



ESBT Accountable Care Outcomes Framework: Data Review of What Matters to Local People About Their Health and Care Services

1 Background

This data review, completed in January 2017, is the first step in developing a shared Outcomes Framework for the East Sussex Better Together (ESBT) Accountable Care Model in 2017/18. An outcomes framework sets out publically what you want to achieve, rather than what you want to do.

In East Sussex, as in most health systems across the world, demand for NHS and social care services is increasing rapidly. Our population is growing and people are living longer. There is an increase in chronic conditions, with more and more of us requiring long-term support. As a health and care system we need to achieve the triple aims of improving the health and wellbeing of our population, the quality and experience of health and care services, and keeping this within a resource envelope that is affordable. To make sure we get the outcome measures for this right, we need to design the framework around the things that matter to people.

We already have a wide range of qualitative information and feedback that is available across our organisations and through our engagement events. This data represents the views of thousands of residents who are using health and social care services. The data review is therefore able to provide a picture of what is important to local people about health and care services. We will use it to develop a draft Outcomes Framework which we will explore and test out with patients, clients, carers and the wider public through focus groups and surveys.

This data review:

- Identifies common themes from the feedback
- Describes things in language that people can relate to
- Maps the common themes against four areas that we want our Outcomes Framework to cover:
 - The experience of local people
 - The quality and safety of care services,
 - Population health and wellbeing
 - Transforming services for sustainability

NHS Hastings and Rother Clinical Commissioning Group

NHS Eastbourne, Hailsham and Seaford Clinical Commissioning Group

Sussex Partnership **NHS** Foundation Trust

East Sussex Healthcare **NHS** Trust

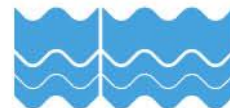
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2 Data sources for the review

We can best understand what matters to people from reviewing qualitative responses to questions and related theming. In other words, when people are given free rein to talk about their experiences of health and social care, what do they choose to talk about?

We looked at the following data sources:

Engagement activity

ESBT Accountable Care Outcomes Framework Workshop: The workshop was attended by representatives from voluntary organisations and patient/client groups in the ESBT Advisory Group, Inclusion Advisory Group and East Sussex Seniors Association (ESSA) health and care Theme Group. The session discussed the four key themes in the Outcomes Framework and possible outcomes for Accountable care.

Shaping Health and Care Events: We looked at the notes from the group discussions about Accountable Care Outcomes at the events in October. We focused on the discussion question asking about what is most important to them.

Engaging Young People to Inform Health Improvement Commissioning and Delivery: We looked at the results of a University of Brighton study commissioned by the Council. There were three topic areas: 1) Whole school approaches to health improvement; 2) Emotional wellbeing and resilience; and 3) Sexual health improvement.

Youth Cabinet Election and UK Youth Parliament feedback

Big Vote Election: We looked at the issues students said they felt most about strongly when voting in the Youth Cabinet elections. They had a list of 10 to choose from.

Make Your Mark 2016: We looked at how young people in the county voted in the national ballot to decide what the UK Youth Parliament should debate when choosing their campaign for the coming year.

Feedback and surveys

Healthwatch Feedback Centre: We reviewed the comment themes identified from reviews left on the Healthwatch East Sussex Online Feedback Centre over the last 12 months.

Listening To You Social Care Survey: We looked at the results from the July 2016 mailing to a sample of clients and carers who had an assessment or review between April and June. We focused on comment questions asking about: a) their service ratings and b) how services help them.

National social care survey: We looked at the local results from the 2015/16 national social care survey carried out with clients. We focused on the comment question about their overall satisfaction with social care and support.

Public Reference Forum: We looked at the recent results for the ongoing health and care survey about ESBT carried out with East Sussex residents. We focused on the comment questions asking about a) how services could be improved and b) why they think services

have improved or got worse. The majority of the comments focused on health services such as GPs and hospitals, although there were also comments about social care services, mental health services, and childrens services.

