



## East Sussex Better Together Issue 8: June 2015

A briefing for staff, local people, service providers and other stakeholders

East Sussex's four health and social care commissioning organisations, the three CCGs and East Sussex County Council (ESCC,) are working together with local people and stakeholders to transform local health and care services.

Our shared ambition is that within three years there will be a fully integrated health and social care system locally that will ensure every patient or service user enjoys proactive, joined up care that supports them to live as independently as possible and achieve the best possible outcomes.

East Sussex Better Together is our 150 week transformation programme to achieve this bold ambition.

The *East Sussex Better Together* partners are busy working together with patients, clients, providers and other local stakeholders to deliver integrated health and social care services locally through the [6+2 box model of care](#):

**Progress on our 150 week plan from 1 August 2014 – 103 weeks to go...**

Here are the key highlights and our progress since our last update in May 2015:

### Health and Social Care Connect

Previously known as "streamlined points of access", **Health and Social Care Connect** is a new phone service to support the many people locally who use both NHS and social care services to help them manage a long-term health condition (such as diabetes or high blood pressure).

Instead of having to contact a range of different professionals involved in a person's care, the new service provides a single access point for information, advice and referrals. It makes it much easier for professionals to contact the appropriate services and ensure the right support is in place quickly for their patients and service users. For local people, it means better co-ordination between services, more convenience and quicker responses to their needs. The first phase of Health and Social Care Connect, for GPs, launched on 10 April 2015 with phase two, a full service for all users due at the end of 2015.

Health and Social Care Connect has been formed by integrating:

- Social Care Direct (SCD)
- ESCC's Contact and Assessment Team (CAT)
- the Integrated Community Access Point (ICAP).

It is being delivered by the county council ESCC and East Sussex Healthcare NHS Trust.

### Bringing together health and social care

We're bringing together groups of professionals to look after the many local people who need support from both NHS and social care services.

These teams, to be launched in October 2015, will include community nurses, social workers and therapy staff, located within groups of GP practices to support adults with long-term conditions, older people and the frail elderly. For the first time local people's health and social care needs will be provided



by one team, in one convenient local place. We are delighted to be working closely with staff at all levels in planning the size, make-up, skills mix and location of the teams.

### Transforming emergency and urgent care

Expert clinicians, professionals and members of the public have been working together at a series of events to design a new model providing urgent and emergency care locally. The aim is to relieve pressures on the current system and ensure local people can get the care they need, when they need it. We're testing these models with a range of stakeholders, and will include more information in future issues.

### Inclusion in action

We are working in partnership with people from all over the county to test and inform the way we are transforming local services under East Sussex Better Together:

- We are starting to see the results of a more inclusive approach to engagement and communications, especially within the voluntary and community sector. *DeafCOG (Deaf Cultural Outreach Group)* who are active members of our **engagement & communications advisory group** contacted us recently to give the following feedback on our efforts so far. They said: *"We are delighted to be represented on the advisory group. We feel excited and positive about the potential for this to be a meaningful opportunity for the Deaf residents of East Sussex to have a voice and be part of forming a new and more joined up approach to health and social care."*
- Our **public reference forum** for local people to increase ways in which you can have a say and inform the development of local services is being launched from July 1. It will be managed by [East Sussex Community Voice](#) (who also provide [Healthwatch East Sussex](#)). This arrangement will build on work that is already underway to increase understanding about East Sussex Better Together, make sure people's experiences inform our thinking, and enable local people, clinicians and professionals work together to co-design health and social care services. ESCV has recruited Frances Mackenzie to lead the forum and its activities. For more information contact Frances on [prforum@escv.org.uk](mailto:prforum@escv.org.uk)
- The third of our spring/summer **shaping health and social care events** was held in Crowborough on 23 June. Over 70 people attended to discuss developing integrated community health and social care teams, transformation of urgent care and improving services for frail elderly people. Across the county, some 250 people have attended this round of events. An evaluation and theming of feedback from all three events is underway. The results will be published in a report and provide valuable information for our future ESBT work.
- We brought together a mixed group of people for a lively and informative event aimed at **co-designing integrated** health and social care teams in Eastbourne recently. Participants from primary care, community and voluntary sector providers, acute services, CCG, adult social care and local service users gave their time to help us deliver this new way of supporting people locally. More events are being planned and will be listed in this briefing.

You can read a comprehensive report outlining progress on all the key ESBT activities [here](#).

#### To find out more visit:

[www.eastsussex.gov.uk](http://www.eastsussex.gov.uk)

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

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

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