

## **NORTH STAFFORDSHIRE AND STOKE-ON-TRENT CLINICAL COMMISSIONING GROUPS (CCGS) PATIENT CONGRESS MEETING IN COMMON**

Summary of meeting on Tuesday 17<sup>th</sup> April 2018

### Carers Hub update

Congress members heard that 1) the Carers Hub is a commissioned service by Stoke-on-Trent City Council and Staffordshire County Council and is based within the Bridge Centre, Stoke-on-Trent; 2) the Carers Hub is a single point of contact for all unpaid carers and provides free tailored advice, support and guidance and training to carers of all ages from the age of five across Stoke-on-Trent and Staffordshire; 3) the Carers Hub provides the following range of services, support and information to ensure that carers feel that they can continue in their caring role: carers assessments, Health and Social Services, employment, housing, learning disability, access to grants and funding, facilitating social activities, support planning, money, skills, mental health, wellbeing, health, access to counselling, befriending service (adults), in case of emergency card (ICE) and YouCan Programme (young carers in School); 4) any young carers 5-18yrs living in Staffordshire can be referred straight into the Carers Hub for an assessment and support; however, if the young carer lives in Stoke-on-Trent, they will have to have an initial assessment from Stoke-on-Trent City Council first; 5) GPs can refer carers to the Carers Hub, however the Carers Hub encourage carers to self-refer; 6) when a professional refers a carer into the service, the carer will be contacted within seven days and if they require an assessment, this will be completed within fourteen days by a triage nurse. It was noted that all young carers referred into the service will have a carer's assessment completed with them. Adult Carers may not require a full assessment at the time of referral, dependent on their needs; in this case they may be given information, advice and guidance, signposted to other organisations and registered with the Carers Hub, knowing that they can return at any point in the future for a full assessment and a support worker will be allocated to support them around the issues that they are struggling with; 7) the Carers Hub contract will be reviewed September 2018 and; 8) week commencing the 11th June 2018 is Carers Week.

### Update on the Sustainability and Transformation Partnerships (STP)

Congress members heard that the NHS and Local Authorities across Staffordshire and Stoke-on-Trent are working together to find ways of improving health and care services for everyone in the local communities within the budgets available

Congress members also heard that the STP priority workstreams are as follows 1) focused prevention which focuses on identifying where downstream investment in prevention and early intervention will have a positive impact on both the health of the population and in reducing high cost care; 2) enhanced primary and community care which focuses on enhancing and integrating primary and community care to enable frail elderly and people with long-term conditions to live independent lives and avoid unnecessary, costly and upsetting emergency episodes; 3) increased effectiveness and efficiency of Planned Care which focuses on ensuring planned care services meet patient needs, improve productivity and remove duplication and over capacity; 4) simplified urgent and emergency care system which focuses on the redesigning of emergency and urgent care services across the system to reduce avoidable A&E attendances and non-elective admissions; 5) enhanced mental health care and; 6) improved children, young people and maternity services.

Congress members raised 1) the need for an STP summary to be made available for congress members to share with their Patient Participation Groups (PPGs) and networks; 2) the need for patient involvement in the various working groups for the STP workstreams and the need for patient and Lay Member involvement in the progression and future planning of the STP; 3) concern around funding cuts to the Voluntary and Community sector; 4) concern around A&E waiting times and delayed services in Royal Stoke University Hospital; 5) the need for the STP to build trust and to bottom up engagement approach; 6) the need for congress members to remain updated on STP developments and to have the opportunity to inform STP decision making and; 7) the need for the STP to be open and transparent in order for local people to be engaged and for the STP to be championed by local people.