



With a little
help from
my friends

HCA NATIONAL LEADERSHIP AND DEVELOPMENT FORUM 2016

14 - 15 APRIL 2016 | ACC LIVERPOOL



Healthy Liverpool

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Our Ambition

HEALTHY LIVERPOOL VISION

Liverpool will have a health and social care system that is **person-centred**, supports people to stay well and provides the very best in care.





Our Ambition

- Reducing years of life lost - less people dying early (24% reduction in avoidable mortality)
Improving quality of life for people with long term conditions (increase to 71% the average quality of life score)
- Reducing avoidable emergency admissions (by 15%)— with more people cared for in homes and communities
- Our hospitals to be in the top 10 for good patient experience
- Our Community-based care to be in the top 5 for patient experience



The Case for Change

Poor Health



30% of people in Liverpool live with one or more long-term conditions.



93,000 people in Liverpool are affected by mental health issues.

Lifestyle



Over half of adults in Liverpool are overweight or obese.

Health Inequalities



Men in Liverpool live 3.1 years less and women 2.8 years less than the England average.



The difference in life expectancy between areas of the city can vary by more than 10 years.



The Case for Change

Ageing population



By 2021 there will be 9% (5,700) more people living beyond the age of 65 with the biggest growth in those aged 70-75 and 85+.



Almost 26,000 older people have a long-term illness that limits their day-to-day activities a lot.

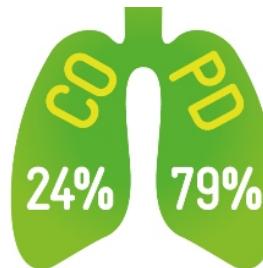


By 2021 there will be a 10.7% increase in the number of people living with dementia.

Access and Variation



The number of people with diabetes receiving the recommended care processes to manage their condition varies between 20% and 80% depending on where they live in Liverpool.



The number of patients with Chronic Obstructive pulmonary disease offered rehabilitation varies between 24% and 79% in the city.





5 Transformation Programmes



6 Priorities for Service Improvement

- Cancer
- Children & Young People
- Long Term Conditions
- Healthy Ageing
- Mental Health
- Learning Disabilities

Vision - Liverpool to be the Most Active City in England by 2021



Physical Activity - Aims

- To get the inactive active
- To get the moderately active more active
- To ensure the active remain active

How:

- A sustained, social marketing programme – generating a Liverpool social movement
- Mass participation themes and events – walking, cycling, active travel
- Improving access to quality indoor and outdoor assets
- Back to sport programmes
- Integration into health services – activity as a treatment
- Establishing champions & volunteers to work with individuals & communities
- Large scale community grant scheme





Vision & Aims

'making the most of the city's assets to improve the health and wellbeing of the people of Liverpool'

Person Centred

Promoting a proactive approach

Eliminating avoidable variation in the quality of care

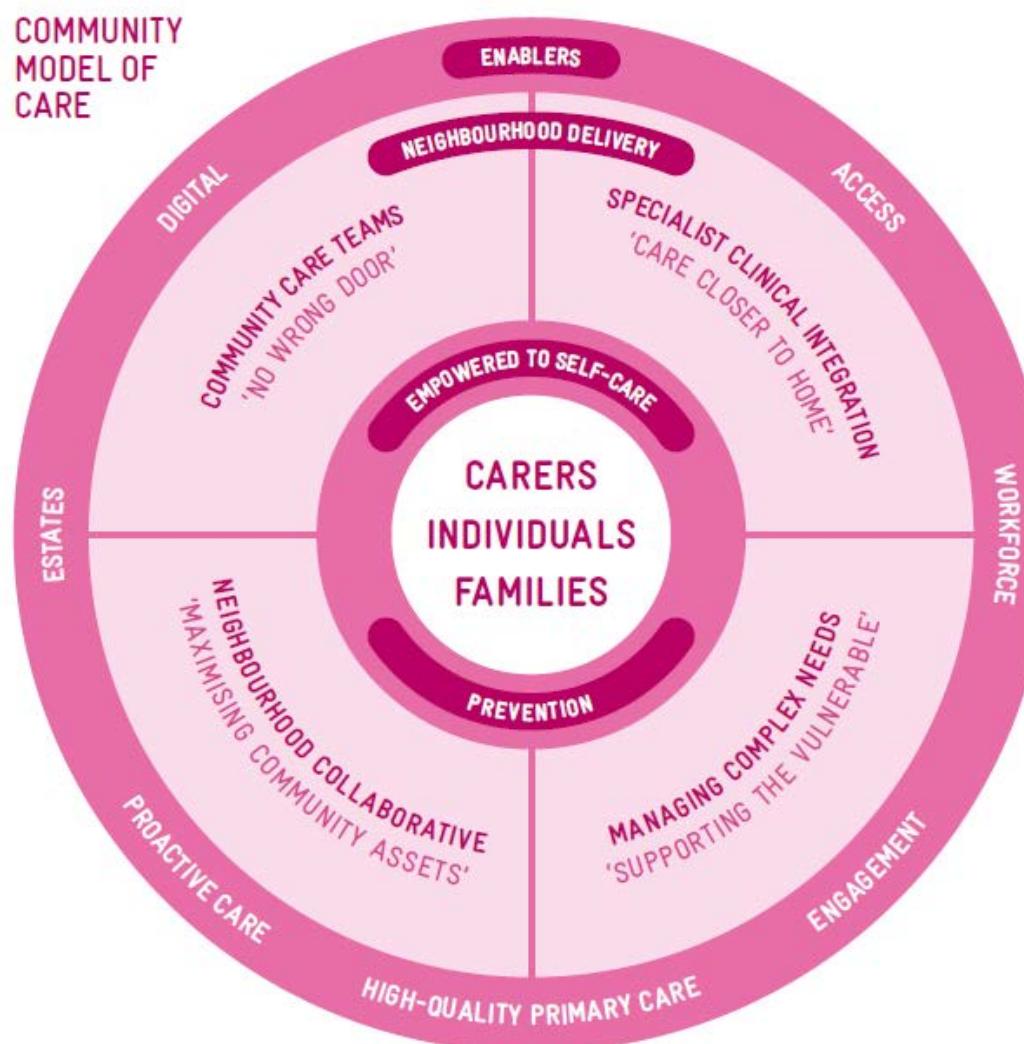
Improving access to services in the community

