

Transforming

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**Trafford PCT
business plan
2008-09:**

a summary

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IN TRAFFORD



‘We’re not about ticking boxes at the PCT. We want to know that every decision we make on behalf of people in Trafford results in better health and better services for individuals and communities across the borough’

**Sheena Cumiskey,
Chief Executive**

What is this booklet about and why is it important?

Did you know that Trafford Primary Care Trust (PCT) will spend £300 million on your behalf on local healthcare services over the coming year?

Did you also know that the PCT will make vital decisions about where and how you and your family will get the care you need – whether that’s in your GP surgery, in hospital, in community clinics, or even in your own home?

At Trafford PCT, we think everyone should understand two very important things:

1. The PCT is here to make sure you get the healthcare services you need and to help you look after your own health better
2. You have a vital role to play in the decisions that are made – not just about your own care, but about the longer-term health needs of people in Trafford.

And there’s never been a better time to get involved. There are big and exciting changes underway right across the NHS that are reshaping the way we all think about healthcare, including:

- offering the sort of care you’d normally only get in hospital in community settings, closer to where you live
- transforming the way we talk and listen to patients and the public
- making sure that everything we do results in **better health and better care experiences for patients** – and isn’t just about meeting targets and ticking boxes.

This short booklet is aimed at helping you understand these changes and what the PCT is doing over the next five years to make sure people in Trafford benefit fully from them.

We're ready to think differently in Trafford

The government has asked all PCTs to focus more closely on services and actions that transform the health of local people and result in better 'health outcomes' for individuals and groups.

What are health outcomes? They are the result of the care and services people receive in the NHS. We don't just want to be able to say, for instance, that we are meeting our national targets for hospital waiting times. We want to know that this is resulting in better health (better outcomes) for individuals and local communities here in Trafford.

It's a big shift in thinking for the NHS, but we not only welcome this in Trafford, we are hugely excited by it.

That's because, in many ways, we've been preparing the ground for this for the last five years. Transforming the health of Trafford is central to our plans for the coming year and it's at the heart of our longer-term vision for the future.

For instance: transforming health in Trafford might mean fewer people each year are diagnosed with heart disease because they have had the encouragement and support they need to help them quit smoking and manage their weight.

It might mean a significant reduction in the number of people with diabetes needing emergency care in hospital because they are monitoring their symptoms more closely at home and can act early when their results aren't normal.

Last five years... a time of major change; we became one single Trafford PCT and put the structures in place so we could start making a real difference to the health of people in Trafford.



Now: our 2008-09 business plan... a chance to share the clear priorities we have set ourselves for the coming year, including getting better and listening and talking to you. (See page 5)



Next five-years: we're already working on our longer-term strategy, setting out how we'll explore some of the newest technologies and radically change the way people think about healthcare in Trafford. (See page 6)

Find out what we're doing **now** to transform health in Trafford



Six priorities for the coming year:

1. Significantly improve our performance:

We don't expect people to just accept we are doing our job well in the PCT; we want to be able to prove it by achieving increasingly better results in our national ratings.

Highlight:

In our next 'Annual Health Check' we want to improve our rating from 'fair' to at least 'good' – moving to 'excellent' in five years or less.

2. Emphasise 'quality' in everything we do:

Quality services are those that result in the best health and the best experiences for patients, their carers and families. We won't leave this to chance – we will make sure that everyone who provides healthcare services in Trafford understands what quality means and what standards we expect.

3. Getting ready for radical new ways of delivering care:

We know that better use of technology and information can have a hugely positive impact on people's health – especially because it helps us spot poor health earlier and take action to make things better for individuals and communities.

Highlight:

One of the flagships of this work is the new use of GP patient registers. This vital information will help us monitor and improve the health of whole groups of our population, while still respecting patient confidentiality. See page 6.

HOW WE'LL TRANSFORM HEALTH IN TRAFFORD: THE FIRST YEAR

4. Help GP practices take on an even greater role in securing the services local people need:

It is very important that primary care clinicians – the doctors and nurses who have the most regular contact with patients – have a strong voice in what services we invest in for people in Trafford. We'll be taking action to ensure GPs and practice teams have the support they need to do this.

Highlight:

We are helping practices work together to commission services jointly, and we'll offer a 'business hub' in the PCT to help practices develop strong business cases for new and better services.

