



HARROGATE ALLIANCE

Health & Social care working together with you across all of our communities

DESIGN YOUR HUB



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Welcome & Introductions



AGENDA

Agenda Item

Registration & Refreshments

Welcome & Introductions

Why we are here and what this is about

Ice-breaker

Group Work Session 1 – World Café

Review

Break

Group Work Session 2 – World Café

Review

Close, Photos & Refreshments



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Why we are here and what this is about



Why we are here

- Work together to improve the health of the people of Harrogate and the surrounding areas
- Be a strong and united community voice
- Prevent more
- Join up care



What this is about

- Developing an **integrated/joined up community health and social care service**, which responds to the CCG vision for community services in Harrogate and District 'Your Community, Your Care' as well as to the other national and local drivers within the NHS and social care.
- Establishing **hubs in each locality** which comprise **multi-disciplinary teams based around GP practices** and supported by a number of health, social care, voluntary and independent sector and wider public services
- Having a service that is **owned by the community and by all of our colleagues** and delivers **good outcomes** and **value for money**
- Placing the **person and community at the centre** of everything we do based on a **strength-based approach**
- Ensuring **successful collaboration**, whilst partners retain their **own organisational identity**



Our Commitments

- **Person and community at centre** and designed around needs and assets/strengths based approach
- **Work in partnership** with people who use our services to co-design the new model
- **Support and champion** our community services, managers and staff
- Be **realistic and ambitious** in exploring how we can work together
- Make **joint working and leadership** the norm rather than an exception or an initiative
- **Recognise and address** the very real pressures of service delivery in and around Harrogate and the surrounding areas



What have we done so far?

- Established a Programme Board between our 5 organisations (including YHN representing GP Practices) – chaired by the YHN Chair and the NYCC Corporate Director of Health and Adult Services
- Involved the senior operational leads for each organisation in the Board: the people who lead our services are creating the new service
- Create a Joint Management Team to improve how we work together now
- Agreed our plan to develop services and phase the implementation of change



What have we done so far?

- To date, we have had to work through quite a lot of practical issues between the CCG and the 4 main providers of primary and community health and social care – now we want to open up the discussions at an early stage
- We have deliberately had a small Programme Board between the 5 employing/funding partners because we didn't want to 'pick and choose' our wider partners before we had had today's workshop
- We want the new service to be designed with all of our partners – crucially people who use services, including carers



What do we need to do and when?

- Engage with colleagues and partners to shape and develop our plans (Sept - Oct 18)
- Model the design for a new integrated service (Oct – Nov 18)
- Propose and review model for new integrated service, including next round of development sessions (Dec 18)
- Shape up plans and start to mobilise, including further development sessions (Jan – Mar 19)
- Start to implement plans (from April 19)
- Regular workshops – **involving you!**