Integrated across health, social care and the voluntary sector

Making the best of digital technology

HEALTHY
LIVERPOOL

COMMUNITY
SERVICES





Community care teams: “No wrong door”



- Core community care team in each Neighbourhood
- Access to full range of wider support, including therapies, diagnostics, mental health teams
- Proactive approach
- Improved community access, including access to GP services 7 days a week



Managing complex needs: “Supporting vulnerable people”



- Targeting key groups with poor outcomes where current services do not meet their needs
- Commissioning specialist support to meet need
- Focus on key groups:
- Homeless
- Alcohol and addictions
- Severe mental illness



Specialist clinical integration: “Care closer to home”



- Prevention is better than cure
- Working closely with your GP
- Away from hospital settings
- Educating and supporting people

**HEALTHY
LIVERPOOL
COMMUNITY
SERVICES**



Neighbourhood collaborative: “Maximising community assets”



- AKA: Social Model of Care
- Social prescribing
- Neighbourhoods working with community partners
- Major agencies such as Fire and Rescue, housing sector and voluntary and community organisations
- Making the most of local venues, groups and organisations to reach people





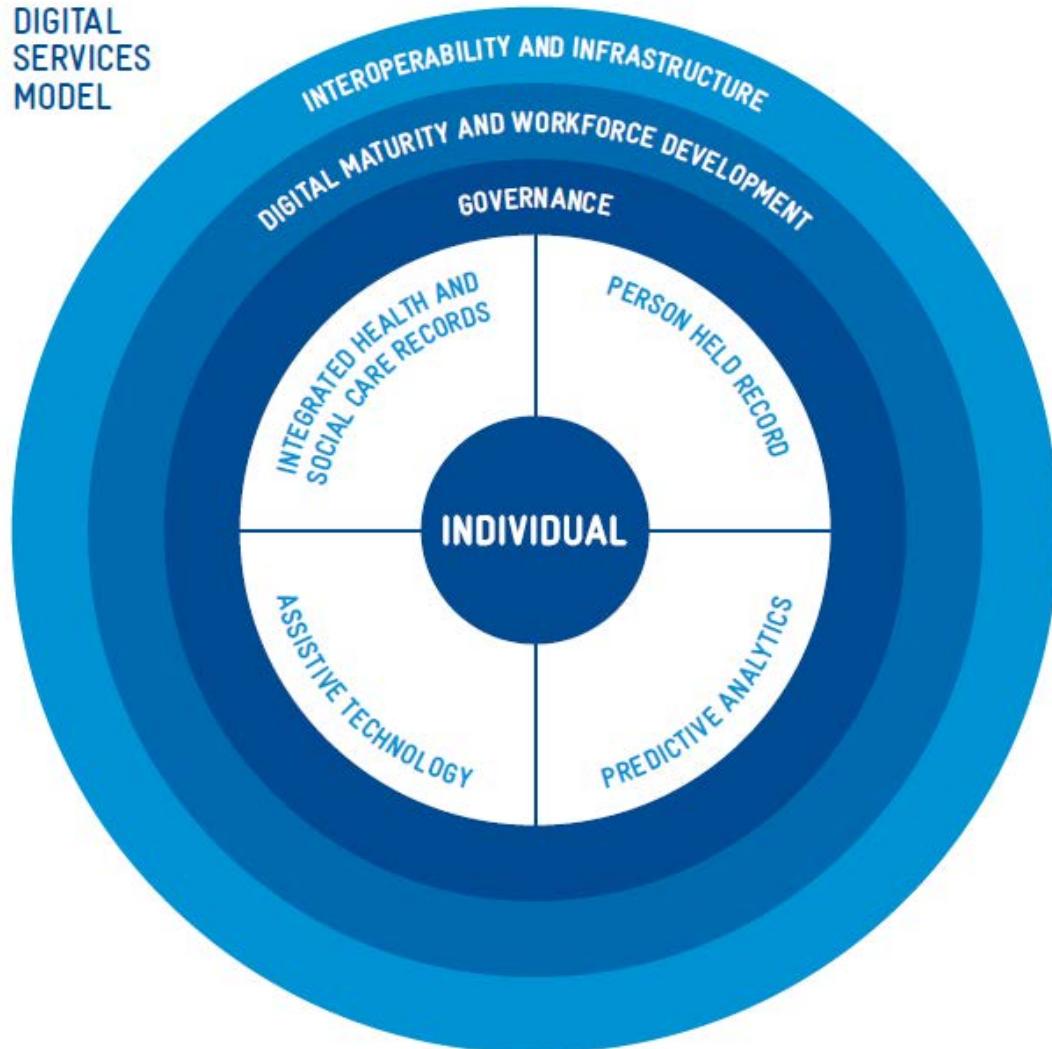
Our ambition is to be in the top 10 most digitally advanced health and social care economies in Europe by 2020

We will:

- Enable people to utilise digital technologies to manage their own care
- Ensure that information is available to the right people, in the right place, at the right time
- Create and deliver an information exchange across health and social care
- Ensure informatics system wide coherence and strategic leadership
- Exploit the benefits of existing and future technologies
- Support a technologically enabled workforce to fully benefit from digital solutions
- Fully exploit the data and intelligence available to maximise the effectiveness of our services



DIGITAL
SERVICES
MODEL





Our Vision

To deliver an urgent and emergency care pathway that is recognisable and clear to patients and healthcare professionals; delivering the right care at the right place, first time





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- Reviewing urgent and emergency care both in and out of hospital
