

**Fife Health
& Social Care
Partnership**



Supporting the people of Fife together

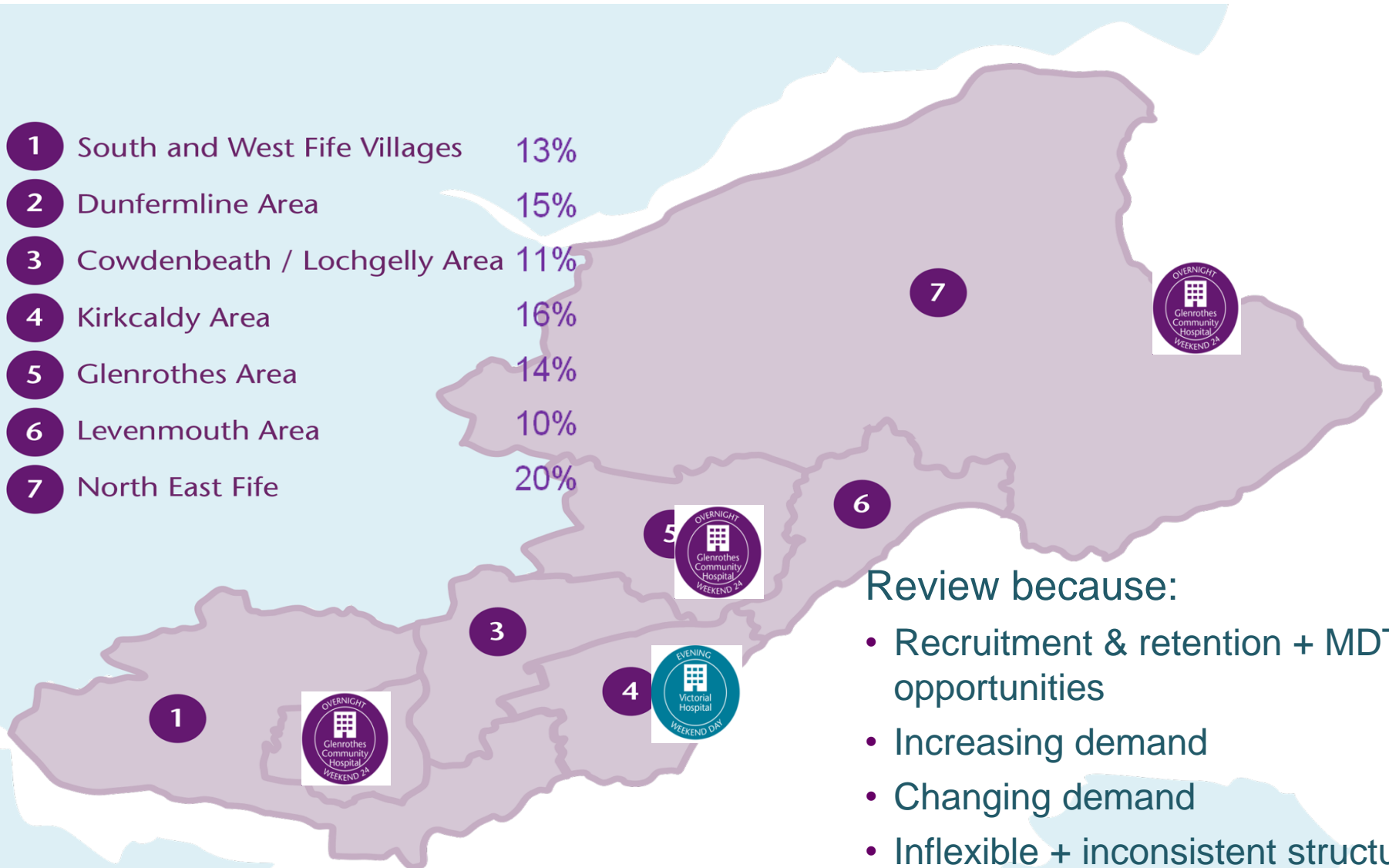


Engaging to Join Up Care in Fife

Fife's Urgent Care Review, the story so far

Context: Fife

1	South and West Fife Villages	13%
2	Dunfermline Area	15%
3	Cowdenbeath / Lochgelly Area	11%
4	Kirkcaldy Area	16%
5	Glenrothes Area	14%
6	Levenmouth Area	10%
7	North East Fife	20%



Review because:

