

# Working together for a healthier west Hertfordshire

## The need for change

Interim



Spring 2015

The NHS in west Hertfordshire and Hertfordshire County Council are working together to consider how we can all lead healthier lives and meet people's changing health and social care needs. This document sets out what we have heard: the issues faced by the community and the pressures facing health and social care services. This is not just about today or tomorrow - but about major change for the years to come and that is why this review is called *Your Care, Your Future*.



The challenge we face in west Hertfordshire is significant. The population is growing and people are living longer. Many of us also have complex care

needs. More of us need services to be closer to where we live. However the cost of providing services is increasing. Buildings are ageing and costing more and more to run. The funding available will not keep up with the rising level of demand.

How can the NHS in west Hertfordshire and the County Council invest to improve existing services and innovate to ensure more of us and our families live longer healthier lives? As a community, we need to consider major changes.

Many local people across west Hertfordshire are already involved with the *Your Care, Your Future* review and have given us feedback – thank you. Three quarters (75%) of respondents to a survey told us that health services

need to improve. We have included some of the comments received as part of the survey in this document.

**We have high aspirations for people's health and social care in west Hertfordshire:**

- We want everyone to benefit from excellent care in the right place when they need it
- We want to prevent more people from becoming ill in the first place
- We'd like health and social care staff to work together - not in isolation - to meet your needs and to involve you in your care.

On the back cover you can find out how to get involved with this review. We look forward to hearing your suggestions to ensure a healthier west Hertfordshire.

**Dr Nicolas Small**  
Chair - *Your Care, Your Future*  
Programme Executive



**THREE QUARTERS (75%) OF RESPONDENTS TO A SURVEY TOLD US THAT HEALTH SERVICES NEED TO IMPROVE**



**You've given us your views on health and social care. We are listening. This document sets out the need for change.**

**There are estimated to be around 7,000 over 65s living alone in Dacorum**

**Obesity is a growing problem in west Hertfordshire: nearly a fifth of children in Watford are obese**



**Over a quarter (25.9%) of people in St Albans are under 20**

**Hertsmere has the highest proportion of people living with diabetes**

### A local and national issue

The issues we are facing in west Hertfordshire are not unique. In 2014 the Chief Executive of the NHS published his *Five Year Forward View*. Just like in west Hertfordshire, the rest of the country's health needs are changing and there will not be enough money to carry on providing care in the way we do now. The projected national funding gap is £30bn over the next five years. The *Five Year Forward*

*View* presents new ideas on how the NHS and councils could organise services for people and how those services should be funded.

Transforming how we deliver care and spend money over the next five years is the only way we can continue to provide a high quality health service for the people of west Hertfordshire.



**IF THE NHS CONTINUES TO FUNCTION AS IT DOES NOW, IT'S GOING TO REALLY STRUGGLE TO COPE BECAUSE THE MODEL OF DELIVERY AND SERVICE THAT WE HAVE AT THE MOMENT IS NOT FIT FOR THE FUTURE.**

**Professor Sir Bruce Keogh, NHS England's Medical Director, January 2015**

## Appropriate care from birth to later life

The changes to our population – a growing number of young people and a society that lives longer – bring both benefits and challenges. As a result we need to change the way we organise health and social care services – now and for future generations.

## Expectant mothers and their babies



Nearly 8,000 women give birth locally every year and it's vital that those women are supported before, during and after giving birth. More parenting support services are needed - for example to help those with premature or low birth weight babies; also for mothers who may be feeling low or depressed after giving birth. There is also a need for improved guidance to help pregnant smokers to quit and to reduce unwanted teenage pregnancies.

## Children and young people

Most people agree that giving children and young people the best start in life is important. What happens to a child before they are born and in their early years can affect not only their health, but also their future life opportunities. And that is why we need to look beyond physical health and help young people with mental health problems, in the right place and at the right time. Evidence shows that when we are better at 'joining up' health and social care services, we can prevent problems getting worse. Work is already underway to consider how best to improve mental health services for children and young people locally.

