



Health and Wellbeing Hubs Wellbeing Overview and Scrutiny 30 November 2017

One System, One Budget - 'the right care, at the right time, in the right place'

Why Hubs?



Aim One	Aim Two	Aim Three	Aim Four
To improve health and wellbeing outcomes for the local population	To reduce inequalities in health and wellbeing of the local population	To improve people's experience of care	To improve the sustainability of our health and wellbeing system

NHS Five Year Forward View - Triple Aims

- Improve population health
- Improved outcomes for patients
- Reduce per capita cost of health care

What are hubs?



Vision: A network of integrated resources working together to enable and support people in the local community to live independently and make life choices that will improve their health and wellbeing

A Hub is a network of resources and services that can help to improve health and wellbeing. By working as a network, the person receives joined up, quality, consistent information and support.

Hub services are provided by community members, volunteers, paid staff across public, private, and community / voluntary sectors

No one size fits all – each neighbourhood will have a different network that makes sense locally

PRINCIPLES

Community Engagement & involvement

Co-designed

Responds to local need

Best use of estates

Accessible and Inclusive e.g. Dementia

Friendly

Promote self management and Self help

Utilise technology

Problem solving

Method of working



Governance

Tasked by HWBB under Wellbeing Strategy

- Task & Finish Group set up under oversight of Health and Wellbeing Board / Growth Board
- Reporting to Western Locality Board and PCC Cabinet

Coproduction

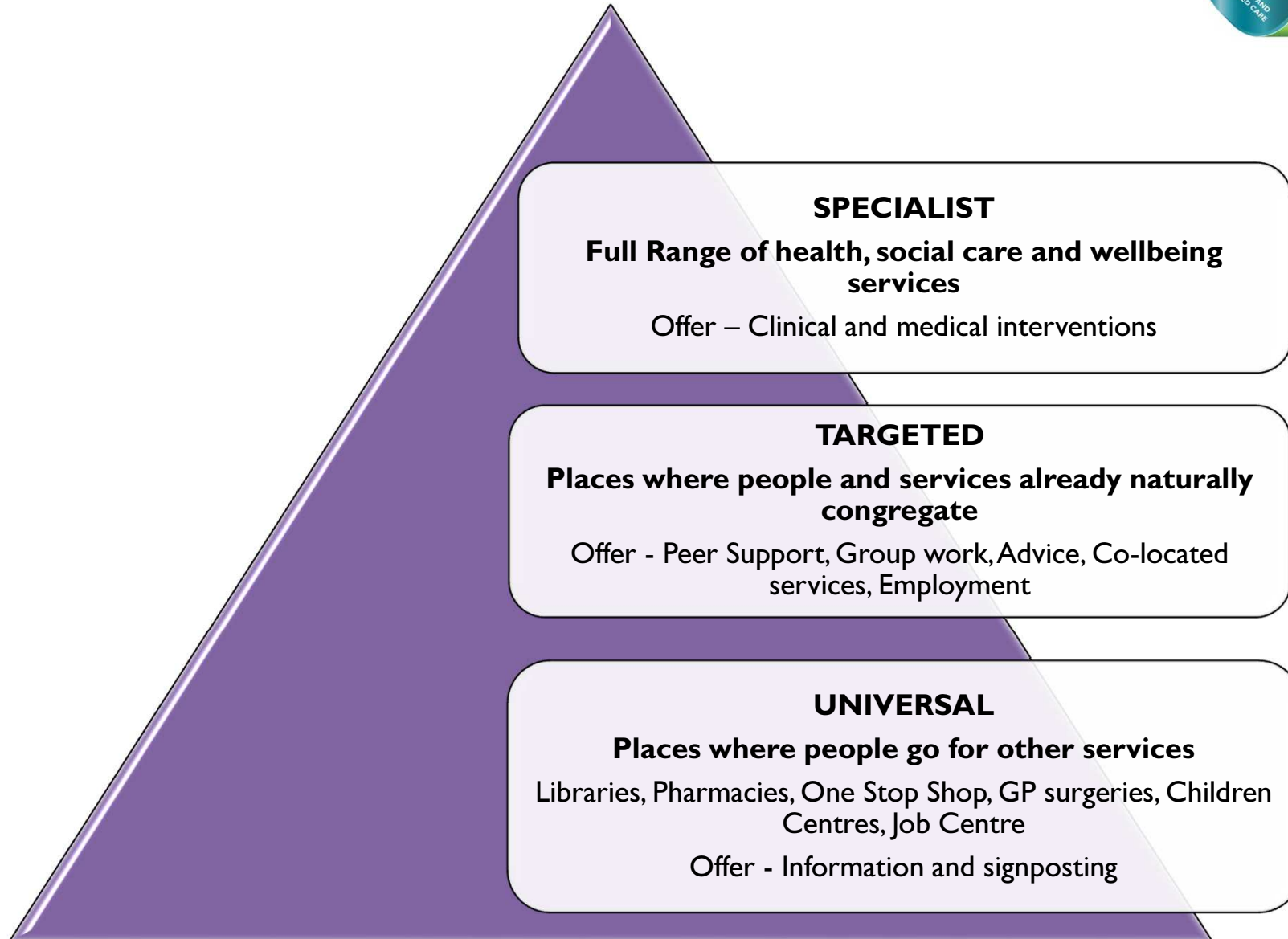
- Stakeholder Sessions (Wellbeing System Design Group)
- Consultation – through other system boards – e.g. Mental Health Programme Board, Complex Needs Groups
- Consultation with community

