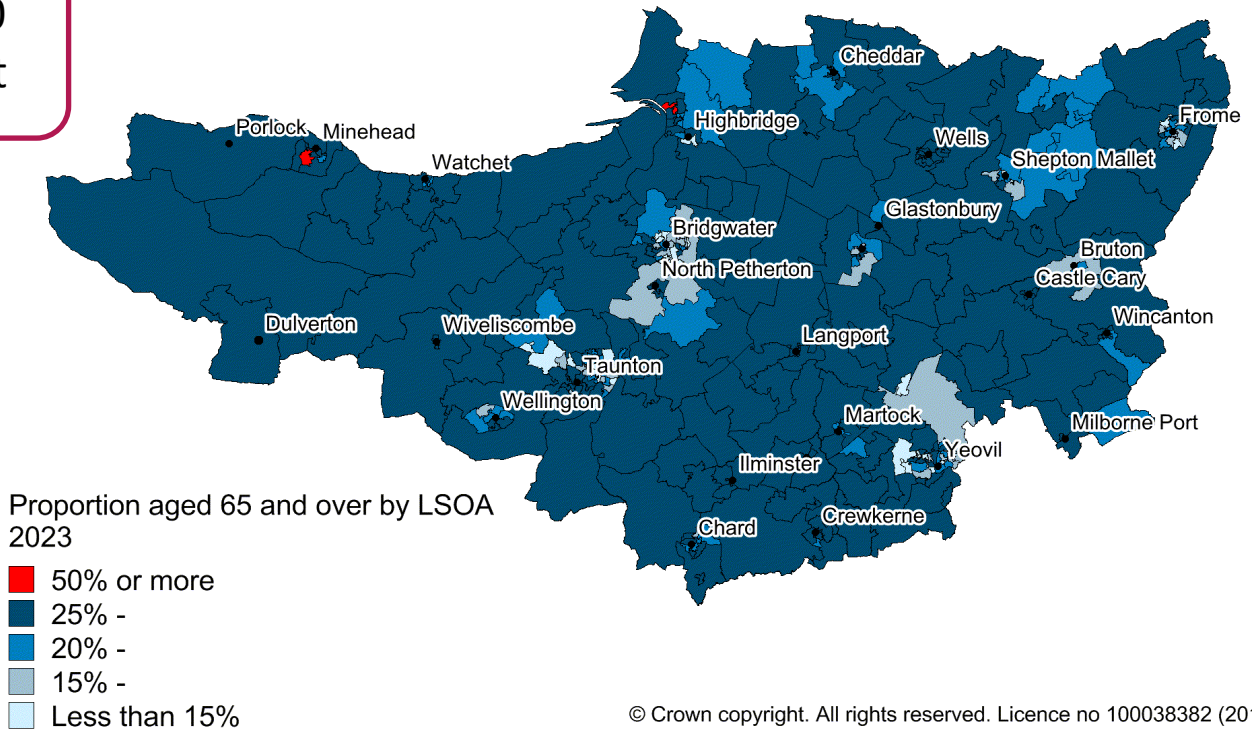
Somerset Together

Our new approach to commissioning and delivering health and social care services

Responding to the needs of our changing population

There are nearly 560,000 people living in Somerset

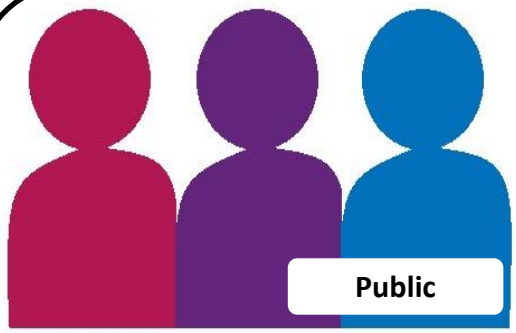
It is estimated that the cost across our health and social care system will increase by more than £212m over the next 5 years



The number of people over 65 in England will grow by 30% between 2011 and 2021

Over 44% of the Somerset population has at least one long term condition

Working towards shared outcomes



The public identifies the outcomes that matter most to them

All three groups work towards the same shared outcomes for people

Commissioners ask the providers to deliver these person-centred outcomes

Providers are rewarded if they work with people to deliver the shared outcomes

What we hope to achieve

We will be encouraged to stay healthy and well through a focus on healthy lifestyle choices and self- care.

We want:
-> To see support for people in our local communities and neighbourhoods
-> Healthy lifestyle choices to be easier for people to make than unhealthy ones
-> People being supported to self-care and able to manage their own conditions

We will provide joined up health, social care and wellbeing services to create a healthier population with access to high quality care

The public, commissioners and providers will work together to decide what the shares outcomes will be and how we will measure them.
Then, when shared outcomes are delivered, we will see the above becoming a reality in Somerset.

How will patients and carers benefit?
Jack and Eileen's Story*

- Eileen has diabetes, memory problems and she is at risk of falls.
- She struggles to control her diabetes and her memory is getting worse.
- She is in and out of hospital.
- Health and social care services don't agree about who should support her.

- Jack has high blood pressure, heart problems and is at risk of a stroke.
- Because he is a carer, he doesn't prioritise his own health or attend GP appointments.
- If he has a stroke, he will be unable to care for his wife and they would both need care at home.
- He finds it hard to cope with Eileen's memory problems.

* https://www.youtube.com/watch?v=ykNOY4FWP9c&feature=youtu.be

What outcomes are most important to patients and carers?

I want it to be easier to get support

I want access to the information, help and advice I need

I want to feel part of my community

I want to keep my independence

I only want to tell my story once

I want to plan my support

I am a person, not a 'client' or 'patient'

I want my family to feel supported as carers

I want to have good experiences when using services

I want the best trained care staff helping me

What happens if we all work towards shared outcomes?

NHS, social care and third sector work together to offer integrated support and care

Jack and Eileen are supported *before* their problems get worse

Their support is tailored to their needs and situation

They are supported to keep their independence

It is easier to get help when they need it

They have a good experience when using services

The difference we can make for patients and carers

Eileen's diabetic nurse liaises with dementia services

The early dementia team diagnoses her and puts into place care and support

Support is provided by Alzheimer's Society and Age UK

The pharmacist delivers their medication

Eileen attends a Dementia Café every week

Jack gets support and advice to manage his high blood pressure and take better care of his health

Jack is more confident about keeping himself healthy and can continue caring

The Dementia Café gives Jack advice about looking after Eileen