“ THE RISE IN MENTAL HEALTH ISSUES IN CHILDREN IN WEST HERTFORDSHIRE IS INCREASING AT AN ALARMING RATE.  
NHS Manager

## Healthier adults

Why do people in Borehamwood have a life expectancy of just 76.4 years? People in Chorleywood West live some ten years longer on average – 87.9 years. We must address this.

We need to help ourselves and encourage our friends and families to keep fit and healthy. Small changes to our lifestyle will help more of us live well – mentally and physically – and hopefully this will help us achieve more as both individuals and communities. By working with community organisations and volunteers to provide help, advice and guidance on a range of health issues – from diet, alcohol and exercise, to smoking and health screening - we can help prevent illness and encourage people to improve their own health and wellbeing.

“

WE NEED TO PROMOTE WELLNESS (REDUCING OBESITY, STOPPING SMOKING, REDUCING ALCOHOL PROBLEMS) FAR MORE TO HELP CITIZENS LEAD LONGER, HEALTHIER LIVES. THIS IS THE ONLY WAY THE NHS IS SUSTAINABLE IN THE MEDIUM TERM. SO MUCH OF THE CURRENT NHS BURDEN IS RELATED TO POOR LIFESTYLE.

Clinician

About 140,000 people in west Hertfordshire have one or more long term conditions such as diabetes, heart or lung disease.



In 2012 there were nearly 140,000 people living with a long term condition in west Hertfordshire. Nearly 40,000 of those people live in Watford. Hertsmere has the highest proportion of people living with diabetes and heart disease.

In 2012, people with long term conditions in west Hertfordshire accounted for nearly:

1 in 10 ambulance call outs

and nearly 60,000 hospital stays.



In west Hertfordshire, diabetes is the most common long term condition. Type 2 diabetes is on the rise across the UK and can cause serious long-term health problems, from visual impairment to kidney failure. Around 80% of cases of Type 2 diabetes can be prevented or delayed by maintaining a healthy weight, eating well and being active.

## More older people will need support



Over the next 20 years the number of residents over the age of 65 is projected to **grow by 68 per cent.**

With more people now living longer it's important to ensure we can offer the very best health and social care support, whether that means working better with carers and helping people to remain independent in their own homes, or supporting people after a stroke or other illness. As we get older, the likelihood increases that more of us will need expert support for conditions such as dementia. This means the services we have traditionally provided, including care in the weeks before people die, will need to change to reflect higher demand.

There are an estimated **13,000 people living with dementia in west Hertfordshire**, although only 42% have been officially diagnosed.



## Making mental health matter

The NHS estimates that one in four of us will have a mental health problem at some time in our lives. It's an issue that touches many of us, regardless of where we live, how old we are or whether we are male or female. And it's not just your mental health that can be affected – there may also be wider issues linked to physical health, unemployment, addiction, housing and crime.

In west Hertfordshire nearly 5,000 people in 2013/14 were registered as having at least one mental health issue – and those are the people we know about. Making changes to mental health services needs to be a key focus of how we build our local health services

in west Hertfordshire, both now and in the future. We need to make sure people know how to get the help they need, and from where, to help prevent unnecessary problems occurring. It is also vital that the physical health of those living with mental health problems is given equal attention and provided in an integrated way.

## Meeting the needs of disabled residents



In 2014 there were just over 2,000 people registered with a learning disability in west Hertfordshire. But it's thought that the real figure might be as high as 11,000.



THERE ARE **55,000** INFORMAL CARERS IN WEST HERTFORDSHIRE.



Around 20% of the unpaid care workforce is above 65 years old

Disabled people tend to use health and social care services more than non-disabled people.

Delivering appropriate levels of care for disabled people is often challenging and we have heard feedback relating to poor information, inadequate services and lack of reasonable adjustments. To make the necessary improvements to services, we must ensure that health care for disabled people is better integrated with social services and charities or voluntary organisations providing support in the area.