Strategic Framework – work so far



- The framework document will provide a high level vision and plan for delivery
- Describes the mix of need and assets across neighbourhoods and localities
- Describes the commissioning resource available to support (deliver) the Hub Network
- Summarises what people have told us
- Identifies potential ‘targeted hubs’
- Sets out a high level plan for implementation
- Proposes how we will measure success

“A Network of Hubs”



'Universal' Hub Network



Offer:

- Effective website, service directory & digital offer
- High quality consistent and effective information and signposting across all universal services

Progress:

- A workforce development programme is in place
- Make Every Contact Count voluntary sector trainer in place to roll this out
- 'quality mark' and 'branding' being developed
- A website is in development with the full launch in April
- Advice Plymouth contract has been remodelled with a consultancy phone line and specialist caseworkers for agencies to get advice for service users

‘Targeted’ Hub Network: Offer



- Support the local universal network
- Be a focal point for services that respond holistically to people and communities
- Colocation – Community Connections, VCSE, Livewell SW, PHNT, Primary Care
- Example Intervention / Services
 - Community ‘bridging’ roles
 - Advice and information
 - Healthy lifestyles
 - Peer support / volunteering
 - Group work – self care and management, healthy lifestyles, parenting, employment
 - Education, Employment, Training
 - One-one enabling support

