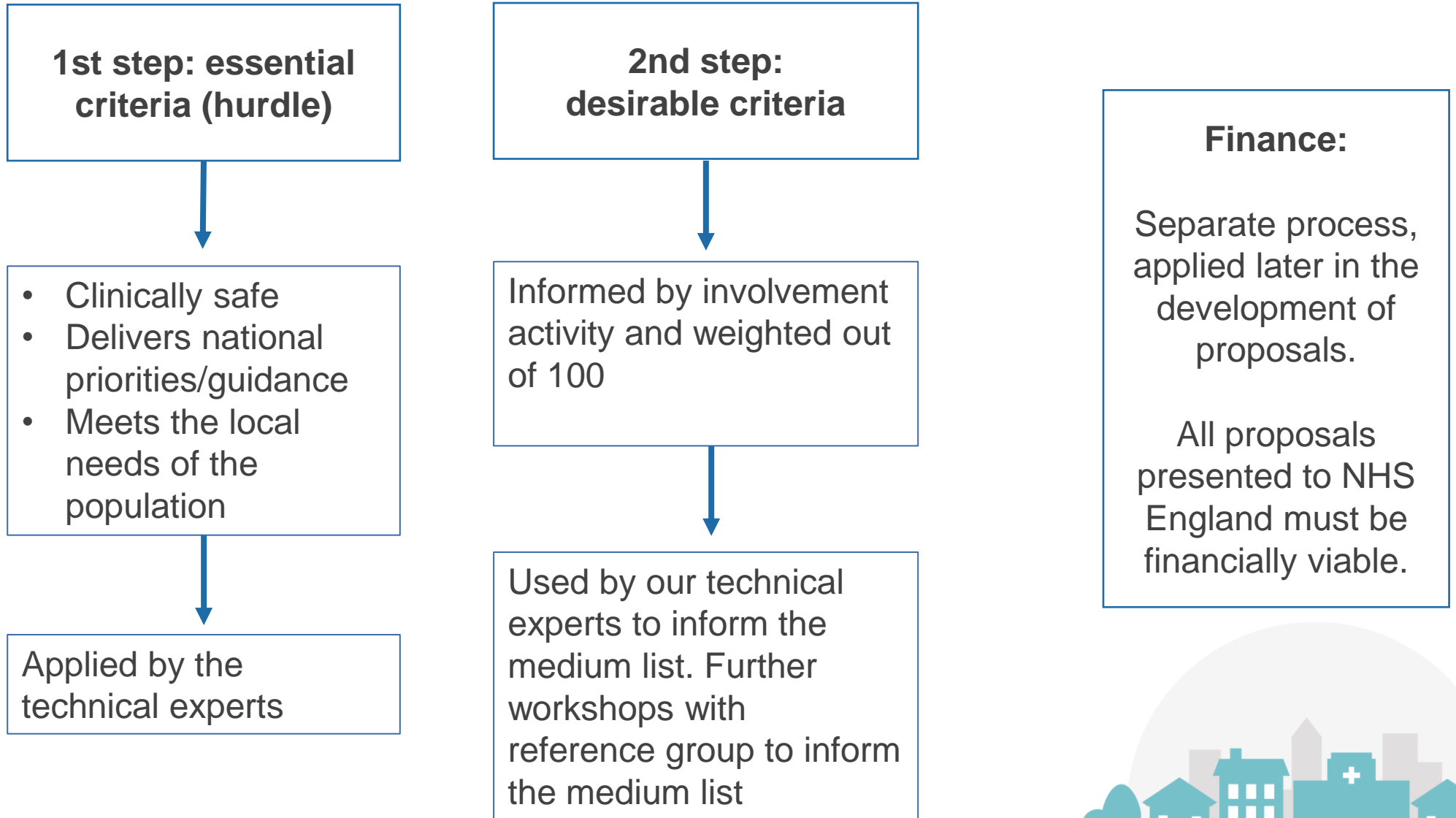
Options appraisal process

For larger more complex programmes

The options appraisal process uses the feedback from the listening exercise alongside, clinical feedback and data analysis to develop proposals for future service change



What are essential and desirable criteria?



Overall timeline