IT'S REALLY HARD TO GET THE SYSTEM TO WORK AND TO FIND MY WAY ROUND THE SYSTEM IN ORDER TO GET THE RIGHT SUPPORT FOR THE PERSON I CARE FOR.

**Borehamwood carer**



FOR THOSE WITH MENTAL HEALTH ISSUES EARLY INTERVENTION WOULD PREVENT MUCH COSTLIER SERVICES LATER ON.

Member of the public



## Improving access to GP appointments

The GP service is popular and is often seen as the foundation of our health system. There are some two million GP consultations every year in west Hertfordshire and people have told us that they are very satisfied with the care they receive.



**The GP shortage in west Hertfordshire:** Nearly a quarter of GPs are over 55 and due to retire in the next 10 years. The shortfall is a significant challenge.

However we know that far too many people struggle to get a convenient appointment with their GP and that access to appointments varies between practices. If people cannot see their GP it can be confusing to know what to do and where to go for care. This means that the quality of care and patient experiences are not as good as they could be. People need clear information about access to services. Some people resort to travelling to accident and emergency instead.

## Freeing up accident and emergency for... emergencies



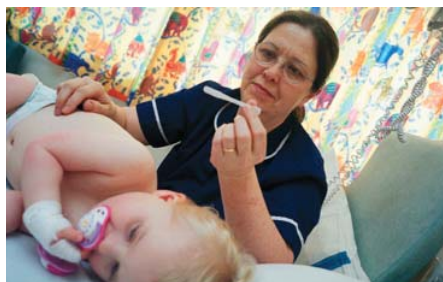
A&E attendances increased by 20% between 2009 and 2014.

The likelihood of people going to A&E depends on how easy it is to access support from their GP and other community services. 11,000 visits to A&E could be prevented.

150,000 people use the accident and emergency (A&E) service in west Hertfordshire every year. This winter, just as in other parts of England, too

many people waited far too long to receive care at A&E. Some people are going to A&E departments with minor problems that could be better dealt with by a GP, pharmacist or a nurse in the community.

This adds more pressure to A&E particularly in winter when many more seriously ill people need emergency care. There is also a significant knock on effect. For instance, ambulance response times increase because the ambulances have to queue up outside hospitals and some people's planned operations are cancelled.



In 2012/13, over 30,000 children under 16 were seen by staff at an Urgent Care Centre or A&E. Only 12% (fewer than 4,000) were admitted, which suggests many could have been seen by a GP or another community health worker.

## Improvements to planned care and discharge

Experts agree that it is beneficial for people to have some types of surgery and other complex care in a hospital setting, and that centralising care of this type typically leads to better outcomes for patients. However we have heard a number of comments from people highlighting difficulties with their journey to Watford General Hospital. A number of respondents to the *Your Care, Your Future* survey said they would like some services, such as blood tests, scans and follow up care after operations, to be closer to where they live. Ensuring appropriate services are provided more locally across west Hertfordshire would help meet the needs of our ageing population and other people, such as those who may not have access to a car.

“

[I WOULD LIKE] GP APPOINTMENTS AVAILABLE AT WEEKENDS AND IN GENERAL NOT HAVING TO WAIT SEVERAL DAYS TO GET AN APPOINTMENT.

“[THERE NEED TO BE] CONSISTENT LEVELS OF ACCESS TO GP APPOINTMENTS ACROSS ALL PRACTICES.

Members of the public

“

THERE IS ENORMOUS CONFUSION ABOUT WHERE TO GO FOR WHICH SERVICE. EVEN THE CLINICIANS SEEM TO BE CONFUSED. PATIENTS ARE PASSED AROUND THE SYSTEM LIKE A BOX OF CHOCOLATES.