'Targeted' Hub Network: Update

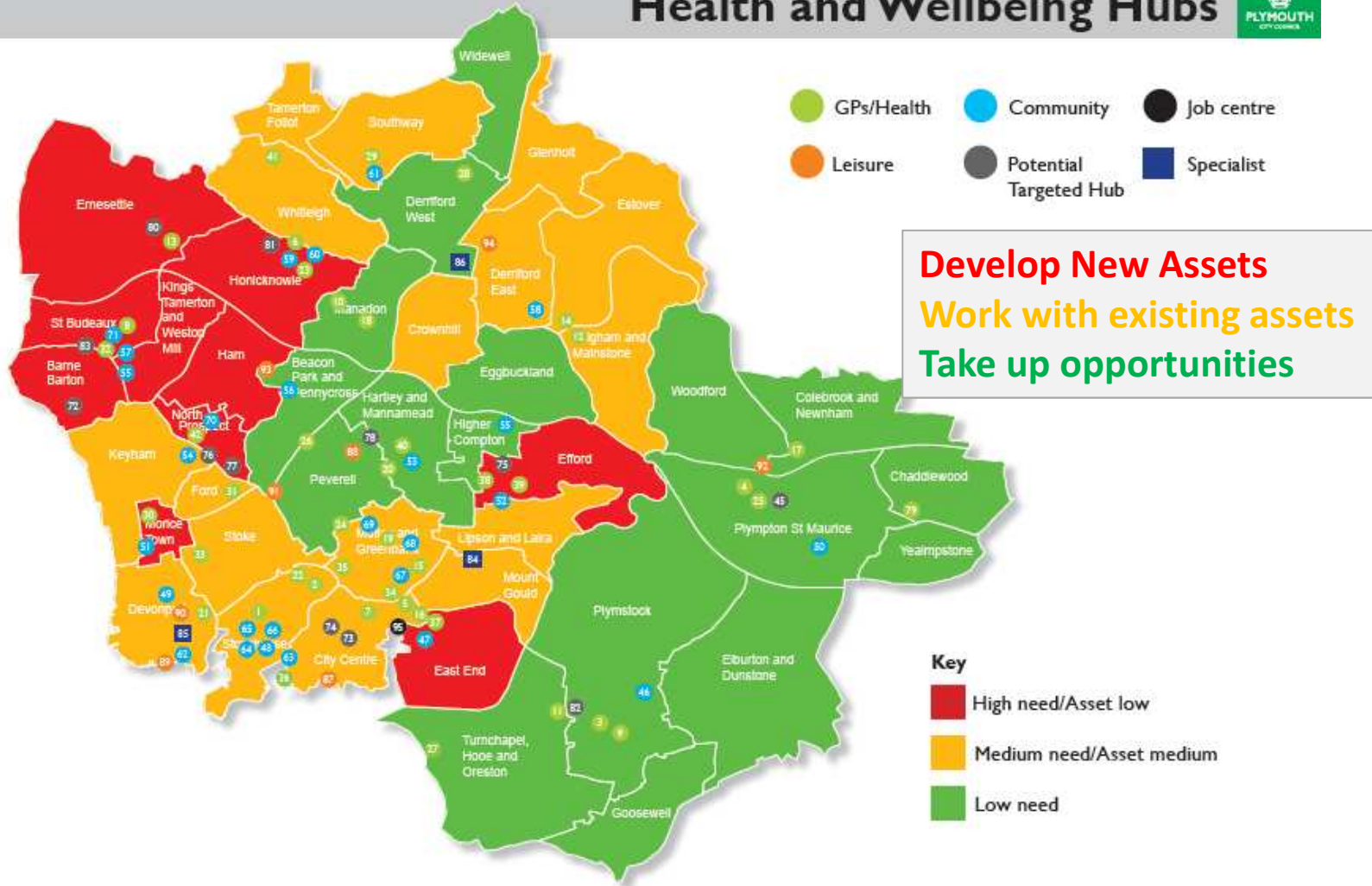


- Needs and Asset mapping in neighbourhoods complete, including identifying potential buildings
- Stakeholder and Community Consultation complete
- Commissioning Workstreams
 - Advice and Information – in progress
 - Health Improvement – complete October 2017
 - Wellbeing – March 2018
 - Integrated Early Years – October 2018

Map



Health and Wellbeing Hubs



North Locality



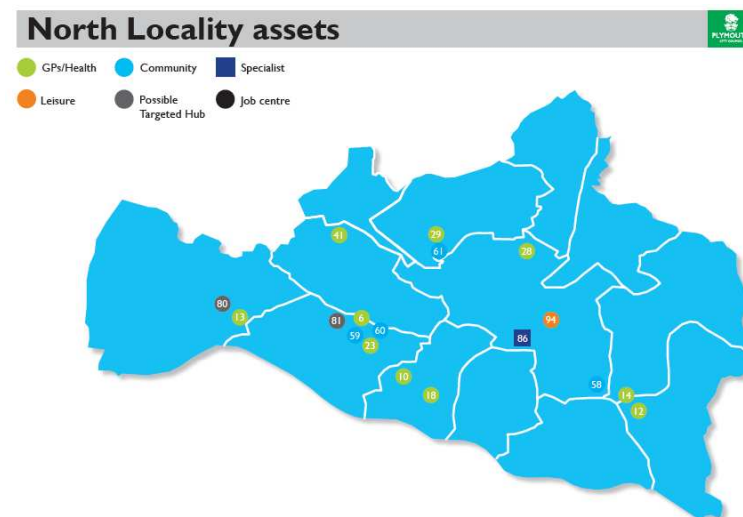
- Mixed scores across locality; divide between highest and lowest scoring neighbourhoods.
- Contains areas with both high and low deprivation scores
- Areas with higher than average premature mortality
- Areas with lower than average healthy eating and physical activity
- Limited Assets