- Recruitment & retention + MDT opportunities
- Increasing demand
- Changing demand
- Inflexible + inconsistent structure

Phase 1: Diagnostic

- Working Group
- Clinical Governance Group
- Utilising H&SCP engagement structures
 - Strategic planning group
 - Locality planning groups

Phase 1:
Diagnostic
Jan 2016>

Phase 2:
Development

Phase 3:
Appraisal

Phase 4:
Consultation

Phase 5:
Implementation

Phase 6:
Monitoring
and Review

Phase 2: Development

- Working Group: developed options on basis of:
 - Clinical need
 - Community concerns – transport/access
 - Challenges of recruitment and retention
 - Changing needs of the population
- Commissioned tests of change to inform
 - Nursing, Pharmacy, Paramedic, Community Nursing, Health Care Support Worker, pathways

Phase 1:
Diagnostic

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Jan 2017>

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Phase 3: Appraisal

- Recruitment
- Informing
- Structuring the workshops
- Still recruiting
- Conducting the workshops
- Feeding back

Phase 1:
Diagnostic

Phase 2:
Development

Phase 3:
Appraisal
Mar 2017>

Phase 4:
Consultation

Phase 5:
Implementation

Phase 6:
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Goal : To establish a fully integrated 24/7 Community health and social care model that ensures sustainable, safe, individual partnerships of care.

Phase 4: Consulting

- Planning
- Materials
 - Proposal – 5 versions (easy read/full/short/Braille/BSL video)
 - Videos – animations +staff giving their perspective
 - Website
- Workshops
- Stalls
- All available channels – local community groups /representative groups/locality groups/community councils / partners /STAFF

Phase 1:
Diagnostic

Phase 2:
Development

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Phase 4:
Consultation
...Aug 2018>

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Your Views Matter

Joining Up Care Consultation Workshops

Come along to one of our local consultation workshops to find out more about how Health and Social Care services could be improved for you and the communities of Fife. The focus of the workshops will be:

- Community Health & Wellbeing Hubs
- Out of Hours Urgent Care Redesign
- Community Hospital and Intermediate Care Bed Redesign

Fife Health & Social Care Partnership



Supporting the people of Fife together



Tuesday 21st August • 6.45pm – 8.30pm
City Chambers, Dunfermline

Thursday 23rd August • 6.45pm – 8.30pm
Fife Voluntary Action, East Fergus Place, Kirkcaldy

Tuesday 28th August • 6.45pm – 8.30pm
CISWO, South Street, Glenrothes

Thursday 30th August • 6.45pm – 8.30pm
Inverkeithing High School, 10 Queen Street, Inverkeithing

Tuesday 4th September • 6.45pm – 8.30pm
County Buildings, St Catherine Street, Cupar

Wednesday 5th September • 11.15am - 1pm
City Chambers, Dunfermline

Tuesday 11th September • 11.15am - 1pm
County Buildings, St Catherine Street, Cupar

Wednesday 12th September • 11.15am - 1pm
Fife House, North St, Glenrothes

*Doors will open 30 minutes before event starts.

Thursday 13th September • 6.45pm – 8.30pm
Inzievar Primary School, Station Rd, Oakley

Tuesday 18th September • 6.45pm – 8.30pm
The Centre, 1 Broomieknowe, Leven

Thursday 20th September • 6.45pm – 8.30pm
Waid Community Campus, Anstruther

Monday 24th September • 6.45pm – 8.30pm
St Andrews Town Hall Queen's Gardens, St Andrews