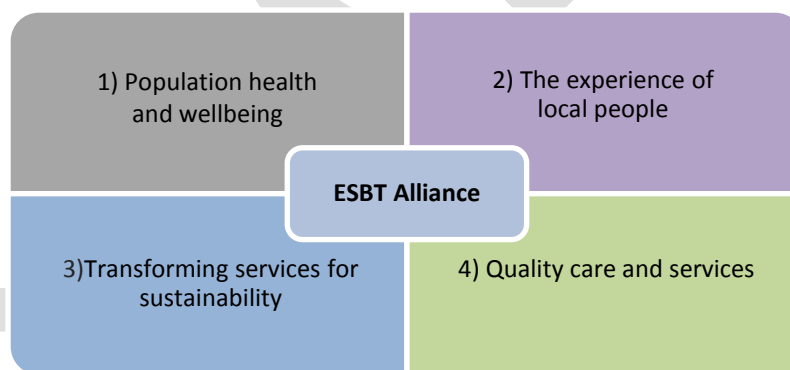
East Sussex Healthcare NHS Trust Patient Experience Report: We looked at the most recent report, particularly focusing on the themes that came out through complaints, Patient Advice and Liaison Service, Friends and Family Test, and NHS choices feedback.

3 What matters to people and mapping to outcome themes

What we've learned from the data review is set out in the first two columns of the table in section four. The first column sets out the broad topics that matter to people when receiving health and care services, such as communication and how they are treated. The second column provides more details on what people want and what they consider a good experience.

The final column of the table maps what matters to people against the four outcome themes that we want to use in our Outcomes Framework.

The four themes and related colour coding are:



The definitions for each theme are:

- 1) The impact of services on the health of the population such as preventing premature death and overall prevalence of disease.
- 2) The experience people have of their health and care services.
- 3) The way services work and how effective they are in a way that positively impacts on people who use services. This includes illness prevention and proactive care, and makes sure people are well supported when recovering from ill-health or require some extra support.
- 4) Making sure we have safe and effective care and support.

4 Table of what matters and mapped outcome themes

What matters topics	What you want...	Mapping												
Information and knowledge	<p>You want...</p> <ul style="list-style-type: none">To be able to find accessible and jargon-free information and advice when you need it and in a format that suits you.To feel knowledgeable about services so that you are empowered to make decisions and get your needs met.	<table><tr><td>Exp</td><td></td></tr><tr><td>Exp</td><td>Qua</td></tr></table>	Exp		Exp	Qua								
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Communication	<p>You want...</p> <ul style="list-style-type: none">To feel connected with services through having clear contact points to organisations and departments, as well as target response times.To be kept informed about your treatment and services.To be able to talk to someone when you need advice and support.Simple ways to provide feedback about your experience of using services.Good communication, cooperation and interconnectedness between all your services.Better use of digital communication with patients/clients and between services to make services more efficient.	<table><tr><td>Tran</td><td>Qua</td></tr><tr><td>Exp</td><td></td></tr><tr><td>Exp</td><td>Qua</td></tr><tr><td>Tran</td><td>Qua</td></tr><tr><td>Exp</td><td></td></tr><tr><td>Tran</td><td>Qua</td></tr></table>	Tran	Qua	Exp		Exp	Qua	Tran	Qua	Exp		Tran	Qua
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Choice and control	<p>You want...</p> <ul style="list-style-type: none">To be supported to make choices and have those choices respected by services.To feel in control of the services you receive and how they are delivered.Services that help you to feel as independent as possible.Young people want services that respect their privacy and allow them to decide what involvement their family has in their services.	<table><tr><td>Exp</td><td></td></tr><tr><td>Exp</td><td></td></tr><tr><td>Exp</td><td>Pop</td></tr></table>	Exp		Exp		Exp	Pop						
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How you are treated	<p>You want...</p> <ul style="list-style-type: none">A personal service where you know the names of people treating you, particularly in hospital.To feel that your support is personalised for you and your family.To feel listened to by staff and services.To be supported by professional staff who treat you well.To have your communication needs understood and	<table><tr><td>Exp</td><td></td></tr><tr><td>Exp</td><td></td></tr><tr><td>Exp</td><td>Qual</td></tr><tr><td>Exp</td><td>Qual</td></tr><tr><td>Exp</td><td>Qual</td></tr></table>	Exp		Exp		Exp	Qual	Exp	Qual	Exp	Qual		
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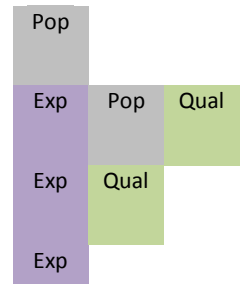
proactively met – whether that is through the language that is used, access to interpreters and translators, or better use of technology.