Highlight:


Getting better and involving people at all levels in decision-making is a critically important area for us. That's why, although we're starting the work this year, it will continue to play a very big part in our plans for the next five years. See page 8 for more.

5. Enable service providers in the PCT to be increasingly independent:

This is in line with Government plans to separate the commissioner (service 'buying') and service provider roles within all PCTs. We'll make sure our providers have the financial and other support they need to be as independent and responsive as possible.

6. Be even more ambitious in how we listen to and involve patients and the public; clinicians and our partners:

We want to ensure that the population in Trafford is not only well-informed about local health services, but that people are genuinely encouraged to be involved in their own care, and in longer-term healthcare planning for the community.



Giving patients the knowledge and equipment to regularly measure things like their weight, blood pressure and blood sugar levels

Planning further ahead

Of course, it will take longer than just a year to truly transform services and radically improve health in Trafford. That's why we're already thinking hard about the sorts of things we need to be doing over the next five years to make our vision of better health a reality for people in Trafford – especially those who have longer-term illnesses and need ongoing care.

There are lots of things we'll be doing between now and 2013. Some of the most exciting and ambitious of these include exploring new ways to bring services out of hospitals and into communities.

We're exploring new technology... and how it can help people with longer-term illnesses, such as diabetes and heart disease, to monitor their health more closely at home.

Giving patients the knowledge and equipment to regularly measure things like their weight, blood pressure and blood sugar levels, and send the results simply and safely over a web link to their health care team, can mean the difference between staying well at home, and being rushed into hospital for emergency treatment because their condition has suddenly got worse.

- This sort of technology will be a crucial part of building a proactive healthcare system that focuses on keeping people well, rather than simply reacting when they become ill.
- We're looking too at how we can give more support to carers because we know that technology by itself will not improve health for the most vulnerable patients.

'We are getting ready to offer people in Trafford a very different experience of healthcare. That means challenging a lot of the traditional thinking about where services "belong" '

Dr Masud Prodhan
Trafford GP



We're exploring GP registers...because we think that the information contained within every GPs patient list or 'register' is the keystone on which we could build a radically new approach to improving people's health across Trafford.

This information could help us pinpoint groups in our population who may not be getting the services they need, or who are at particular risk of poor health. It will mean we know where to target extra effort to ensure these people get the help they need to significantly improve their health and wellbeing.

- We are already working with GPs on an agreement for sharing this information safely and confidentially between practices. Our first aim is to develop a Trafford-wide risk register for people with cardio-vascular disease.

We're exploring new and better environments...as we know that a number of our GP practices are operating in buildings that are unsuitable for a 21st century health service.

We also know that the main reason some services are still only available in hospital is that there are no suitable premises in the community.

- We will renew several of our existing buildings and develop new clinical spaces so we can provide a broader range of services in the community, where people can access them quickly and easily.

Find out more... these are just some of the highlights of our plans and thinking for the next five years. You can get more detail in our full 2008-09 Business Plan at www.trafford.nhs.uk by following the Trafford PCT business plan link.

