

Friday 14 July 2017

This week's message is sent from **Rob Webster, West Yorkshire and Harrogate Sustainability Transformation Partnership Lead**. You can find out more about our STP [here](#).

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**Hello my name is Rob and welcome to the STP message for this week.**

**The NHS is made of people. I've said it often and as loudly as possible for many years.** Being interested in the system and understanding that people have lives that are dependent on all sorts of support, and then this is shorthand for "the health and care system is made of people". And we are entering a period where having a sustainable "workforce" is an issue that is mentioned by politicians, national leaders, unions, Royal Colleges and local chief executives everywhere.

**The fact that this is central to the discourse about our future is a good thing.** We also need to do something about it by looking after our staff and planning effectively for how they work together. These are well developed themes in our STP and we have a workforce work stream full of talented people working out how we deliver on this together. Hidden in plain sight though, there is another part of the workforce that we should not take for granted. Carers, patients, people who access services and citizens are all part of the future of our health and care system. This has been a theme of the week.

**"I didn't realise I was 'a carer', I was just looking after my mum"** - stated Paul, a participant in the [Carers UK conference on the State of Caring](#). He was speaking very positively about his experiences with [Carers Leeds](#). Paul was like many carers who are hidden because they don't want the label or just see what they do as a natural consequence of loving someone. I was in attendance to talk about the work in West Yorkshire and Harrogate that we are doing through the STP on supporting carers. I was also able to describe how my [Trust](#) has being a carer as a "protected characteristic" and all our policies are designed to reflect this.

**This is important stuff - because in WY&H alone, there are more carers than NHS and social care staff put together – 260,000.** And carers are more likely to become ill and less likely to have breaks. When this happens they need care and so does their dependent. It's clearly a positive step to support carers and trusts, the local systems and the STP are all working to make this a reality. You don't need to look far to see great work taking place across our six local places to support unpaid carers (Bradford, Calderdale, Harrogate, Kirklees, Leeds and Wakefield).

- For example [Kirklees Carers Count](#), Carers Wakefield and District, do a huge amount of valuable work helping carers with both practical and emotional support.
- There is also the [Carers Charter](#) which has been developed to support organisations to maximise carer resource in a sustainable and transformative way. The Carers Charter was developed in Kirklees together with carers, local authorities and clinical commissioning groups. Organisations across all sectors sign up to this to demonstrate their commitment to carers. The Carers Charter has become, not just a document, but a social enterprise called [Investors in Carers](#).
- In Leeds alone there are 72,000 unpaid carers. During Carers Week (12-18 June) local Leeds carers actively approached carers within their community, to urge other carers, 'hidden carers' and new carers to get in touch with [Carers Leeds](#), a third sector organisation providing support

to unpaid carers. Carers Leeds, Leeds City Council, Leeds CCGs and GPs, also established a tool for recording carers in their patient records and for making a referral to Carers Leeds – using the ‘yellow card’. 100% of GP surgeries across Leeds have endorsed this way of supporting carers.

**These developments will be captured as part of a strategic approach across the STP supported by NHS England.** This focuses on our workforce as carers, acute care, primary care and children and young people. On the latter, this week, also saw the Children’s Commissioner produce a [report](#) saying that in the UK 171,000 people aged 5-17 are unpaid carers.

**Our work on harnessing the power of communities has been progressing this week, including with children and young people.** The #SelfCareEverywhere event I attended in Bradford last weekend was positive and inspiring. You can my blog [here](#). Seeing the skill, wisdom, passion and dedication from the young people gave me real hope. One of the young people told us “don’t put limits on yourself. If you think you have no power, then you will have no power”. She had been involved in a group of teenagers who had turned a local campaign to highlight the plight of 90 women raped in Kashmir into an international story.

**Two specific workshops have also taken place with international expert Cormac Russell on this agenda this week.** More details are set out below. I hope they signify a genuine step change in our approach to health and care in West Yorkshire and Harrogate. Recognising that it is people that matter, and that we have so much talent in front of us to help face tough times ahead.

**Have a great weekend**

**Rob**

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## Weekly update

### Cancer Alliance

The Cancer Alliance is busy working up a proposal for Cancer Transformation Funding to design a sustainable network of care and support for people affected by cancer. The proposal will build on work already in hand across each of our ‘places’ to implement personalised post treatment follow up plans, and the interventions collectively known as the ‘Cancer Recovery Package’. Over two thirds of people with cancer have at least one other long term condition and a similar proportion are known to have unmet practical or personal needs. Our vision is to capitalise on the closer STP working across health and social care to build a network of community based practical and social support to enhance the specialised support available in our hospitals. The deadline for bid submission is 1 September and we hope to hear more later that month.

There was also a Leeds Cancer Strategy event on Thursday where people with cancer, carers and the wider public were invited to share their experience and get involved in the development of this important plan.

Hello to Tracy Holmes the new communication and engagement lead for cancer. The post is funded by Macmillan. Tracy will be out and about meeting new people and supporting the work of the Cancer Alliance Board.

### Maternity services

The National Maternity Review 'Better Births: Improving outcomes of maternity services in England' published its recommendations in February 2016 for how services should change over the next five years. The NHS England commissioned review – led by independent experts and chaired by Baroness Julia Cumberlege – sets out wide-ranging proposals designed to make care safer and give women greater control and more choices.

The review proposes that providers and commissioners should operate at a local level as local maternity systems, with the aim of ensuring that women, babies and families are able to access services as close as home as possible. A plan for WY&H will be submitted to NHS England later this year. For more information please contact Karen.Poole@northkirkleescg.nhs.uk

### Harnessing the Power of Communities

Over 50 colleagues across all sectors, including communication and engagement workers, attended two 'Harnessing the Power of Communities' events this week hosted by Olivia Butterworth, Cormac Russell and Chris Chinook.