How services help you

You want...

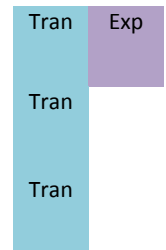
- Services that help you to get better and feel healthier.
- Services that help you to feel safe and have the best quality of life possible.
- Services that make it easier to live your daily life and achieve your goals.
- Services that help you to be part of the community.



Support for long-term conditions

You want...

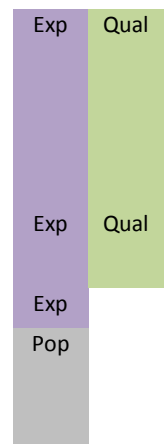
- Consistency of care for people who need to use long-term services.
- Support that encourages people to take responsibility for their own health.
- Services that use technology to empower people to self-manage.



Support for family and carers

You want...

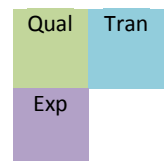
- Clear communication with the family and carers of people who are receiving services about their treatment and needs.
- Peace of mind that your family member, and/or the person you care for, is having their needs met.
- Services to work in partnership with family and carers to support patients/clients.
- To feel supported in your caring role.
- To be supported as carers to do the things that matter, such as working, socialising and managing daily tasks.



Your home

You want...

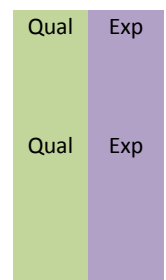
- To live somewhere that makes you feel safe and secure.
- To have the choice to stay at home.



Access to services

You want...

- To have good access to appointments through a simple booking process, particularly GP and hospital appointments.
- To be able to access services in a fair and timely manner, with reasonable waiting times and clear communication about how long you will have to wait.



- To be able to travel easily to appointments and services, particularly hospital-based services.
- Young people want a more accessible and flexible school-based nursing service.

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You want...

- Services that are staffed at the right level and a focus on funding front-line staff.
- Staff to be given enough time to do their job properly.
- Professionals who listen to patients/clients.
- To be treated in a consistently professional and helpful way by all staff.
- Staff who take responsibility for doing their job and follow through on their commitments to you.

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Staffing

You want...

- Everyone to have equal access, at the point of need or crisis, to efficient and effective local services.
- Access to all services to be based on need and not funding limitations.
- A clear customer charter and services that put the patient/client first.
- An integrated health and social care service that is operating as a whole system to make life easier for patients and clients.
- A single point of access for public and professionals for health/care services.
- Better use of technology to share data between services and improve the way services are experienced by patients/clients.
- Appointments that give you enough time to discuss your care and treatment needs, particularly GP and consultant appointments.
- Services that take account of mental health needs and how these affect people's lives and other services.
- Young people want improved awareness of mental health needs and support.
- All patient/client groups across all ages and relevant organisations to be represented and have a voice in improving and developing services.
- Services that provide good aftercare for patients, particularly health services.

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Service delivery and integration