

Over 75s Summit Update for the Health and Well Being Board

Context

NHS Thanet CCG were tasked by the Health and Well Being Board to hold an Over 75s Summit. This even took place on Thursday 26th June 2014 at the Turner Contemporary in Margate.

Jess Mookherjee, KCC Public Health Consultant set out some of the challenges facing Thanet in the coming years highlighting that Thanet has increasing levels of over 65 population and that this population tends to have more health related long term conditions and therefore higher health needs than the rest of the population.

John Neden built on this presentation highlighting further challenges to health and social care and presented a number of scenarios which highlighted the need to deliver holistic care.

Joanna Holmes Head of Integrated Care for Age UK explained how her organisation had delivered innovative integrated care in other parts of the country.

There was also an impromptu visit from Laura Sandys MP who offered her encouragement to all in attendance.

The main challenge for attendees was to work as a group through a number of individual case studies and look at ways of supporting their care through improved integrated and innovative ways.

Attendees

The Summit was attended by patients and carers, representatives of local voluntary and community organisations, consultants and Thanet GPs, including:

- East Kent Hospitals University Foundation Trust
- Kent Community Healthcare Trust
- Kent and Medway Partnership NHS Trust
- Kent County Council
- Thanet District Council
- Margate Task Force
- Healthwatch Kent
- Department for Work and Pensions
- Pilgrims Hospice
- SECamb
- Representatives from the Voluntary and Charitable sector

Table Discussion Feedback

All attendees were split onto tables of five or six and were given a scenario to consider. The challenge was to come up with alternative ways of delivering better care and remain within budget.

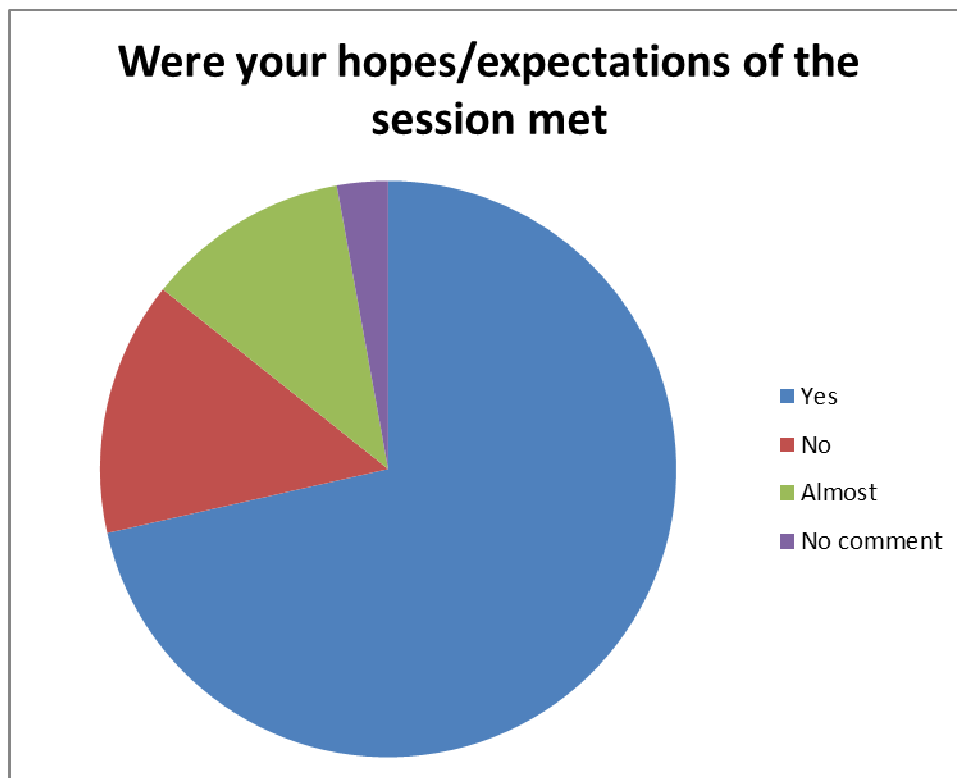
Common themes occurred across a number of the case studies:

- The need for a named community care co-ordinator
- A single telephone number to call to access the right help
- Shared records across care providers
- The need for high quality and consistent personalised action plans
- Improved family engagement
- Better knowledge of the service available
- Good communication between care providers

Feedback from the Summit

The overall feedback from the summit was positive. A few people commented that they were not clear about the next steps going forward.

