

HEALTH AND WELLBEING HUBS

Health and Wellbeing Board, February 2018

PURPOSE OF THE COMMISSIONING FRAMEWORK

The purpose of this commissioning framework is to set out the vision and implementation plan for Wellbeing Hubs informed by current need, supply, gaps, and opportunities across our communities.

Wellbeing Hubs are a priority for the Integrated Wellbeing Strategy, the Integrated One System, One Aim partnership and the Sustainability and Transformation Partnership (STP).

The four overarching aims of the Integrated Commissioning Strategies are;

- 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

Wellbeing Hubs will establish a collaborative, integrated and strategic system response that ultimately delivers against these key outcomes for Plymouth City Council and the Western Clinical Commissioning Group for whole population health and wellbeing.

The local model will support regional and national direction in creating a transformational place based model of care that reduces pressure on the health and wellbeing system across acute, secondary and primary care settings. This will involve remodelling of services, the workforce, and our estates in a way that prevents the need for care and support, and enables smooth and efficient transition to primary and community settings. The model will deliver sustainability, create consistency, improve outcomes, respond to local need, and join up services across sectors.

MODEL FOR WELLBEING HUBS

The Hubs fulfil significant elements of the One System One Aim initial vision for the future of transformed care:

- From patients to people – the hubs network will be designed to engage with people recognising they have strengths and assets and with support can achieve outcomes without being viewed as patients who need things doing to them
- From care settings to places and communities – the hubs network will be a place and community based offer and will help to develop communities that care
- From what's the matter with you to what matters to you – the plan is to focus on the assets of individuals and build on that to achieve the things they want to achieve
- From illness management to wellness support – the focus is on prevention and wellbeing

The vision, design and implementation of the hubs has been through a co-design approach, using information such as needs, asset mapping and stakeholder views to develop the model.

There will be three tiers of hub; universal, targeted and specialist.

- Universal Hubs – this tier will build the health literacy of the universal workforce; this broad term includes everyone from librarians to hairdressers, pharmacists to the corner shop staff. This will aim to ensure that a consistent core offer of advice, information and signposting is

available at all opportunities, making every contact count in signposting people to the advice that they might need to support their health and wellbeing. This will be facilitated by a comprehensive web based / digital offer, enabling people to seek out information directly.

- Targeted Hubs – in addition to the core universal offer this is where specific interventions or services that support patient activation and self-management are delivered in targeted locations according to need. This will include; information and advice, health improvement support, social prescribing (with staff trained in lower level of interventions to provide motivational interviewing and 'bridging' roles), support for people who are far from the labour market, support for people with long term conditions.
- Specialist Hubs – in addition to both the core universal and targeted offers, specialist clinical health and social care interventions will be delivered in these hubs

Through the mapping exercise, existing assets and resources have been identified, some of which act already as 'hubs' and we will support these to develop and be part of the network.

RECOMMENDATIONS

To note the report.