Potential Targeted Hub Locations

- Ernesettle Medical Centre
- Four Greens CEDT
- Derriford Hospital

One Public Estate

Looking collaboratively with NHS and Health providers at sites at Honicknowle Green and Derriford



East Locality



- Higher proportions of over 75's
- Low levels of deprivation
- Higher number of people report day to day activities limited a little
- Mixed physical activity
- Mixed diets
- Limited Assets

Potential Targeted Hub locations:

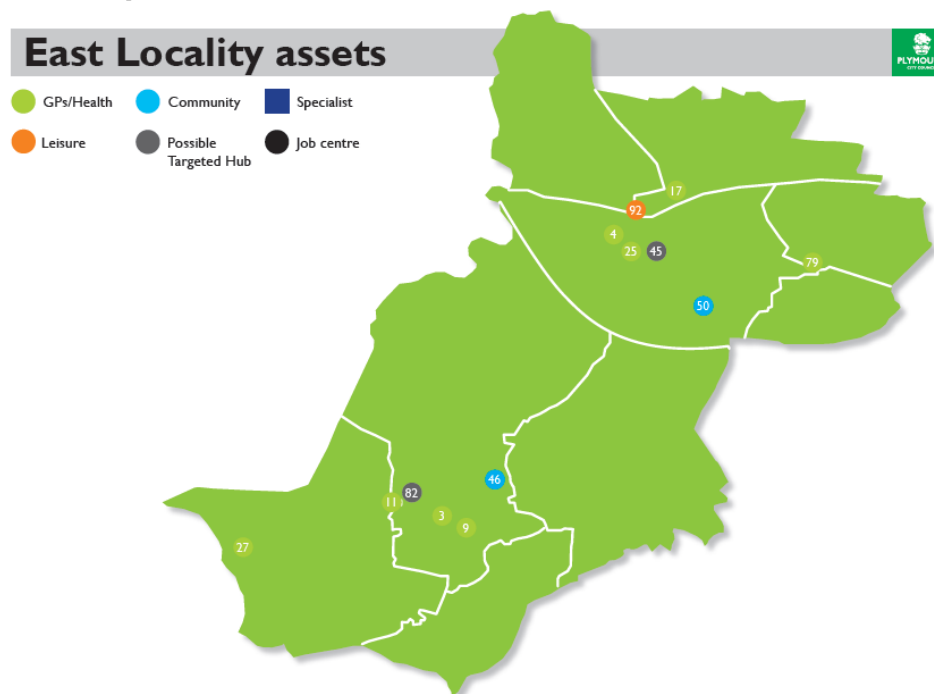
- Mudge Way including Rees Centre
- Plymstock potential new

Development around library site

One Public Estate

Looking at sites in Mudge Way and

Station Road, Plympton, and around the Library and existing health centre in Plymstock