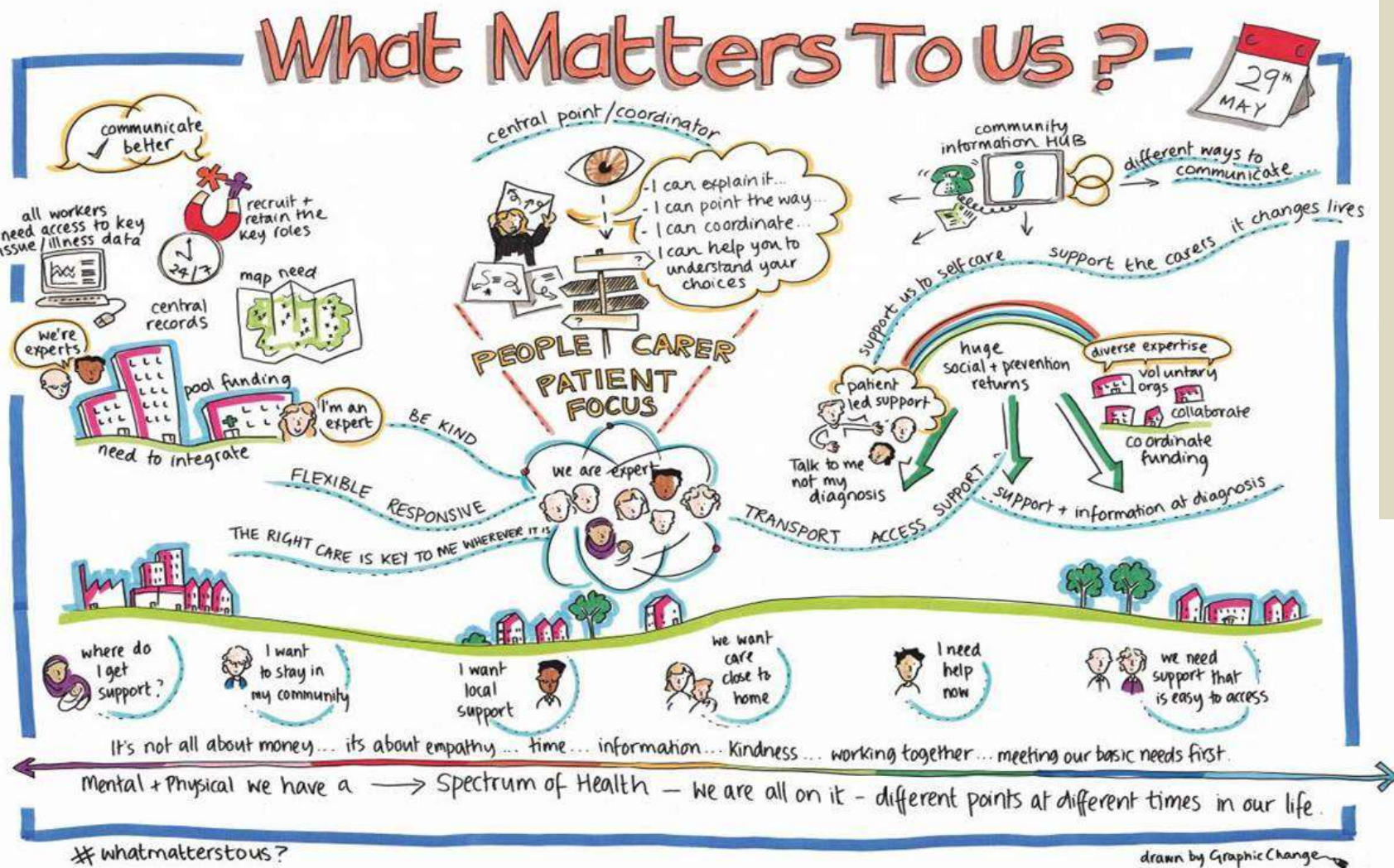


What's different?

- Commissioners and Providers are working together as an alliance
- This is about the **whole caseload**, rather than part of it
- Most colleagues will remain employed by their existing organisations
- This will be a **genuine alliance** – with people who use services, carers and wider partner organisations
- Together, we are shaping our own destiny: we are doing this for ourselves rather than because we are being told to do so!



Learning from the past – looking to the FUTURE



Sharing the biscuits:
lessons from
Harrogate's new
care model
vanguard
experience



