

Report to: **East Sussex Health Overview and Scrutiny Committee (HOSC)**

Date: **27<sup>th</sup> November 2008**

By: **Director of Law and Personnel**

Title of report: **Services for people with long term conditions - update**

Purpose of report: **To update the Committee on the progress of work to improve care for people with long term conditions.**

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## **RECOMMENDATIONS**

**HOSC is recommended to:**

- 1. Consider and comment on the work to improve care for people with long term conditions.**
  - 2. Agree how/if the Committee wishes to follow progress in this area.**
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### **1. Background**

1.1 From 2005 - 2007, a HOSC Review Board undertook some investigation and monitoring of how services were being developed for people with long term conditions (such as diabetes, heart failure and respiratory disease). HOSC was particularly interested in any likely changes towards more preventative and community-based models of care, with consequent reductions in acute hospital admissions.

1.2 Early on in this work, HOSC became aware of the Transforming Chronic Care Programme (TCCP) operating across Surrey and Sussex at that time, which aimed to improve care offered to people with long term conditions. Since this programme was comprehensive in its scope, the Review Board focussed its attention on monitoring progress with the implementation of the programme.

1.3 Following the restructuring of Primary Care Trusts (PCTs) in October 2006, the TCCP ceased to exist as a stand-alone programme of work, with new PCTs continuing the development of services for people with long term conditions locally, working with their partner organisations.

1.4 When HOSC last received an update, in March 2007, the Committee heard that an East Sussex wide Long Term Conditions Strategic Steering Group had been set up with the aim to further develop, lead and monitor a long term conditions strategy across the county.

1.5 There has been a significant interval since HOSC last considered this topic, due to HOSC resources being diverted to respond to the 'Fit for the Future' consultation. This item is intended to bring the Committee up to date with developments in long term conditions strategy in East Sussex.

### **2. Developments – patient and staff surveys**

2.1 One feature of the TCCP was that it undertook a possibly unprecedented level of research into the views of local patients and staff about services for people with long term conditions. Two major surveys were undertaken in 2005 – one of people with a long-term condition in Surrey and Sussex and one of staff involved with providing services to people with long term conditions. The results of these surveys provided baseline information about current experiences of patients and staff.

2.2 Follow-up surveys of local residents and staff in East Sussex were undertaken in spring 2008. The results from these surveys will offer some indication of how experiences may have

changed over the past few years and what areas are now considered to be in most need of improvement.

### **3. Developments – long-term conditions strategy and services**

3.1 Since March 2007, local work has focussed on continuing to develop specific services and initiatives targeted at people with long term conditions, together with looking at how best to formulate an overarching strategy in this area. It is important that any strategy complements existing joint commissioning strategies such as the older people's and carers joint commissioning strategies, where there is potential for significant overlap.

3.2 Work in this area is being led jointly by the East Sussex Primary Care Trusts and the County Council's Adult Social Care Department.

3.3 The powerpoint presentation attached at appendix 1 gives an overview of current work on long term conditions, together with results from the resident and staff surveys mentioned above. This will be presented to HOSC by Fiona Streeter, Service Design and Transformation Manager for the PCTs, with Sarah Crouch, Putting People First Service Development Manager and Jessie McArthur, Head of Policy and Service Development from Adult Social Care. A fuller overview of the survey results is attached at appendix 2.

### **4. Issues to consider**

4.1 HOSC may wish to consider the following issues:

- Whether pilot projects such as case management and telehealth have been successful, and whether there are plans to extend these.
- To what extent the survey samples are comparable between the 2005 and 2008 surveys.
- Whether there are other patient and public involvement mechanisms in place for ongoing involvement of patients and carers in the design of services.
- More staff appear to feel that services have got worse than got better – why does this contrast with the positive response from local residents?
- Whether the positive responses from local residents and service developments have been reflected in service usage trends e.g. is there any evidence of reduced hospital admissions amongst people with long term conditions?
- The reasons for delaying the development of a long term conditions strategy and the scope of the planned strategy.
- The effectiveness of joint working between health and social care on long term conditions strategy.
- The involvement of the voluntary sector in the planning and design of services.
- How the PCTs' planned stroke strategy will relate to the planned long term conditions strategy.

4.2 It should be noted that a HOSC Review Board is currently looking at stroke care for East Sussex residents. This review may raise issues of wider relevance to care for people with long-term conditions, as well as issues specific to the long term care of stroke survivors.

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