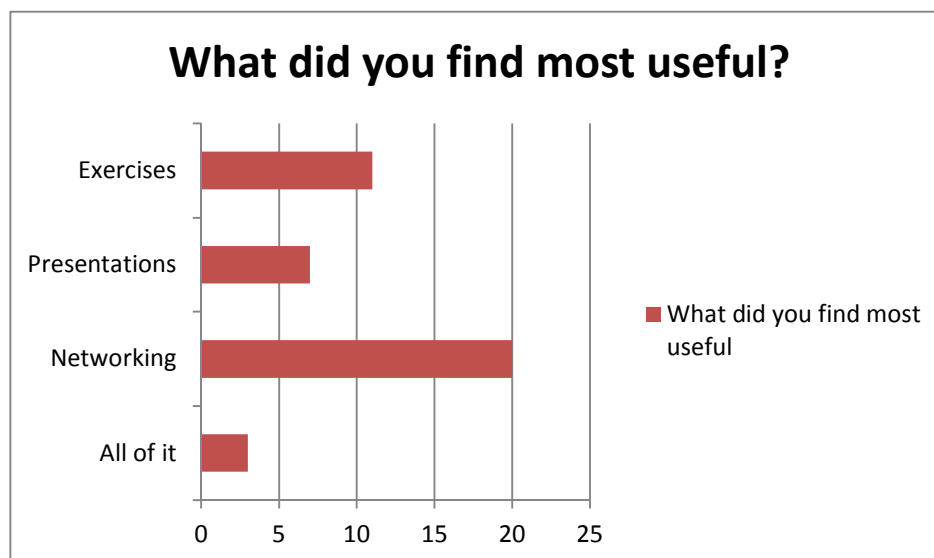
The below charts show the key feedback received from the summit.



What did you find most useful from today?

The key message from delegates was that the opportunity to network and find out about what services others were providing was the most useful thing to come from the day. This was supported by delegates reporting that the table top discussions allowed them to find out more about what other services were out there and think creatively about how the services could work better together to deliver more integrated and holistic care.

A number of people highlighted the presentations and in particular the demographic data provided a real insight to the problems that Thanet District is currently facing.



What did you find least useful from today?

The vast majority of attendees chose not to highlight anything that they found least useful. Some of the comments that were made:

- Would have liked less time on case studies and more time hearing about how the CCG wants to take care of over 75s forward.
- All useful but must turn discussion into action to work in an integrated way instead of current silo working.
- From this we need to develop a clear strategy that all agencies are contributing to in a co-ordinated way.

Key learning points from the event?

A variety of comments were made:

- We all know what we should be doing but we don't seem to be doing it consistently. (4)
- Statistics of older people in the Thanet area.
- Necessity for a CCG wide directory of all available services for this age group easily accessible and comprehensive. (3)
- All organisation must work together. (4)
- Age UK initiative & use of volunteers – importance of utilising integrated care teams. (2)
- Continue to deliver individualised, person centred holistic care. Need for co-ordinator who knows the person to navigate through services, excellent ideas to meet need. (2)
- Let's talk about death...
- I agree that generalisation is the way forward as long as they have the skills to do this.
- Keeping older people at the centre of care
- Better communication between services is essential

Next Steps

The feedback received from the over 75s Summit will be shared with the Thanet Health and Wellbeing Board and wider Thanet CCG membership, to ensure that the GPs and their practices are aware of what we the CCG are trying to achieve.

The feedback from the summit will be fed inform the CCGs Strategic Planning process and will be reflected with its two year operational plan delivery. Work on improving services will be taken forward in parallel within the key work streams the CCG is establishing to deliver the operational plan.