Sheffield
Hallam
University



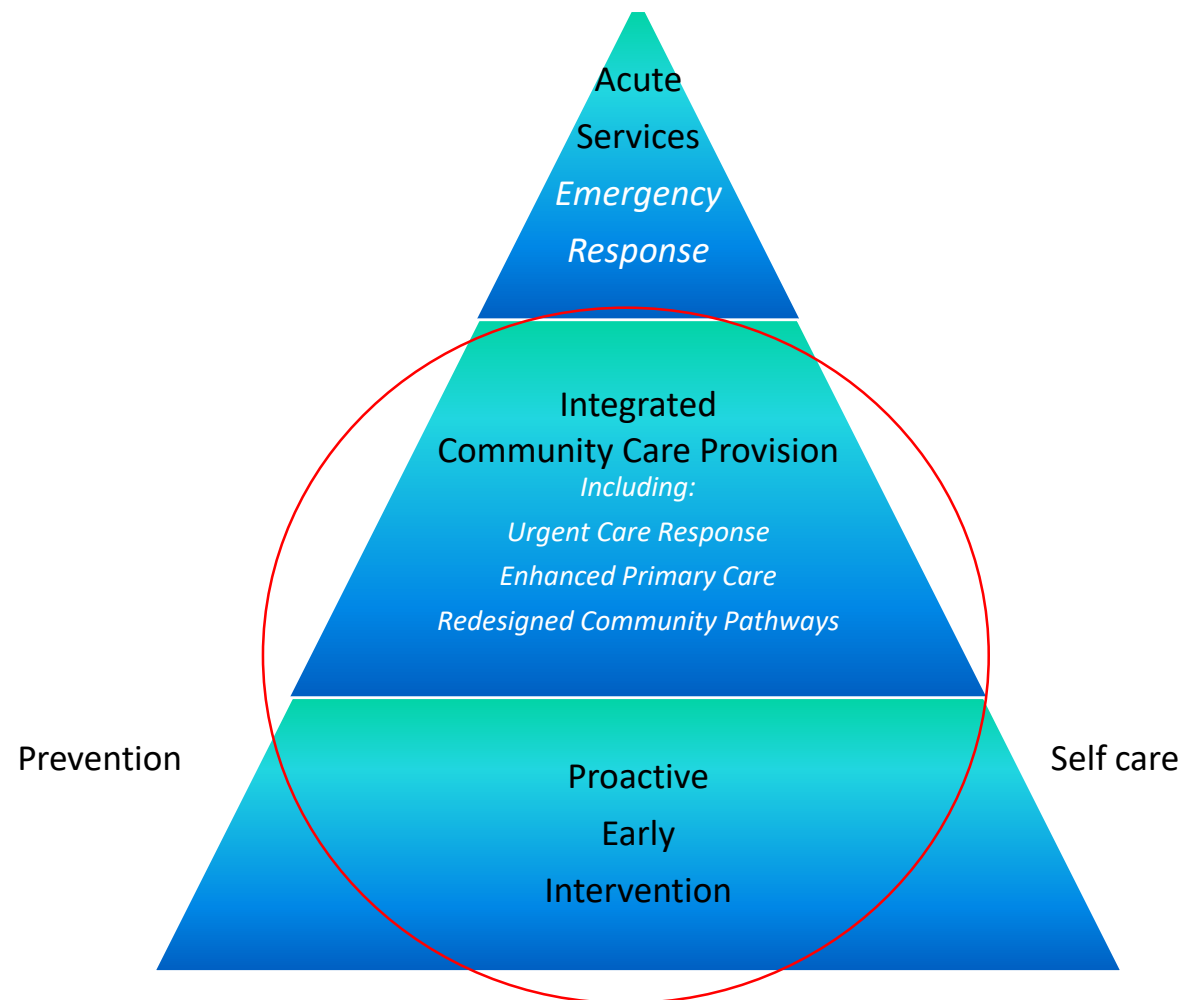
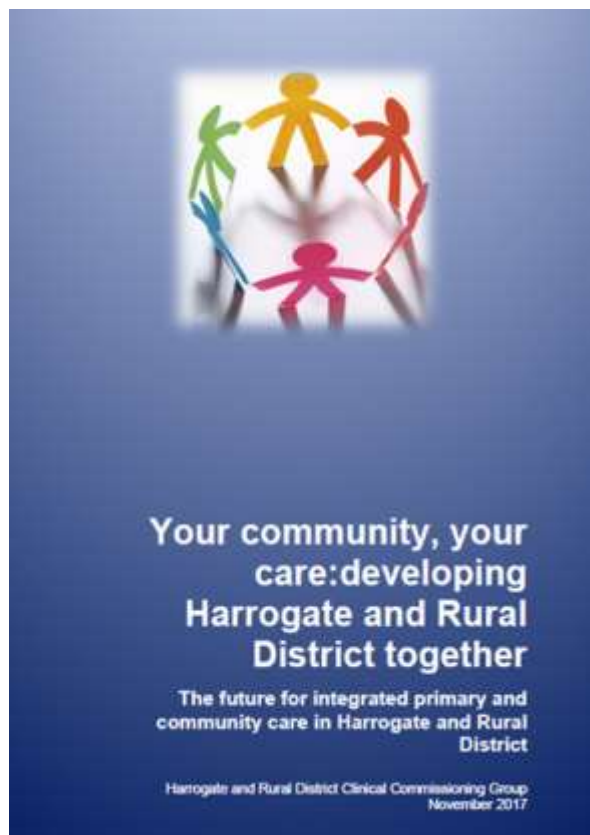
Harrogate and Rural District
New Care Model Vanguard
Final Evaluation Report, March 2018



