



**Transforming
health and social care**
in Kent and Medway



#KMlistens

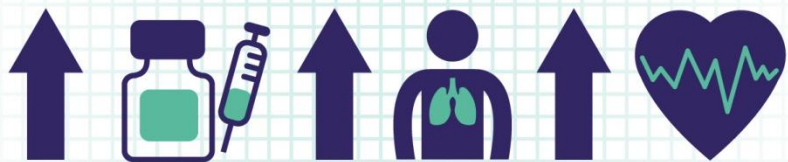
Ashford Health and Wellbeing Board



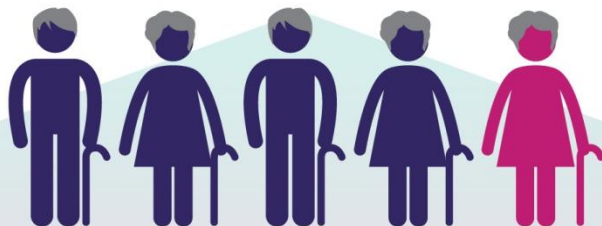
Challenges in Kent and Medway

Our population is growing

About 1.8 million people live in Kent and Medway. By 2031 this number will increase by almost a quarter, compared to 2011



More people have long-term conditions
like diabetes, lung and heart disease



The number of people
over the age of 70 will rise
by 20% in the next 5 years



1 in 4 people in
Kent and Medway
have a mental
health problem



Challenges in Kent and Medway

As many as four in 10 emergency admissions to hospital could be avoided if the right care was available in the community



We have real challenges recruiting enough GPs and practice nurses



Find out more about the challenges we face in our case for change booklet: www.kentandmedway.nhs.uk



What's our plan?

Helping you stay well

Doing much more to help you stay well so you don't develop some of the illnesses we know can be caused by unhealthy lifestyles

Doing more out of hospital

Redirecting more of our resources into local care services so we can offer more care out of hospital

Making acute services more effective

Organising acute hospital services in the most efficient and effective way



Listening to the population

So far...

- Listening events
- Online survey
- Focus group research
- Patient and Public Advisory Group
- Patient groups and Lay Members on every Clinical Commissioning Group (CCG)
- Healthwatch reports and advice
- Roadshows
- Local engagement
- Emails, presentations, letters, social media

Join your patient participation group, or the local health network, Healthwatch, or community group



Get involved: www.kentandmedway.nhs.uk





Prevention – helping people stay healthy

Prevention – we will:



- **Help you to improve your health**
by providing integrated support that works with you
- **Use every contact with you** to check how you are, training health, care and public sector professionals to give you tailored advice
- **Help you quit smoking**
- **Help you live well with your health conditions**
such as diabetes
- **Help you if you health problem flares up**
making sure you know what to do
- **Encourage you to get into the best possible shape before surgery**



Everyone has a role to play




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**Local care
(care not in a main hospital)**

What people say they want for local care...

- More **end of life care** and dementia care
- More support with **healthy lifestyles**
- Health and social care **working together**
- More **services alongside GPs**
- More services near or **in people's homes**
- More support for **family carers**
- To **see the same person** regularly
- Faster and easier **appointments**



1,925 people
responded to
survey

300 people came to
listening events in
east Kent



Our aims for local care

- **prevent ill health** by helping people stay well
- **deliver excellent care, closer to home**, by connecting the care you get from the NHS, social care, community and voluntary organisations
- give local people the right support to **look after themselves** when diagnosed with a condition
- **intervene earlier** before people need to go to hospital.



