



Department
of Health

NHS
England

Important changes to healthcare in the community



The right care at the right time for people who need it



Easy Read version of
Transforming Primary Care:
safe, proactive, personalised care
for people who need it most.

About our Plans

How services will change

How health and care staff will be supported

What health and care services will do

How we will make things happen

About our plans



We want better healthcare for people with lots of health needs. This might be older people but other people can also need lots of support.



This paper is about our plans to make sure:

- care is right for the person



- services support people early and do not just wait until things go wrong



- services work together to give good care.



We will start with better **primary healthcare** for people with a lot of health and care needs. This means GPs and other community services.

But other NHS services must also work together to give patients the right care.

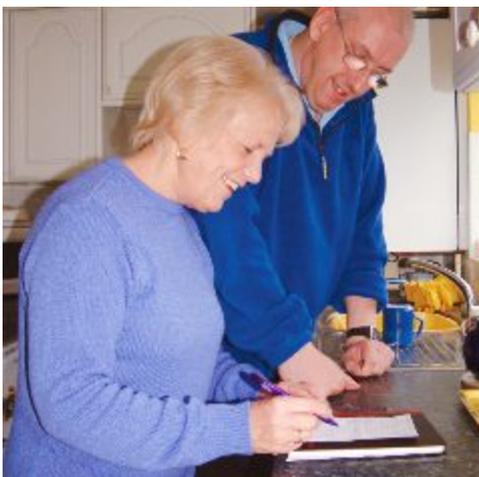


If you have lots of health needs our plans mean:

- you will get more support from GPs and other community health services



- you will only go into hospital if you really need to



- health and social care services will work together to help you stay well and independent.



Why we need these plans

The NHS was set up over 60 years ago. Things were very different and most people only lived for 65 - 70 years.



Many people born now will live to be 100 because the NHS:

- helps us get better when we are ill



- tells us how to stay healthy



- stops us getting ill.

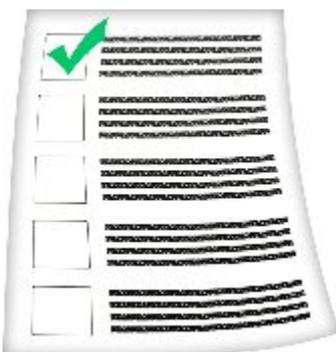


This means:

- there are more older people in England who need healthcare



- people can live longer with serious health problems.



The NHS must find new ways to give people the care and support they need.



The right support to be independent and look after yourself

Some people with lots of health needs do not get the care they need because:

- they use lots of different services that do not talk to each other



- services do not look at all of their health problems together.



The NHS must get better at caring for people who have more than 1 illness.

This means:

- People with lots of health needs should only go to hospital if they really need to. Not because they cannot get the right care at home





- Services must work together to think about all of a person's health needs



- The NHS must spend its money better by giving people the care they need



- The NHS should stop problems happening, not just sort things out when they go wrong.



How services will change

You will know who is in charge of all your care.

You can expect the different services to work together to give you the care you need.



Your GP is usually the first person you go to if you are ill. Our plans mean GPs will make sure patients with lots of health needs get the right services.

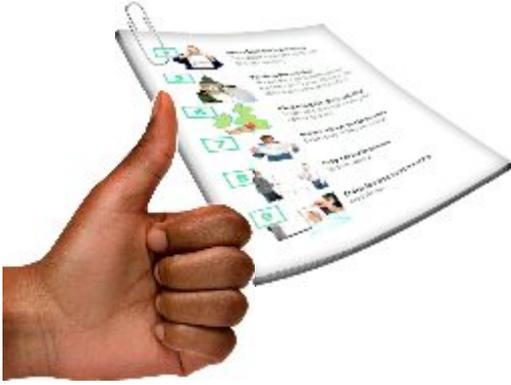


GPs will support people through:

- care and support plans



- extra support for people over 75 years old



- better information about services



- involving you in your own care



- better support for carers



- better care from all services.



Care and support plans

From September 2014 people with the most health and care needs will be on the **Proactive Care Programme**.



This means you will have a care and support plan that:

- says who is looking after your care



- thinks about what you want and need



- makes sure services work together to give you the care you need



- helps you stay well and independent

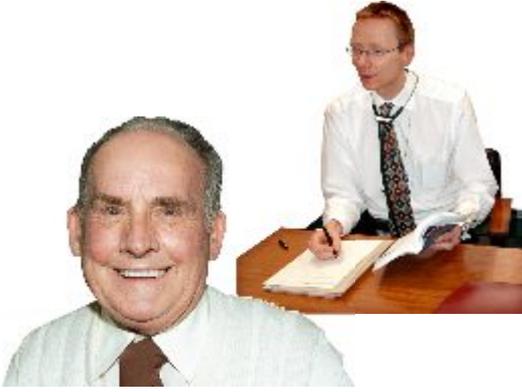


- tells you who to contact if your health gets worse. This includes being able to speak to a doctor or nurse on the telephone on the same day



- says what care you should expect if you are sent home from hospital.