NIHR Health Research Powerhouse



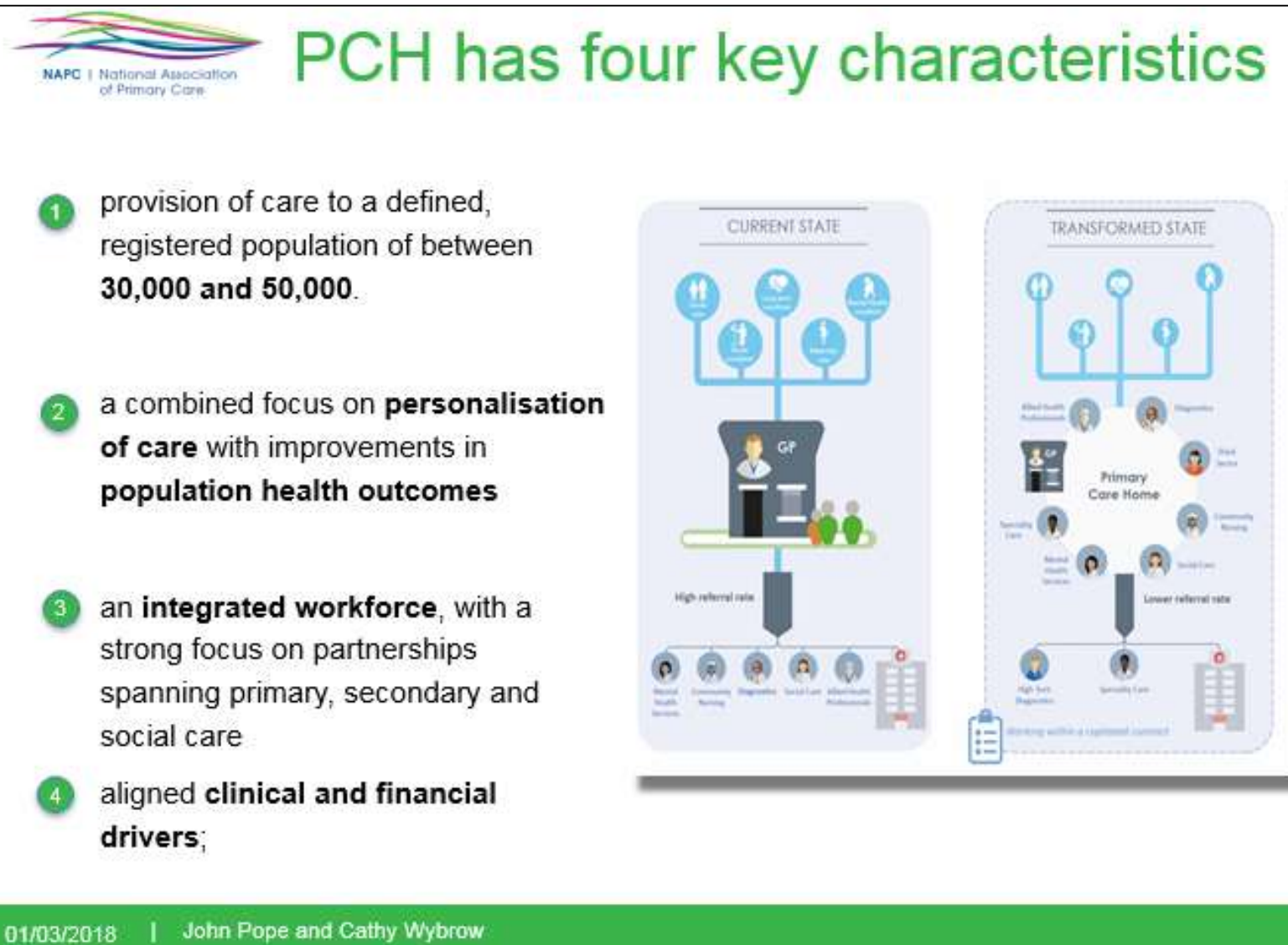
Commissioning Strategy





Building on the *Primary Care Home* model

Delivery through a 'primary care home'- like approach





Developing Hubs and At Scale Working – a Confusing Picture?

Currently 3 areas of work with similar themes

- Development of 30-50k hubs
- Primary Care Home
- GP practices working together at scale

Not all mutually dependent (eg GP practices working at scale is not dependent on PCH or 30-50k hubs)

BUT – they are overlapping & complimentary

AND all local providers and the commissioner are signed up to change – represents a unique opportunity to change the system for the better

Primary Care at scale

- All 17 YHN practices working together at scale
- Sharing non clinical (back office) and clinical functions and staff
- In hubs or YHN-wide