Tuesday 25th September • 6.45pm – 8.30pm
Lochgelly Centre



For more information visit:
www.fifehealthandsocialcare.org/joiningupcare

Consultation overview: Responses

281
Staff
workshop &
meeting
attendees

35
Discussion
with
service
Partners

369
Public
Workshop
attendees

502
Question'er
responses

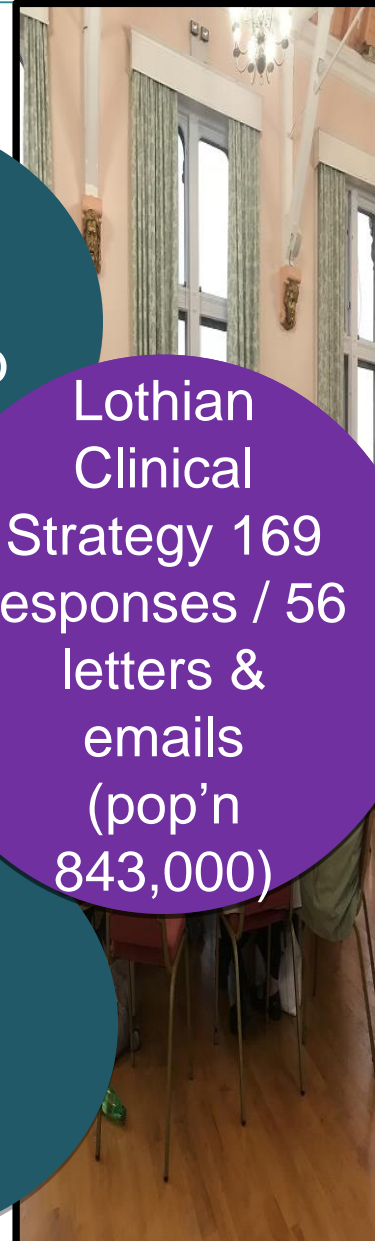
75
Discussion
with Public
represent'e
group

Lothian
Clinical
Strategy 169
responses / 56
letters &
emails
(pop'n
843,000)

2208
Postcards

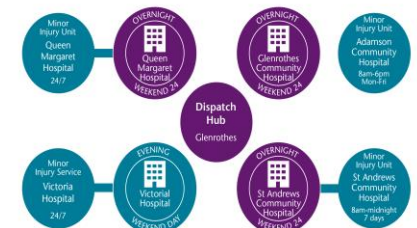
24
Letters &
emails

6314
Petition



Out Of Hours Urgent Care

- In relation to redesign access to services was the main theme:
 - Much stronger concern from NEF
- North East Fife themes were then different from the rest of Fife:
 - Patient safety
 - Service provision
- The Rest of Fife themes were:
 - Improvement
 - Service provision





From the consultation > An Addendum to the Option Appraisal to address concerns for NEF

- Develop options with stakeholders
- Arrange workshops: 30% - public – staff - managers
 - weighted to the area/communities concerned
 - informed standard - briefing session beforehand
- Seek Consensus ~~scoring~~
- Sense check with the rest of Fife
- Develop revised proposal based on preferred option from consultation

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Dec 2018>

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The Direction of the IJB on 20th December

- develop a fully costed transport policy.
- undertake an addendum to the option appraisal which engages with stakeholders in all localities in Fife to determine if there are other options.

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Dec 2018>

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Participation requests received :

- By NHS Fife
- From
 - St Andrews OOH Action Group
 - Glenrothes Area Residents Federation

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Jan 2019>

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Addendum Engagement: North East Fife

Dec
IJB

to

May
IJB

- Small direct solution focused conversations:
 - North East Fife Cluster Quality Leads
 - 11 Practices
 - 30 Community Councils (met with 17)
 - PCES teams
 - Scottish Ambulance Service crews
- Consensus focused workshops
 - Community and Clinical involvement in extended working group

PR
meetings
with St
Andrews
OOH Action
Group /
Community
Council

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Dec 2018>

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Addendum Engagement: Wider Fife

- Public representatives in Working Group
- Fife's GP Cluster Quality Groups
- Fife's Locality Planning Core Groups
- Glenrothes:
 - Groups via the participation request
 - Key service user groups (Children + Older People)
- Staff working in the services
- Stakeholder groups via EQIA workshop
- Fife Voluntary Action: Health and Social Care Forum
- Community Councils: Levenmouth and West Fife Division
- Partnership & Engagement Network and patient representatives

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Participation requests

- St Andrews
 - 14 meetings
 - Involvement in 5 workshops
 - Range of written responses
 - ? Meetings with NHS Fife
 - 3 facilitated PR meetings
- Glenrothes
 - 3 meetings + number of calls
 - Involvement in 6 workshops
 - 3 facilitated PR meetings

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Jan 2019>

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Implementation:

- **IJB approved revised proposal**
- **Commitment to continued dialogue and engagement with GARF and RBSACC**
- **Continued engagement with staff**
- **Continued engagement with the public / communities**
- **Enhanced communication**

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Jun 2019>

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Materials we have to share

- Background brief for Option Appraisal
- Option Appraisal Pack
- Out of Hours Urgent Care –services at a glance
- Consultation materials
- ‘addendum’ materials
- Etc etc

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