Engaging to Join Up Care in Fife

Fife’s Urgent Care Review, the story so far
Review because:

- Recruitment & retention + MDT opportunities
- Increasing demand
- Changing demand
- Inflexible + inconsistent structure
Phase 1: Diagnostic

• Working Group
• Clinical Governance Group
• Utilising H&SCP engagement structures
  – Strategic planning group
  – Locality planning groups
Phase 2: Development

• Working Group: developed options on basis of:
  – Clinical need
  – Community concerns – transport/access
  – Challenges of recruitment and retention
  – Changing needs of the population

• Commissioned tests of change to inform
  – Nursing, Pharmacy, Paramedic, Community Nursing, Health Care Support Worker, pathways
Phase 3: Appraisal

• Recruitment
• Informing
• Structuring the workshops
• Still recruiting
• Conducting the workshops
• Feeding back
Goal: To establish a fully integrated 24/7 Community health and social care model that ensures sustainable, safe, individual partnerships of care.
Phase 4: Consulting

- Planning
- Materials
  - Proposal – 5 versions (easy read/full/short/Braille/BSL video)
  - Videos – animations + staff giving their perspective
  - Website
- Workshops
- Stalls
- All available channels – local community groups / representative groups / locality groups / community councils / partners / STAFF
Your Views Matter

Joining Up Care Consultation Workshops

Come along to one of our local consultation workshops to find out more about how Health and Social Care services could be improved for you and the communities of Fife. The focus of the workshops will be:

- Community Health & Wellbeing Hubs
- Out of Hours Urgent Care Redesign
- Community Hospital and Intermediate Care Bed Redesign

**Tuesday 21st August** • 6.45pm – 8.30pm
City Chambers, Dunfermline

**Thursday 23rd August** • 6.45pm – 8.30pm
Fife Voluntary Action, East Fergus Place, Kirkcaldy

**Tuesday 28th August** • 6.45pm – 8.30pm
CISWO, South Street, Glenrothes

**Thursday 30th August** • 6.45pm – 8.30pm
Inverkeithing High School, 10 Queen Street, Inverkeithing

**Tuesday 4th September** • 6.45pm – 8.30pm
County Buildings, St Catherine Street, Cupar

**Wednesday 5th September** • 11.15am - 1pm
City Chambers, Dunfermline

**Tuesday 11th September** • 11.15am - 1pm
County Buildings, St Catherine Street, Cupar

**Wednesday 12th September** • 11.15am - 1pm
Fife House, North St, Glenrothes

*Door will open 30 minutes before event starts.

**Thursday 13th September** • 6.45pm – 8.30pm
Inzievar Primary School, Station Rd, Oakley

**Tuesday 18th September** • 6.45pm – 8.30pm
The Centre, 1 Broomieknowe, Leven

**Thursday 20th September** • 6.45pm – 8.30pm
Waid Community Campus, Anstruther

**Monday 24th September** • 6.45pm – 8.30pm
St Andrews Town Hall Queen’s Gardens, St Andrews

**Tuesday 25th September** • 6.45pm – 8.30pm
Lochgelly Centre

For more information visit: www.fifehealthandsocialcare.org/joiningupcare
Consultation overview: Responses

- 281 Staff workshop & meeting attendees
- 502 Question’er responses
- 2208 Postcards
- 35 Discussion with service Partners
- 24 Letters & emails
- 75 Discussion with Public represent’e group
- 369 Public Workshop attendees
- 6314 Petition
- Lothian Clinical Strategy 169 responses / 56 letters & emails (pop’n 843,000)
Out Of Hours Urgent Care

• In relation to redesign access to services was the main theme:
  – Much stronger concern from NEF

• North East Fife themes were then different from the rest of Fife:
  • Patient safety
  • Service provision

• The Rest of Fife themes were:
  • Improvement
  • Service provision
From the consultation > An Addendum to the Option Appraisal to address concerns for NEF

• Develop options with stakeholders
• Arrange workshops: 30% - public – staff - managers
  – weighted to the area/communities concerned
  – informed standard - briefing session beforehand
• Seek Consensus scoring
• Sense check with the rest of Fife
• Develop revised proposal based on preferred option from consultation
The Direction of the IJB on 20th December

- develop a fully costed transport policy.

- undertake an addendum to the option appraisal which engages with stakeholders in all localities in Fife to determine if there are other options.
Participation requests received:

- By NHS Fife
- From
  - St Andrews OOH Action Group
  - Glenrothes Area Residents Federation
Addendum Engagement: North East Fife

- Small direct solution focused conversations:
  - North East Fife Cluster Quality Leads
  - 11 Practices
  - 30 Community Councils (met with 17)
  - PCES teams
  - Scottish Ambulance Service crews

- Consensus focused workshops
  - Community and Clinical involvement in extended working group

Phase 1: Diagnostic
Phase 2: Development (Dec 2018+)
Phase 3: Appraisal
Phase 4: Consultation
Phase 5: Implementation
Phase 6: Monitoring and Review

PR meetings with St Andrews OOH Action Group / Community Council
Addendum Engagement: Wider Fife

- Public representatives in Working Group
- Fife’s GP Cluster Quality Groups
- Fife’s Locality Planning Core Groups
- Glenrothes:
  - Groups via the participation request
  - Key service user groups (Children + Older People)
- Staff working in the services
- Stakeholder groups via EQIA workshop
- Fife Voluntary Action: Health and Social Care Forum
- Community Councils: Levenmouth and West Fife Division
- Partnership & Engagement Network and patient representatives

Phase 1: Diagnostic
Phase 2: Development
  Dec 2018>
Phase 3: Appraisal
Phase 4: Consultation
Phase 5: Implementation
Phase 6: Monitoring and Review
Participation requests

• St Andrews
  – 14 meetings
  – Involvement in 5 workshops
  – Range of written responses
  – ? Meetings with NHS Fife
  – 3 facilitated PR meetings

• Glenrothes
  – 3 meetings + number of calls
  – Involvement in 6 workshops
  – 3 facilitated PR meetings
Implementation:

- IJB approved revised proposal
- Commitment to continued dialogue and engagement with GARF and RBSACC
- Continued engagement with staff
- Continued engagement with the public / communities
- Enhanced communication

Materials we have to share

- Background brief for Option Appraisal
- Option Appraisal Pack
- Out of Hours Urgent Care – services at a glance
- Consultation materials
- ‘addendum’ materials
- Etc etc