- Could be different footprints – ideally but not exclusively in line with hub footprints

Primary Care Home

- an innovative approach to strengthening and redesigning primary care
- Staff come together as a complete care community – drawn from GP surgeries, community, mental health and acute trusts, social care and the voluntary sector – to focus on local population needs and provide care closer to patients' homes



Development of 30-50k hubs

- Harrogate Alliance – multi-organisational partnership approach
- YHN, NYCC, HDFT, TEWV and CCG sign-up
- Managed process towards development of an integrated model of care

Benefits of Primary Care Home

- Established model
- Learning from elsewhere – avoid pitfalls
- Support available, in particular peer support and learning
- Not a blueprint
- Provides impetus





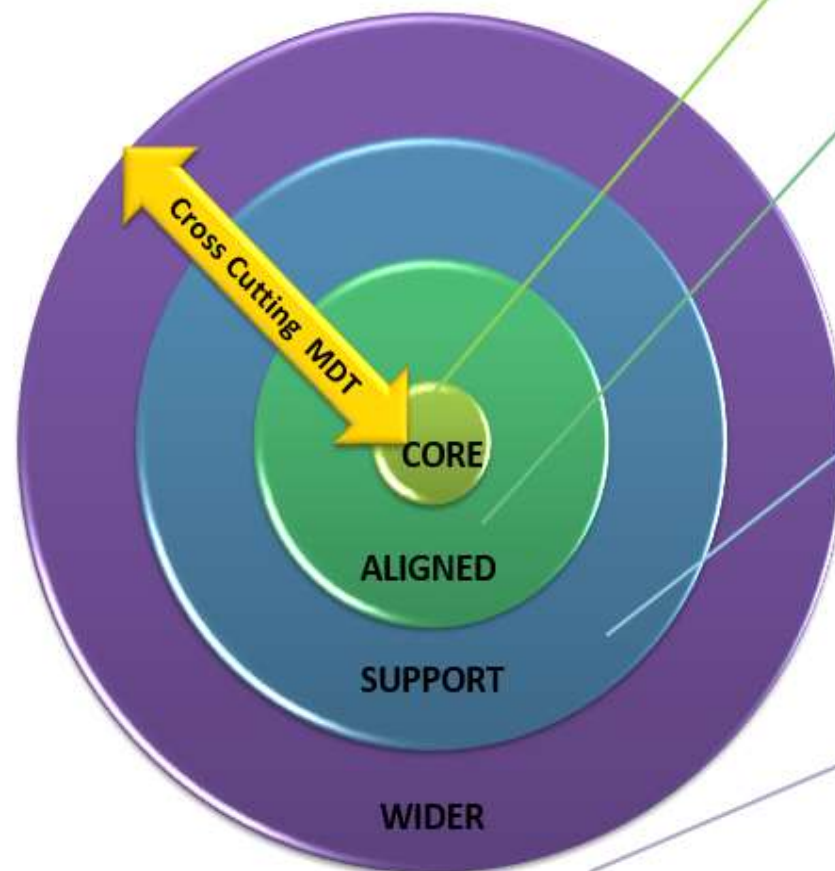
A new integrated community health and social care service?