 - Implementing the recommendations of the national review
 - Understanding and responding to public expectations and demand

Supporting self-care

Right advice, right place, first time

Improving access to services
in the community

Connecting urgent and
emergency care across the
system

HEALTHY
LIVERPOOL
URGENT AND
EMERGENCY
CARE



Hospitals Vision

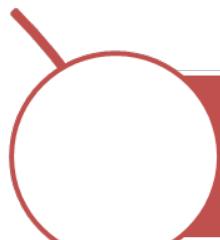
Co-ordinated services and teams working across hospitals: single service, city wide delivery - Aims;

- To have the best hospital care system in the country
- For all patients to receive the right care in the right place first time
- To have a safe health care system that provides a quality service and is sustainable clinically and financially into the future
- To maximise patient outcomes and experience





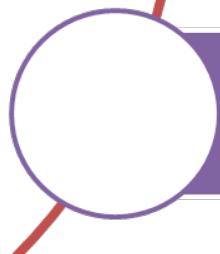
Single service, city wide delivery Vision



Hospital care to be delivered as a single service



Single teams working across hospitals and sites to reduce variation and improve care



Services will be high quality and delivered to best practice standards





Co-ordinated services: What could this mean?



Ensuring patients get the right treatment they need at the right time, regardless of which hospital they attend



A combined workforce delivering standardised patient pathways



Single shared patient record



High quality services delivered to consistent best practice standards



Collaborative working



Single clinical leadership



Example of how this might work for a future cardiology single service:



- Single common patient pathway – same quality for all, common waiting lists
- Emergency access (common, high quality assessment at Emergency Centres with rapid treatment access)
- Single medical notes / diagnostics across the city (develop joint Electronic Patient Record)
- Population outcome based delivery model
- Some services could be delivered in the community – e.g. community based heart failure model
- Extend use of telehealth
- 24/7 consultant cover for acute cardiology
- Patients to be taken to the right place first time





Thank You

- Any Questions?

HEALTHY
LIVERPOOL

A large green circular graphic with concentric green and yellow rings. In the center is a white square containing the text "HEALTHY LIVERPOOL" in a bold, sans-serif font.