Member of the public

“

WE NEED TO DO MORE TO INFORM AND EMPOWER PEOPLE TO TAKE RESPONSIBILITY FOR THEIR OWN CARE AND GIVE THEM MORE CONTROL OVER THEIR TREATMENT PLAN.

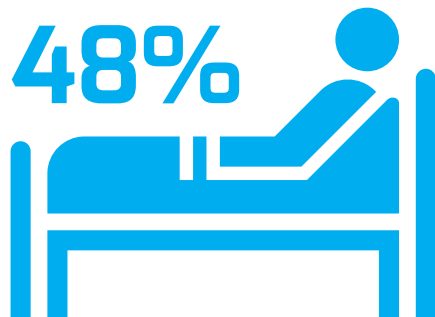
Member of the public

Discharging some patients from hospital requires health and social care colleagues to work together to ensure the appropriate care package is in place to support the patient's needs when they return home. A bed in an NHS hospital costs significantly more than care at home or in the community. Care can seem fragmented and a number of people have explained to us there is a need for closer working between the different agencies to improve people's care.

## Community services to support independence



“ THERE NEEDS TO BE MORE, BETTER TRAINED AND BETTER PAID CARE WORKERS AVAILABLE TO HELP PEOPLE IN THEIR OWN HOMES. **Member of the public** ”



A study in April 2013 identified 412 patients, in West Hertfordshire Hospitals NHS Trust's beds, who could be cared for elsewhere. This represented nearly half (48%) of the beds in use at the time.

Across west Hertfordshire community nurses are visiting people in their own homes to check the progress of new mothers and their newborn babies, to dress wounds to help speed up recovery after a fall, and to assess the needs of older people so that they are offered support to enable them to live independently at home.

“ THERE NEEDS TO BE A MORE JOINED UP APPROACH BETWEEN HEALTH CARE AND SOCIAL CARE. I THINK THERE ARE TOO MANY PATIENTS SITTING IN ACUTE HOSPITAL BEDS BECAUSE THE SOCIAL CARE THEY NEED IS NOT AVAILABLE. **Clinician** ”

Health workers in west Hertfordshire make contact with patients in the community around 800,000 times every year



“ LONG DELAYS ARE ALSO REPORTED IN TRANSFERRING ELDERLY PATIENTS OUT OF HOSPITAL AND INTO COMMUNITY CARE, CAUSING HOLD-UPS ALL THE WAY BACK TO THE A&E DOOR. **The Independent, 7 January 2015** ”

Some people have highlighted that the staff working in these services are severely stretched. Current provision is insufficient to meet the growing health and social care needs of our population. Other respondents have highlighted the need to 'join up' the care that is provided by the different health and social care organisations in the interests of people and their carers.

Some of the communities in west Hertfordshire have access to a range of community based services, but there is significant variation between the services available. This needs to improve.

## Living within our means

It will not be possible to simply carry on providing and improving the current range of services. The estimated gap in required income by 2019/20 is £256 million. We are not living within our financial means and, without change, we won't be able to provide some services in the future.

We are currently spending millions of pounds on essential repairs to some existing buildings that are too old and no longer fit for modern healthcare. Some buildings are empty and no longer required. Too many buildings are costing money unnecessarily that could be used for patient care.

We will also need to consider long term arrangements to ensure greater efficiency, such as reducing the number of people going to accident and emergency who do not require emergency care, and ensuring that after hospital treatment people are discharged with the right care package in place much more quickly.

Experts agree that we need to make better use of cost effective new technology to connect teams across different organisations so that they have the information they need to provide excellent patient care. Of course technology does not replace people, and we will also need to look at the health and social care workforce to ensure we have the right people delivering the right care in the right places.



