

9 ways to make your community health and care services even better



Bath & North East Somerset Council and NHS BaNES Clinical Commissioning Group plan, purchase and monitor over 400 different community health and care services for local people.

These services are provided by over 70 different organisations.

In January, we launched **your care, your way**; a joint review of the way community health and care services should be delivered in the future.


Over 500 people have shared their experiences and ideas so far. We've grouped their feedback into nine key themes (see right).


9



Phase One In Numbers

 Over **30** engagement events between January and April 2015

 Over **500** face to face contacts

 Over **800** website visits, social media interactions and emails

ways to make your community health and care services even better



What are community services?

Community services are health and care services delivered in a person's home or in a nearby local care setting.

It's a very important part of what the NHS and the Council do and includes people and services like:

- Health visitors
- Speech and language therapy
- Personal budgets and direct payments
- Specialist nurses (e.g. diabetes nurses)
- District nurses
- Falls prevention team
- Independent living service
- Physiotherapists
- Reablement services
- Palliative care
- Care at home (domiciliary care)
- Day services
- Social worker support
- Respite care

Get involved!

There's still plenty of time to have your say:

- Do you agree with the feedback so far?
- Do you think we're missing something important?
- Would you like us to come and talk to your group?



Write to us:
your care, your way,
BaNES CCG, St.Martin's
Hospital, Clara Cross Lane,
Bath, BA2 5RP



Find out more:
www.yourcareyourway.org



Find us on Facebook:
facebook.com/yourcareyourway



Discuss on Twitter:
#ycywbanes



Call us:
01225 396512



Email:
yourcare@bathnes.gov.uk

What happens next?

Between now and the autumn we'll be asking for more of your ideas about how we should design community health and care services to address the nine themes.

We will be:

- Asking children and young people for their ideas
- Talking to health and care professionals
- Running workshops for people with specific health conditions or care needs
- Organising outreach events to engage with seldom heard groups

We expect to publish our draft commissioning strategy in September. We can't wait to hear what you think.

9 ways to make community health and care services even better



You told us that the separation between different services can make it hard for you to find your way around the system.

You said we need to join up the money, join up the information and join up the people so that everyone involved in your care knows your story and works better together.



You told us that we need to treat you as a person rather than focussing on your illness or health condition.

You said we need to understand your physical, mental and social needs so that you feel supported to improve your overall wellbeing.



Waiting for something to go wrong before you get the right support doesn't make sense.

You told us that community services need to work with you to stop you from getting ill, or to prevent a health condition getting worse.

You recognise that you share responsibility in this but that you may need some help or encouragement from us.



You told us that social isolation and transport are big issues, and not just in rural areas.

You said that we need to work more closely with local communities and the voluntary sector so that no one feels on their own or without the care and companionship they need.



You want community health and care services to make the most of existing community centres and facilities.

You also want us to work more closely with local groups and volunteers in your community so they can play their part in keeping you healthy and happy at home.



You told us we don't do enough to tell you about all the services that are available to support you.

You said that we should invest in "navigators" who can help you find out about the groups and services in your local area.



You told us that we need to invest in our workforce and provide more opportunities for training and career progression.

You said this would give staff the time, skills and motivation to provide better quality care.



You told us that there needs to be better communication between the different teams caring for you.

You said that everyone involved in your care, including you, should be able to access a single care plan so that you don't have to repeat your story over and over.



The world of technology is moving quickly, and you think we could use it more effectively.

Many of you like the idea of using apps and other technology to manage your own health and care but it needs to be simple and easy to use.

You also recognise that we need reliable connectivity to make this happen, especially in the rural areas.

>> Get the full picture. Download **The Story So Far – Phase One Report** from www.yourcareyourway.org