- ✓ Prevention as the starting point
- ✓ New model, anchored in primary care, based on Prevention, Planned Care and Unplanned Care, optimising all available resource
- ✓ Care at home wherever possible
- ✓ Population health as opposed to organisations
- ✓ Where possible, GP practice centred model (hybrid model between practices and geography)
- ✓ GP daily involvement and commitment
- ✓ Active involvement from people who use services and carers



Context & Purpose of the Sessions

OUR INTEGRATED SERVICE



CORE Services (Integrated & co-located & line-managed as single service):
 CCTs/pharmacy/falls/SPOC/overnight/community stroke/IC beds at Ripon (HDFT)
 Independence and Reablement Teams(NYCC)
 Planned Care Teams(NYCC)

ALIGNED Services (still core part of out of hospital offer):
 Primary Care Services
 Living Well (NYCC)
 CMHTs (18+) (TEWV)
 Mental Health Primary Care (65+) (TEWV)
 Mental Health care Home In reach/Liaison (TEWV)
 Social care mental Health (NYCC)
 SALT/Podiatry/SDS (HDFT)
 Mental Health Crisis & intensive home treatment (tewv)
 IAPT (TEWV)
 Learning Disabilities (TEWV)
 Provider services – station view, extra care, LD (NYCC)
 GP Extended Access
 Ripon Minor Injuries Unit
 GP Out of Hours Service

SUPPORT Services:
 EDT (NYCC)
 Front door: CRC / Care & support (NYCC)
 Financial Assessment teams (NYCC)
 Public Health Programmes
 Direct Payments
 Stronger communities activities
 EIP , eating disorders (TEWV)

WIDER Partners:
 Harrogate Borough council
 North Yorkshire Horizons
 Care providers (Care Homes/Dom Care)
 Housing
 Voluntary sector
 Hospice
 Police / fire brigade
 Other Providers of NHS Services



Proposed Hubs

- Harrogate Town
- Ripon & Rural
- Knaresborough & Rural

Hub	DESCRIPTION	TOTAL REG. PATIENTS	TOTAL PRACTICES
Harrogate Town	Harrogate is segmented into 1 hub to include Kingswood Surgery, East Parade Surgery, The Spa Surgery, Church Avenue Medical Group, Park Parade Surgery, The Leeds Road Practice, Dr Moss & Partners	80,726	Harrogate Town - 7
Ripon & Rural	Ripon Spa Surgery, Dr Akester & Partners, Dr Ingram A J & Partners, North House Surgery	Hub Ripon/ Masham: 28,758	Hub Ripon/ Masham – 4
Knaresborough & Rural	Nidderdale Group Practice, Church Lane Surgery, Spring Bank Surgery, Eastgate Medical Group, Stockwell Road Surgery, Beech House Surgery	Hub Knaresb/ Boroughbridge/ Nidd: 53,362	Hub Knaresb/ Boroughbridge / Nidd – 6



Our asks of you

- Be creative today: what should a new, integrated service look like?
- How do we create this with people who use services, carers and wider partner organisations?
- Do you want to be involved in the Hubs and what would your involvement look like? For example.....
 - People with Lived Experience Membership Groups (shaping services, social activities?)
 - Wider partners involved in Multi-Disciplinary Teams? Seconding colleagues? Delivering some services on behalf of the Hubs?
 - What would good communications look like?



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Ice Breaker

Penny Jones



Ice Breaker

- Find 2 or 3 people you don't know
- Discuss what you want to get out of the day



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Group Work Session 1 World Café



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HARROGATE ALLIANCE

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Group Work Session 2 World Café



HARROGATE ALLIANCE

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Review



Please keep in touch!

<http://harrogatealliance.co.uk/>