



# Better for You, Better for Devon

Working together to develop our  
Long Term Plan for health and care

#BetterDevon

# NHS Long Term Plan

- § Sets out the direction for the NHS over the next ten years, describing how it will spend the £20.5bn additional funding to meet rising demand deliver the national standards specified in the Long Term Plan
  
- § Shift in focus to address determinants of well being and improve population health through collaboration in planning and delivery at place
  - n Health and care integration
  - n Prevention and early support
  - n Health inequalities
  - n The wider determinants of health
  - n Giving children the best start
  - n Living well in older age

# The NHS Plan and Implementation Framework

- 10 year practical programme of phased improvements to NHS services and outcomes
- Requires a STP/ICS System 5 year Strategic Plan
- Sets some critical foundations to wider change i.e. “must dos”
- Freedoms to define pace for delivery of rest
- Focus on reducing local health inequalities and unwarranted variation, a theme throughout the guidance
- Builds on asks from the 2019/20 Operating Plan

## Plans need to be...

- Clinically led
- Locally owned – building on local engagement
- Developed in conjunction with LAs
- Detail delivery of all commitments in LTP over 5 years
- Realistic especially for workforce planning
- Financially balanced including
  - Deficit Recovery trajectories
  - Cash Releasing savings
  - Reduction of Unwarranted Variation
  - Moderate Demand Growth
- Deliver the 5 financial tests

# The challenges we face in Devon



## 1. More people are living for longer in ill-health

Medical advances mean people are living longer – something we celebrate. But people now often live with multiple illnesses, such as cancer, heart problems and type 2 diabetes. We need to ensure services can provide what they need



## 2. Preventable illnesses are increasing

Illnesses like type 2 diabetes are on the rise, and the amount of time people spend in good health has been decreasing since 2012



## 3. Vital health and care jobs remain unfilled

1 in 10 nurse jobs and 1 in 12 social worker posts in Devon remain vacant as demand for services increase. There is a shortage of people to undertake these roles



## 4. NHS funding is not keeping pace with demand

There have been increases in NHS funding, but peoples' needs for services are growing faster

# The challenges we face in Devon



## 5. The NHS in Devon is does not always provide timely access to care

Devon is struggling to provide timely access to services. In addition, a rise of conditions like cancer, heart disease and dementia will put the health and social care system under more pressure unless more flexible, joined-up approaches are taken



## 6. Devon's population is rising

The county's population will rise by about 33,000 people – equivalent to the population of Exmouth – over the next five years



## 7. The overwhelming baby boomer effect

The number of people aged over-85 in Devon will double in the next 20 years. We need to be able to offer all the services they need as an even greater priority

## Some Highlights from our Case for Change

- Our population will grow by 33,000 in next 5 years
- By 2030 there will be 36.5% more people over 75 years compared to today
- Healthcare cost of someone 85yrs+ is £4,500pa ten times that of a child under 10 years
- Prevalence of dementia is growing by 1% annually. This will increase to 3% annually by 2029
- 85% of hospital beds are occupied by emergency patients and the utilisation is growing by 2.5% pa
- Of remaining 15% of elective beds, 8% are for high risk patients e.g. cancer, cardio vascular disease.
- If emergency growth continues at this rate, beds available for planned low risk cases will disappear if nothing changes

## Some Highlights from our Case for Change

- Smoking and alcohol, physical inactivity and poor diet are main causes of preventable disease which accounts for 40% of premature death
- 25% children in Devon are overweight or obese, this rises to 33% by time they leave primary school
- For every person over 85 there are currently 16 people of working age, by 2040 this is halved to 8
- On average a person will consume a third of lifetime healthcare costs in last 2 years of life - the number of deaths is rising

# Engagement Approach

- Engagement on the Devon NHS Long Term Plan started on Thursday 11 July and ended on Thursday 5 September.
- The engagement was structured into two Tiers,
  - § **Tier 1** is strategic county-wide engagement being led by the Devon CCG communications and engagement team (Andrew Millward, Nick Pearson, Nicola Bonas and Jon Sewell).
  - § **Tier 2** is locality-led engagement activity being undertaken by the four locality communications leads (Jacqui Gratton/Corinne Farrell for Southern Devon, Amanda Nash/Sarah Hyde for Western Devon, Jessica Newton for Northern Devon and Jeff Chinnock for Eastern Devon. Peter Leggatt from DPT and Sarah Hyde from Livewell have been working with each locality).