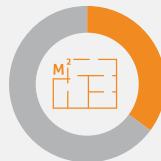
**£66 million:**  
the maintenance bill to  
repair buildings for West  
Hertfordshire Hospitals  
NHS Trust

## Under-utilised building space:



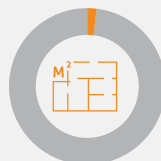
**28%**

West Hertfordshire Hospitals  
NHS Trust



**35%**

Hertfordshire Community  
NHS Trust



**2%**

Hertfordshire Partnership  
NHS Foundation Trust

**64%**



Time moves on – buildings designed for a different generation are no longer suitable for modern healthcare. This is true of around 64% of the buildings at West Hertfordshire Hospitals NHS Trust

Better use of GP premises could be made by extending opening hours. But buildings are too small...



## So what are the next steps?

This document outlines some of the reasons why we need to change our health and social care services in west Hertfordshire. Now we need you to help us to shape a healthier west Hertfordshire. To have your say, please go to:

[www.yourcareyourfuture.org.uk](http://www.yourcareyourfuture.org.uk)

If you organise a patient or community group and would like a representative of the review team to attend one of your meetings, please contact us.

 Email: [info@yourcareyourfuture.org.uk](mailto:info@yourcareyourfuture.org.uk)

 Tweeting us @YCYF\_westHerts

 Visiting: [www.yourcareyourfuture.org.uk](http://www.yourcareyourfuture.org.uk)

Alternatively, call **Healthwatch Hertfordshire** on **01707 275978** to speak to someone about your experiences of health and social care in west Hertfordshire.



We expect potential options to improve health and social care in west Hertfordshire to be published in Autumn 2015 followed by a full public consultation. We will want as many people as possible to have their say.

If you would like to receive a copy of this report in another format or language or have any other questions about the review, please contact us at: [info@yourcareyourfuture.org.uk](mailto:info@yourcareyourfuture.org.uk)

यो कागजात अनुरोधमा नेपालीमा पनडिपलब्ध छ । कृपया माथिको ठेगानामा सम्पर्क गर्नुहोला  
Ti ẹ ba bere fun, iwe yi wa ni ecde Yoruba pẹlu.

Na ęyczenie klienta niniejszy dokument dostępný jest takęe w języku polskim. Prosimy o kontakt pod adresem podanym powyęzej

Văn bạn Nay Có Thể Phát Ra Cho Theo Yêu Cầu. Xin Liên Lạc Chúng Tôi Ở Địa Chỉ Trên.

هال عا دو چولما ناوان عا لى ع انب لاصرتال ما چرلا . ببلظلا بسرح هيمبرعلا ذغللاب فقويشولا هذه ريفوت نكهمي

本文件提供有简体中文版本，请索取。请使用上述地址与我们联系

Ce document peut être fourni en Français sur demande. Veuillez nous contacter à l'adresse ci-dessus

इस दस्तावेज़ को हद्वि में अनुरोध पर उपलब्ध है । कृपया ऊपर ददिए गए पते पर हमारे साथ संपर्क करें

Pagal prašymą šis dokumentas gali būti suteiktas lietuvių kalba. Prašome susisiekti su mumis viršuje nurodytu adresu

Bu belge istenildiğinde Türkçe olarak da bulunmaktadır. Lütfen yukarıdaki adresten bizimle irtibata geçiniz

(ਪ ਨਜ ਬ ਿਦ ਚੀ ਮਲੀ ਸਕਦ ਾਗੈ ਗਕ ਚਿਪ ਕਰ ਕ ਅਪਰ ਚ ਚੀ ਹੋਏ ਪ ਤ ਤੋ ਸ ਡ ਨੇ ਨਲ ਰ ਬਤ ਕਰ ਚੋ  
ਇ ਹ ਦਸਤ ਵਜੇ ਬ ਨੀਤ ਕਿ ਚ ਨ ਨਲ

Dukumeentigan waxaa lagu heli karaa luqadda Soomaaliga marka la codsado. Fadlan annaga nagala soo xiriir cinwaanka halkan sare ku yaalla

More detail on the need for change to health and social care services in west Hertfordshire, including further evidence, is available here:

[www.yourcareyourfuture.org.uk](http://www.yourcareyourfuture.org.uk)