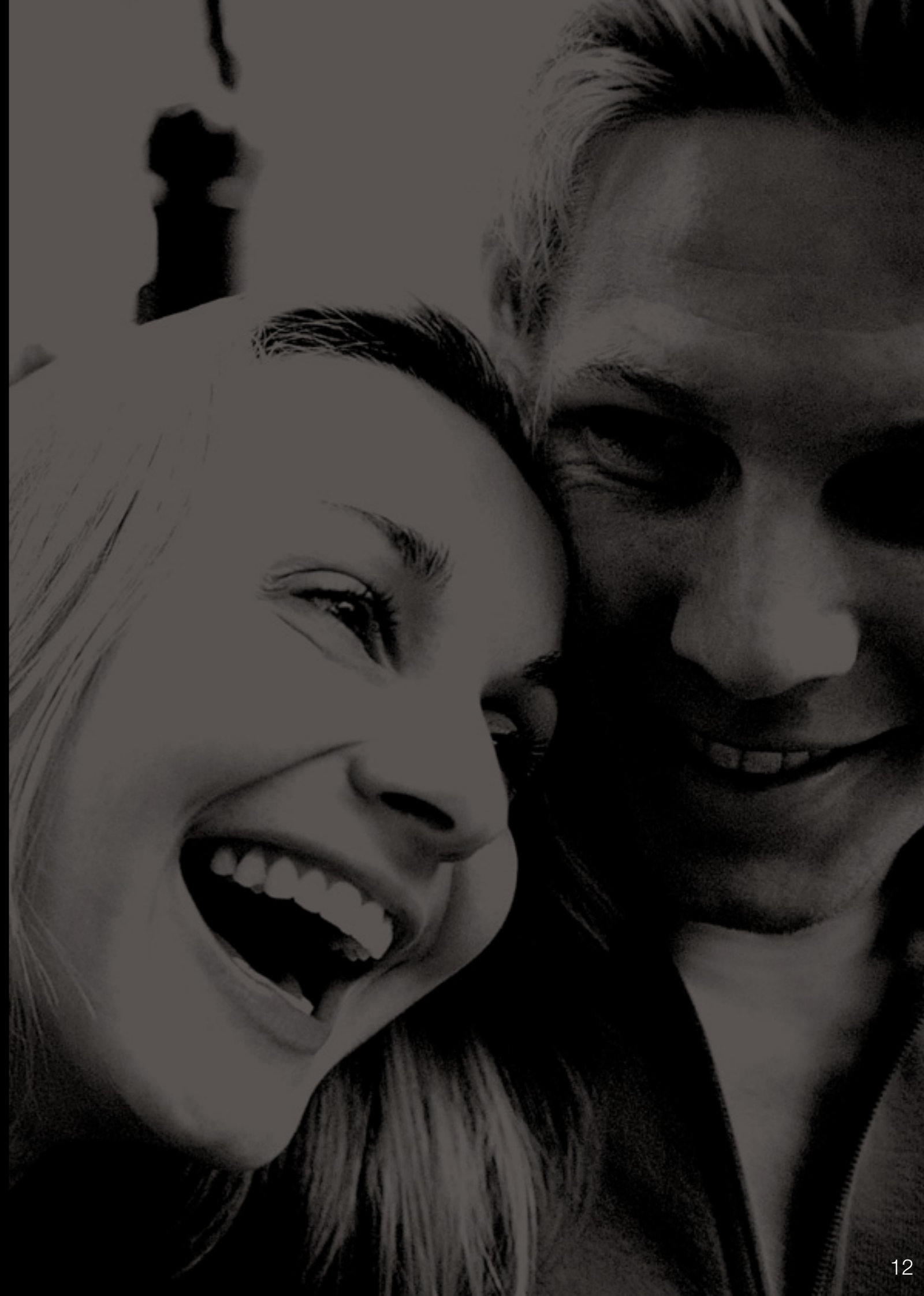
Why we want to involve you

We can make all sorts of changes to improve services across Trafford, but we won't achieve the sort of long-term health improvements we want for our population if we don't get even better at talking and listening to you.

We want to do this on two levels:

- **Individually** – involving patients and service users in discussions and decisions about their own care and treatment; informing and guiding them so they make the right decisions about their care.
- **Collectively** – involving patients, service users and the wider public in decisions about what services are provided in Trafford.

We are not coming at this from a standing start - we are already supporting the new Local Involvement Networks (LINks), for instance. But over the next five years, we want to make big changes in the way the PCT relates to patients and the public. That means finding new and better ways of reaching local people and making sure they influence everything we do.



What will this mean for you?

It will be easier for you to talk to us - with clearer ways for you to get involved in discussions about services.

We'll find better ways of reaching you - working proactively to ensure people get more encouragement and support to stay well and improve their health.

Your experience will matter - we will make sure that patient satisfaction and patients' experiences are taken into account when we judge how well our hospital teams and other care providers are performing against their contracts.

We'll listen to clinicians too - so the professionals with the expert knowledge about our health have a lead role in decisions about services in Trafford.

What can you do now?

If you've read this short summary, you've made an important step in staying informed about the improvements underway in healthcare services in Trafford. But now we'd like to keep you involved...

- For more information you can see the full 2008-09 Trafford PCT Business Plan at www.trafford.nhs.uk by following the Trafford PCT business plan link or by calling **0161 873 9500**.
- To leave feedback about this plan, go to www.trafford.nhs.uk and follow the Trafford PCT business plan link, email feedback@trafford.nhs.uk or write to Trafford PCT, 2nd Floor, Oakland House, Talbot Road, Old Trafford, Manchester
- To find out how you can be more involved in shaping your local services, contact Tracy Clarke

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