Extra support for people over 75 years old



By the end of June 2014 everyone over 75 years old will have one GP who looks after their care. If you are aged over 75, this GP will:



- help you stay well and out of hospital



- work with other health and care professionals to deliver better care



- look at what care and support you need as you get older, and make sure you get it.



What happens in Stafford

GPs at one surgery send patients a card on their 75th birthday and ask about their health and care needs.



These patients have a special healthcare worker they can contact at any time.



The GP writes a care plan with the patient. This is kept on the person's fridge so everyone knows what to do if they need emergency care.

Better information about services



The Care Quality Commission (CQC) checks health and social care services in England.



They will use new ways to find out if GP services:

- are safe



- do what they should do



- are caring



- change to meet people's needs



- are well-led.



The CQC will **rate** or score services so you can see how good they are.



We will ask people what they think of their GP and whether they would tell their family or friends to use them.



NHS Choices will have information to help you choose good healthcare.

Involving you in your healthcare



More people will be able to use technology to stay safe and healthy at home.



It will be easier to do things like:

- see your healthcare records



- book to see your GP



- order more of your medicines.



We will train staff to involve people in planning their own healthcare.



More people will have a **personal health budget**.



This means you know how much money there is to pay for your healthcare and agree the best way to spend it.

Support for carers



Family carers will get more support and information to help them:

- care for other people



- look after their own health.



GPs will get more information about how to support carers. If you have a care and support plan, your GP will also think about support for your carer.



From April 2015 a new law will say local councils must:

- ask what support carers need



- support carers who meet the rules for getting services



- give carers information about services.



What happens in Worcestershire

GPs work with the local carers' organisation to understand and support carers.



This helps carers get better healthcare for themselves and the person they care for.



Better care from all services



GPs and other services will talk and work together to:

- understand all your healthcare needs
- stop you going into hospital if you do not need to



- give you better care when you come home from hospital.

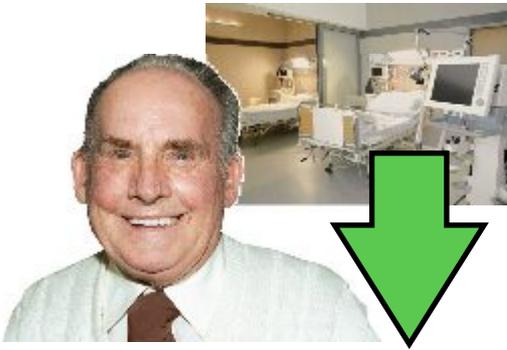
AGE
Concern

Meet and Greet In Luton and Dunstable

Age Concern meet people when they come home from hospital or a care home.



They make sure everything is ready for them and support them for up to 6 weeks.



This means less people have to go back into hospital.



How health and care staff will be supported



Lots of things can make it difficult for staff to give patients the care they need:

- GPs have to spend too much time on paperwork



- teams do not work well together



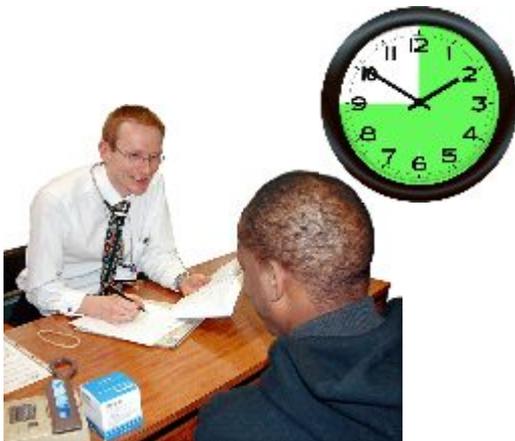
- staff cannot share information to give patients good care.

Helping staff care for patients properly and stop problems happening



Our plans will:

- support and train staff to meet people's needs before things go wrong



- help GPs spend more time with patients and less time on paperwork



- use technology to help staff and services share information and give good, safe care



- make it easier for other health services to get information from GPs to help them care for their patients.



Thinking about what is important to patients

Our plans will help staff take decisions and work together to think about:

- all the things that are important to patients, not just which medicine or treatment they need



- how to stop people going into hospital if they do not need to.



GPs will give better care and buy and plan better services.



Having staff with the right skills

Our plans will:



- train staff to understand how to support people with lots of health needs, wherever they live
- make sure staff have the right skills to work as teams in new and different ways



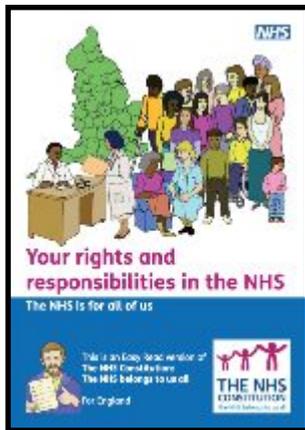
- make sure all nurses work as a healthcare assistant in their first year. This means spending time caring for patients



- find ways for other services like **pharmacists** to do some of the GPs' work. A pharmacist is trained to understand medicines.