South Locality

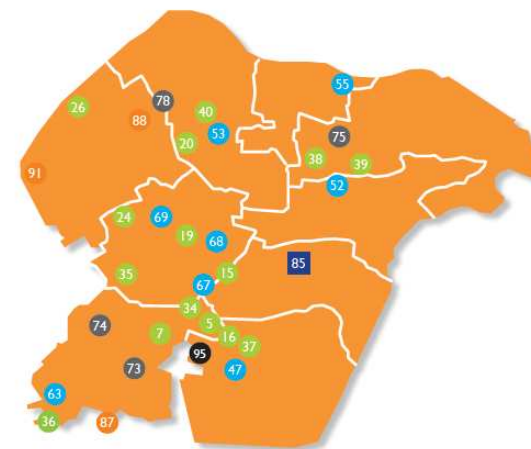


- Mixed scores
- Areas with higher than average with deprivation
- Areas with higher than average number of benefits claimants
- Small numbers of vulnerable families
- Large student population
- Comprehensive range of assets

South Locality assets



- GPs/Health
- Community
- Specialist
- Leisure
- Possible Targeted Hub
- Job centre



Potential Targeted Hub Locations

- Ernest English House
- Efford Youth Centre
- Mannamead Centre
- Cattedown Primary Care Centre

One Public Estate

Looking at the Mount Gould Master Plan, and alternative uses for Seventrees Clinic.

West Locality



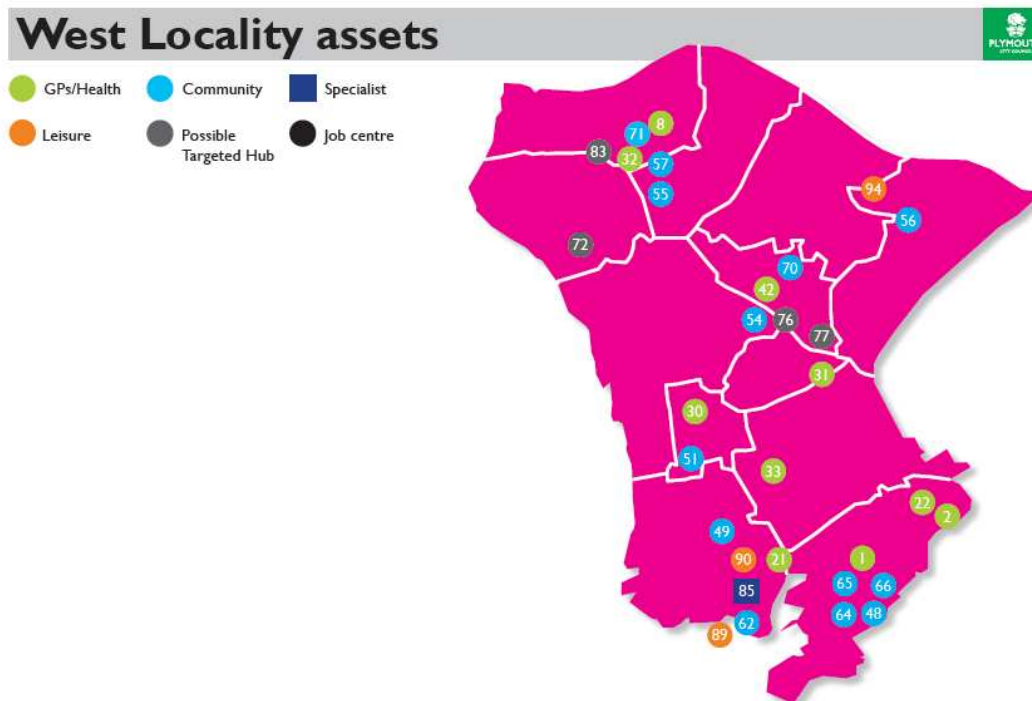
- High levels of deprivation
- High number of vulnerable families
- High unemployment
- Poor health indicators
- Low life expectancy
- Comprehensive range of assets

Potential Targeted Hub Locations

- Tamar View
- The Beacon
- Jan Cutting Healthy Living
- Centre
- St Budeaux Stirling Road Surgery