# What engagement did we do?

## **Better for You, Better for Devon survey**

10 questions in an online survey which has been issued via [online link](#) and in hard copy where requested. Survey has been supported through online advertising on social media and through partner websites and in GP practices.

## **Devon Referral Support Service – Outpatient Redesign**

DRSS conducted telephone interviews (2 questions) with incoming callers booking outpatient appointments each week during July and August.

## **Devon Virtual Voices**

Conducted two surveys with our newly formed virtual panel, which is representative of the Devon population. The panel has 1734 members who were recruited through face-to-face activities. The first survey was on **follow-up appointments and use of technology** and the second was on **mental health**.

## **Joint Engagement Forum**

The forum for supporting the involvement of people who receive health and social care support in the planning, development and monitoring of services were asked two questions on the NHS's use of digital technology and supporting children and young people's mental health

# What engagement did we do?

## **Living Options (Voluntary Sector Organisation)**

Commissioned for a piece of work to engage with children and young people in Devon regarding mental and emotional health and wellbeing. A dedicated survey and series of focus groups are being carried out.

## **Public and Patient Participation Groups (PPGs)**

The PPG Network and Forums have been key in supporting the distributing of the online survey (including hard copies) with patients in practices.

## **CCG staff**

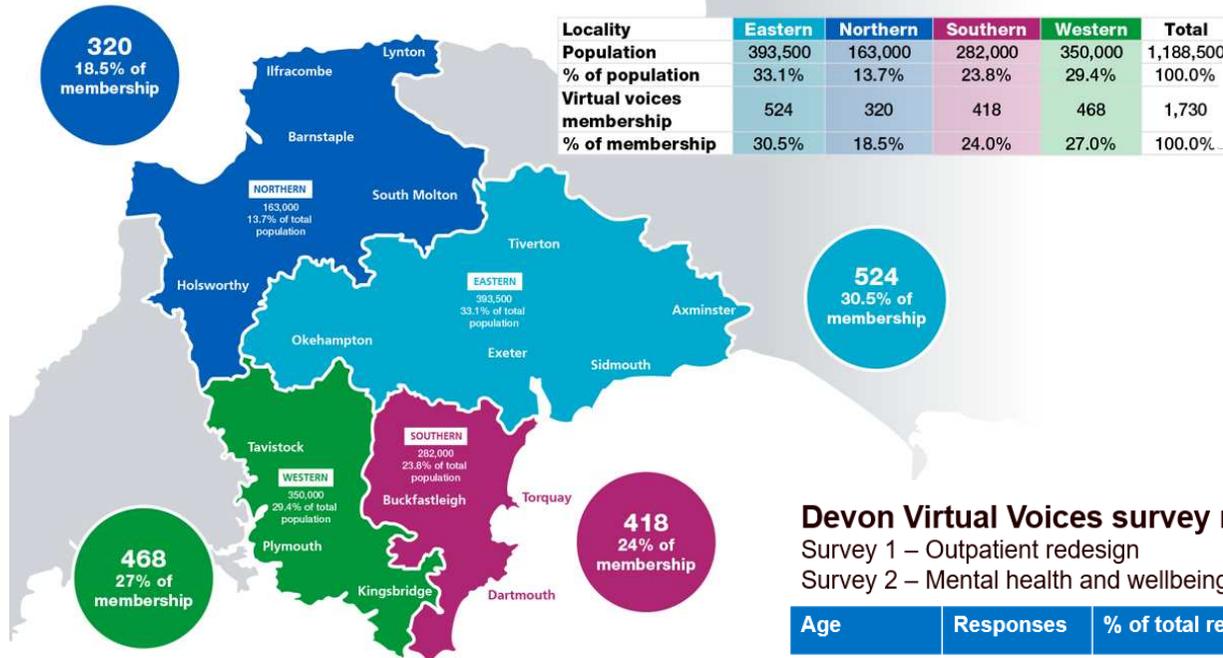
Participating in staff briefings to share their views on the Long-Term Plan.

## **Political engagement**

There has been ongoing engagement and involvement of all three Health and Wellbeing Boards in Devon since Jan 2019, when the NHS Long Term Plan was launched nationally.