The pharmacist gets the medicine your doctor asks for ready for you to collect from a chemist or dispensary.



Thinking about what is important to the NHS

The **NHS Constitution** tells patients, the public and staff what to expect from the NHS.



It is a list of people's rights and responsibilities. There is an EasyRead version.



The Constitution can help services work together to give patients better care.



We wrote another paper about how managers, patients and patient groups can make this happen.



We will work with other organisations to make sure staff understand the **Constitution** and the care people should get.

What health and care services will do



Our plans will help services and staff:

- learn about new ways to care for people with lots of health needs. This includes older people who are at risk



- share information better so you do not have to tell different staff the same thing lots of times



- make sure these changes mean everyone gets better care, not just older people.



How health and care services need to change

Services will:



- make it easier for staff to work together to help people stay well and independent



- work together better to support all the person's different needs



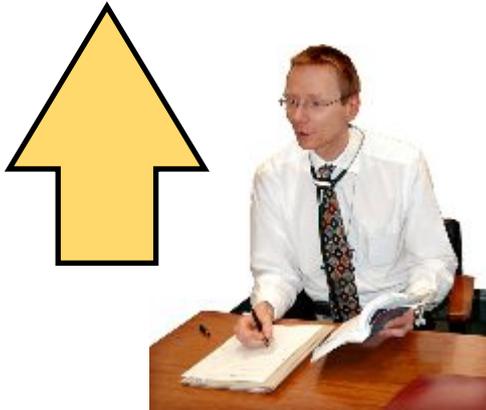
- get better at sharing that they learn about new ways to care for people



- get better at sharing information with other organisations so everyone knows how to care for the person



- Get better at giving people the care they need – where and when they need it



For example, some places need more GPs.



We will look at ways to make sure everyone has the same chance to use GP services.

Finding out how many staff we need

If more people get care but not in hospitals, we will need more:



- GPs



- Community nurses



- Pharmacists



- other health staff to support people in the community.



We want to train 10 thousand more community health care staff by 2020



People who train in healthcare at university will have work experience in community health services. This might mean they choose to work in these services.



Organisations that plan healthcare training will say what staff we need for more community services.



They will write a plan to get more GPs and community nurses in country areas or places that miss out on services.



Supporting services to work better together

People with lots of health needs say services must work together better. Our plans look at different ways to do this.



GPs will have more support from other services. This will help them work together to plan the right care.



We will look at ways to pay one service to look after all a person's health needs. This means people will not need support from lots of different services.



The NHS buys services from lots of other organisations.



We will help them support older people and people with lots of health needs by:

- giving them freedom to plan new types of services



- making sure people know what the rules are so they can plan services better



- supporting services that spend their money well.



We will share ideas about how to give people with lots of health needs good care before things go wrong.

Health and social care services

Many people with lots of health needs will also need support from social care services.



14 areas are looking at how health and social care services can join together to give people care at home. They will tell other areas what they find out.



There will be extra money for some services with plans for patients.



They must show that one person will make sure the patient gets the right care from different services.

Making it easier for people to use services



People with lots of healthcare needs should get the right services when and how they need them.



Some areas have extra money to learn how to do this with things like:

- working at evenings and weekends



CLOSED

- working better together when services are closed



- longer appointments



- using telephone, email and the internet to talk to patients.

Sharing information



Services need to share information so they can work well together.



All health services must be able to see information that will help them give someone the right care. Now GPs must share information with other GPs and services if their patients say they can.



Services will have better technology like computers to share information safely.



Ambulance services and emergency health services should also see GP information about a patient. NHS England is looking at how to do this.



There will be a guide to help local areas use information about patients to plan better services.



Sharing new ideas

The government wants everyone to think about new ideas for healthcare in the community.



Services must work together to give patients good care that the NHS can afford.



This happens when different GP groups share staff and money so they can run better services.



Sometimes people who plan and pay for services do not understand rules about who to buy them from.



There will be information and advice to help them do this in different ways.



Working together in Whitstable

Health and social care services worked together to give people better services in the community.



GPs ran some services that patients usually go to hospital for.



This saved money and was better for patients.



How we will make things happen

Different governments have tried to give people with lots of health needs better care away from hospital.



Things will only change if we know what we have to do and local leaders understand and use the ideas.



We will give GPs and people who plan and run services clear information about what needs to change.



We will share ideas about good care and help services to get better.



CQC checks health services in England. This includes making sure GP services give good safe care.



They will work with NHS England and GP groups to check how the plan is working in local areas and all of England.



We will use what we learn to make things better



We will find out if patients with care and support plans think they are getting better care.



We expect GPs to show things are better, in particular for patients who need lots of healthcare



We will find out if it is easier for people to use services and look at how many people go into hospital in an emergency



We will find out how much we spend on all the health services each patient needs. This will help us plan services better.



We will find out how these ideas can help all patients, not just those with the most health needs.