The sessions unleashed the potential for the STP to work across WY&H on developing new relationships with communities. The sessions were a great success – motivating and inspiring all those who attended to look more closely at how we work with people to go beyond the power of communities rather than lending their assets to us. We were challenged with what is beyond service land, what we can do over and beyond service provision which is citizen led and what do we really mean by the 'right relationships with communities'? There was also a good discussion around how we engage a community who may not see themselves as such – disconnected strangers rather than connected neighbours when often interventions have nothing to do with the health care system and are more about local connectors. The start of much more work to follow as we consider how we build trust and new relationships with communities.

### STP local planners

Our six local planners met this week to discuss mutual accountability, peer reviews, good practice, and what works well across the areas. Health and care integration, employment and skills, early help, assets and estates were also discussed.

### Programme oversight group

Every month our nine programme priority leads meet. This week they discussed the progress being made, governance, reporting and metrics, significant risks and issues. There was also a good presentation from Dawn Lawson (NHS England) around developing collective leadership for innovation and improvement. Dawn is working alongside Matt Ward looking at how we maximise impact and opportunities without creating unnecessary disruption. A key part of this work is creating a culture where we admit when things aren't working well and share good practice. Alastair Cartwright gave programme leads a useful update on who their digital leads are for their areas of work.

### Engaging care homes

Rob O'Connell (Programme Lead for Care Homes) has been meeting with independent care home providers across WY&H listening to what they have to say about the challenges they face and the opportunities to improve engagement between the NHS and the care home sector. Rob's work complements the work being led by Ruth Holt from NHS England.

## Communication and engagement

STP engagement and communication colleagues met this week for an update on national work. The session was really interesting and productive with some great ideas such as funding training for Community Ambassadors (people with existing influence) to lead public and patient engagement, and developing more case study films showing clinicians and NHS staff endorsing plans as well as patient and public stories.

## NHS Digital

NHS Digital has recently published their [annual report](#) which sets out the direction of travel for their new way of working. Colleagues from the implementation and business change team are getting out and about meeting partners across the region explaining the work they will be prioritising over the next 12 months. This includes project support around self-care, paper free systems, public trust and security, digital medicines and elective care – as well as practical support for GPs on the implementation of new IT systems which will help the sharing of patient records etc. For more information about NHS Digital you can watch this short film [here](#) or email [aimee.haggas@nhs.net](mailto:aimee.haggas@nhs.net).

## What's happening next week?

- The System Executive Leadership Group will meet on Tuesday.
- WY&H STP Finance Leaders will meet on Thursday.
- All northern STP communication and engagement leads will meet on Thursday.
- Our STP twitter account will go live next week. The twitter handle is @WYHpartnerships

## What's coming up?

- Leeds City Council Executive Board Meeting - taking place on 17<sup>th</sup> July 2017  
Leeds Health and Care Plan: A Conversation with Citizens  
To consider the joint report of the Director of Public Health, the Director of Children and Families and the Director of Adults and Health presenting the draft 'Leeds Health and Care Plan on a Page' together with the accompanying narrative, and which seeks approval for the use of those documents as a basis for a proposed engagement and consultation exercise with citizens regarding the future development and delivery of related services.  
Additional documents:  
[Health & Care Plan Report Appendix A A3 040717, item 26.](#)  
[Health & Care Plan Report Appendix B 040717, item 26.](#)
- The Digital Inclusion Pathfinder Initiative is part of the national [NHS Widening Digital Participation programme](#), funded by NHS Digital. The programme aims to reduce digital exclusion in the UK, and ensure people have the skills they need to access relevant health information and health services. West Yorkshire and Harrogate is one of 20 pathfinder sites nationally, and will be specifically focusing on the needs of people with hearing or visual impairments. This Design Workshop is taking place on Friday 28<sup>th</sup> July 2017, 1pm-4pm at the Laura Mitchell Health & Wellbeing Centre, Great Albion Street, Halifax, HX1 1YW. To find out more or to book your place please contact [Laura.Kirkbride@wakefieldccg.nhs.uk](mailto:Laura.Kirkbride@wakefieldccg.nhs.uk). If you can't attend this session and would still like to be involved, please let Laura know. Further workshops will be held over the coming months.

## For information

- New ambulance service standards - NHS England has today announced a new set of performance targets for the ambulance service which will apply to all 999 calls for the first time. Performance statistics for May 2017 were released at 9.30am on Thursday 13 July covering the following:
  - the NHS 111 service
  - ambulance quality indicators
  - A&E attendances and emergency admissions
  - waiting times for diagnostic tests, referral to treatment for consultant-led elective care, cancer services
  - delayed transfers of care
  - early intervention in psychosisRead the [summary report here](#).
- The government has announced £21m in capital funding for cybersecurity at major trauma centres, as part of its long awaited response to [Dame Fiona Caldicott's third report into NHS data security](#).
- Two new documents from NHS England (please see attached)
  - Improving residents health and care - Councils and NHS together
  - A guide to the NHS in England for local councils
- Mental Health 2017, implementing the Five Year forward View, 20 September - London. You can find out more [here](#)
- [The state of adult social carer services 2014-2017 report](#) has been published by the [Care Quality Commission](#).
- Supporting STPs to put plans into practice - how NICE can help.  
Tuesday 12<sup>th</sup> September 2017, Time: 12:15 – 14:15 [Manchester Central Convention Complex](#)  
Registration includes: Buffet lunch and complimentary 2-day registration to [Health and Care Innovation Expo 2017](#) for public sector attendees.
- ['The King's fund responds to the latest NHS Providers report'](#)
- Kings Fund [Annual Conference](#) and a brand new free-to-attend festival on [ideas that change health care](#)