One Public Estate

Potential sites in St Budeaux and Barne Barton



Specialist Hubs

- Derriford Hospital
- Cumberland Centre
- Local Care Centre



Western Locality Footprint: Plymouth, South Hams and West Devon



23% (c81,000) of Western Locality population live in South Hams and West Devon

South Hams and West Devon



- **Tavistock & West Devon – Specialist Hub**
 - Tavistock Hospital
 - 3 x GP Practices
 - 4 x Pharmacy
- **Kingsbridge, Ivybridge & South Hams – Specialist Hub(s)**
 - South Hams Hospital
 - 7 x GP Practices
 - 8 x Pharmacy
- **Devon County Council** – Responsible for public health, prevention and wellbeing commissioning, including from the **Voluntary, Community and Social Enterprise sector (VCSE)**

Community Consultation



- Healthwatch commissioned to carry out consultation.
- Aim: to check public perception of the proposed targeted building hubs and the proposed services/gaps
- Process:
 - Consultation Events – in each group of neighbourhoods to include a broad range of stakeholders
 - Community Level Engagement – to gather views from people who may not be actively engaged with potential targeted hubs or local community activity
 - To identify key members of the ‘universal’ network / or groups across each locality to engage in consultation ensuring city wide representation
 - Target Specific Client Groups, for example carers, people with disabilities, Black and Minority ethnic people, faith groups, other vulnerable groups

Consultation feedback - Groups



13 groups, with known H&WB challenges, had specific sessions (165 people).

This description from one group about current services seems to sum up the ‘problem’:

- *‘Fractured, hard to get accurate information on what is available. Services divided by disability, help needed not holistic.’*

Groups – Key Themes



Overwhelmingly positive message about the principles and idea of the Hubs

- **Buildings** - need to be accessible (physically), be on bus routes, have parking, clear signage (including easy read),
- **Staff** – need to be well trained, very knowledgeable, consistent staff, non-judgemental, not too formal, welcoming
- **Services** – in order of priority: knowledge of local voluntary and community activities, benefits advice, long term conditions information and advice, LTC peer support , LTC self-management advice, timebanks, mental health support and advice, volunteering, debt advice. Additionally they wanted social inclusion, a pro-active approach to wellbeing, accessible activities such as healthy cooking, life skills and peer support
- One set of 'asks' : 'Include us, see us, listen to us and give us time' ...
- People were offering to volunteer

Locality Based consultation



- Over 2000 people spoken to
- A total of 651 fully completed questionnaires

Key themes – accessibility (physically), transport links, car parking and a café (if feasible). Friendly staff, knowledgeable, good range of activities

Services – priorities similar in each locality: knowledge of local VCS activity, health improvement advice, benefits advice, mental health support/advice

**City Centre Hub not consulted on – will develop separately*

Hub Buildings



Strong support for developing current medical/treatment buildings to include Wellbeing (Derriford, Mount Gould, Cumberland)

Balanced support for other locations, on the whole; few clear preferences
- further detail needs to be analysed

Next steps

Consider buildings feasibility studies that have been undertaken to best utilise resources

Combine with consultation responses

Report preparation under way

To achieve value for money, the public MUST be willing to use the buildings

Next Steps – High Level Project Plan



Work Stream	Commissioning Plan	High level achievements	Timeframe
Strategic Commissioning Framework	Strategic Commissioning Framework	Vision and approach agreed Desktop research – libraries and local plan Community consultation complete Member engagement Needs assessment complete and potential hubs identified Final Strategic Commissioning Framework	January 2018 Cabinet Sign-Off
Universal	Advice & Information	Universal workforce development Accreditation (quality) mark identified Digital offer remodelled A&I service commissioned 'Friendly City' Co-ordinator	April 2017- March 2018
Targeted	Asset Development / OPE	Building based HWB hubs identified through community consultation and developed	April 2017 – March 2020
	Health Improvement	Targeted health improvement support available in localities and aligned to evolving Hub Network	COMPLETE
	Wellbeing	Community and social capacity building support available in localities and aligned to evolving Hub Network	April 2017 - March 2018
	Integrated Early Years	Co-Design and Co-Commissioning of an Integrated Early Years service	September 2018
Specialist	Specialist	6 x Specialist Hubs Operational in Plymouth, South Hams and West Devon	March 2019