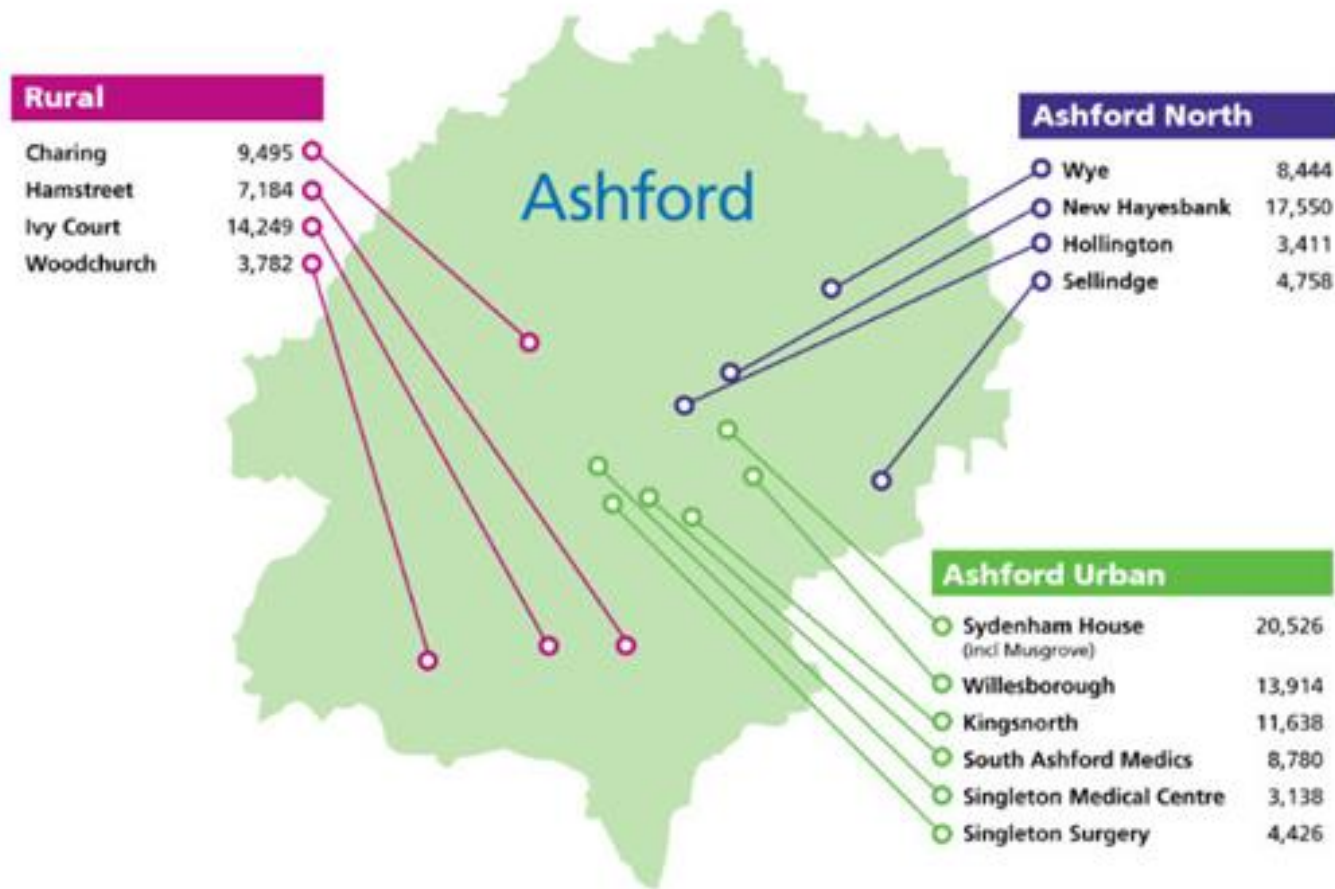
How it will work in Ashford



- **Ashford Clinical Providers –**
more joined-up working
- Joined-up nursing service – eg wound care, catheter care
- Specialist GPs – eg cardiology, diabetes
- Community geriatricians
- Consultant clinics at local level
- Health and social care joined-up teams
- Links to voluntary sector
- Improved access to minor injuries services

How it will work in Ashford

Ashford cluster



So, the future for local care...

- More **self-care** thanks to better tools, information and services
- **Connected care** from NHS, social care and voluntary sector
- More **treatments locally**
- **Fewer hospital visits**





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Hospital care

Challenges in east Kent

In some areas you are **twice as likely** to end up in hospital because of a problem that could have been avoided if it had been better managed in primary care.



The equivalent of 10 days bed rest can have the same impact on the muscles as roughly **10 years of ageing** for people over 80

At any one time there are around **300** people in hospital beds who could be discharged if the right support was available elsewhere.



Hospital care: care in a main hospital

We aim to:

- help you by **preventing and speeding up hospital stays**
- only bring you to hospital if that is the **best place for you**
- **treat you sooner** – with shorter waits for planned surgery and dedicated rehabilitation facilities
- provide **specialist, expert care** when it's needed – but not always in your closest hospital
- **get you home sooner** with the right support to continue your recovery



Our early thinking



Supported by:

- Doing more to help people stay well
- More care in the community or at home



Four priorities

- 1. Stroke**
- 2. Urgent and emergency care**
- 3. Acute medical care**
- 4. Planned orthopaedic care**



1. Improving stroke care

Vital first 72 hours - Hyper acute phase



90% of a patient's stay to be on a specialist stroke unit

2. Improving urgent and emergency care

Current challenges

- More people than ever going to A&E
- Longer waiting times
- Poor patient experience

Future benefits

- More care available closer to home
- Better care in hospital
- Getting you home sooner with support, if needed



3. Improving planned orthopaedic care

Current challenges

- Patients wait too long
- Cancelled operations due to emergencies
- Poor patient experience
- Recovery takes longer

Future benefits

- Improved patient care
- Treated sooner
- Helping people get back to normal life sooner
- Centre of excellence – dedicated resources and specialist teams



So, the future of hospital care...

- prevent and speed up hospital stays
- hospital only when it's needed
- **treat you sooner**
- **specialist, expert care**
- **home sooner**



Get involved

- **Website:** www.kentandmedway.nhs.uk
- **Email:** km.stp@nhs.net

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