# Devon Virtual Voices



*"If level of care is same then don't mind. It would be easier at home." - 56+ -Year-old*

*"Email is fine for general health, will use technology for things like repeat prescriptions which I already do. Also, would use it for booking appointment, would be comfortable with both." - 36-55-Year-old*

*"Education -making people aware of options. I see a lot of stuff out there - go to pharmacy for this. The info is out there but whether it is effective I am not sure." - 36-55-Year-old*

## Devon Virtual Voices survey responses:

Survey 1 – Outpatient redesign  
Survey 2 – Mental health and wellbeing

Age	Responses	% of total responders	Gender	Responses	% of total responders
18 - 35	78	15%	Male	277	52%
36 - 55	106	18%	Female	260	48%
56 - 75	306	56%			
76 - 100	60	11%			

Location	Responses	% of total responders
Eastern	154	29%
Northern	127	23%
Southern	110	21%
Western	147	27%

**1734 members**  
**550 responses**  
**32% response rate**



# Engagement with elected members

The STP has attended the following public meetings in Devon.

Public Meeting	Date
Devon Health and Wellbeing Board	11 April 2019 / 11 July 2019
Devon Health Scrutiny Committee	21 March 2019 / 18 June 2019
Plymouth Health and Wellbeing Board	7 March 2019 / 11 July 2019
Plymouth Health Scrutiny Committee	19 June 2019 / 31 July 2019
Torbay Health and Wellbeing Board	14 March 2019 / 31 July 2019
Other	<ul style="list-style-type: none"><li>• Briefings provided to Members of Parliament</li><li>• Devon Local Government Steering group consisting of Devon District council leaders (May 2019)</li><li>• Case for Change and Questionnaire distributed to Town and Parish Councillors across Devon</li><li>• Numerous informal meetings with local Councillors</li></ul>



# What have we found?

# Headlines

## Key Themes coming out of Tier 1 and 2:

- Outpatient engagement by Eastern and Western LCPs, DRSS, Virtual Voices and the wider Devon survey suggests a preference for face to face hospital appointments. DRSS survey found **50% of people wanted to face-to-face, 47% of people would consider digital**. The virtual voices panel found **54% wanted face-to-face, 41% would consider digital** (NB: majority of responders were over 50).
- The above stats show there is an appetite for technology but need to do more education, channel shift and reassurance to encourage best use
- People are attending A&E because its easier than accessing other services.
- Need more joined up communication between services, signposting and information
- Community support and social interaction is critical to mental illness, support and recovery



## Headlines contd.....

People are willing to travel for care for up to an hour, and expect provision to be available in Devon and Cornwall.

In the Better for You, Better for Devon online survey;

- **21% of people** said they are willing to travel up to 2 hours to attend an appointment
- **34% of people** said they are willing to travel up to an hour
- **22% of people** are willing to go as far as necessary depending on the level of emergency or need.



# Shared system vision and ambitions

Outputs included a System Vision, Ambitions and focus on delivery.

All organisations will work towards a single shared vision:

*“Devon’s health and care system will ensure there are equal chances for everyone in Devon to lead long, happy and healthy lives.”*

## Achieve four long-term ambitions

**Children and Young People** – Invest in children and young people: to have the best start in life, be ready for school, be physically and emotionally well and develop resilience throughout childhood and on into adulthood.

**Digital** - Invest in a digital Devon: only tell your story once, first contact will be digital, self-care, digital connectivity.

**Integrated Care Model** – Systematic delivery of the integrated care model across Devon as defined in the ICM blueprint

**The “Devon” deal** - Establish a Devon deal to decrease gap in life expectancy, narrowing health inequalities across Devon. (A citizens-led approach to health and care)

And work together towards the ambition for **Equally Well** to challenge inequity in health outcomes for people with mental health and/or learning disability diagnosis.

## Next steps following submission of the first draft

Date	Action
30/09/19	Review of draft plans by regional teams
Approx 11/10/19	Feedback from NHE/I regional teams
October	Review and update of plan including narrative and technical information in response to feedback and continuing local planning.
10 – 17 October 2019	System review / assurance meetings – dates / times and attendees tbc.
04/11/19	Amended system plans shared with regional teams.
15/11/19	Final narrative Strategy Delivery plans agreed with system leads and regional teams and submission of completed Strategic Planning Tool (technical templates).
Early December 2019	Aggregated national Strategic Implementation Plan published