

# Healthier people, **excellent care**

A vision for the South East Coast

## **Summary** document



**Over 4 million people  
live in the region**

**£6 billion is spent every  
year on healthcare in  
Kent, Surrey and Sussex**

**There are 26 local NHS  
organisations including  
hospitals, primary care  
trusts, mental health and  
community services, an  
ambulance service and  
four foundation trusts**

**People are living longer,  
healthier lives**

**But there is an 18 year  
difference in how long  
some people live in the  
South East Coast**



## What is our vision?

The South East Coast is a vibrant region. More than four million people with different health and care needs live here. We want to make sure everyone gets the best care possible.

Over the past couple of years we've been busy planning better services for mothers-to-be and people needing urgent and emergency care. But there's more to do to help everyone stay healthy and get excellent care when they fall ill.

Professor Lord Darzi, the health minister and respected NHS surgeon, is working with us on these plans. So are many people across the region including doctors, nurses and other healthcare workers.

We can't achieve this goal alone. No one person, group or organisation holds all the answers. We want to hear the views, ideas and experiences of everyone who uses and works in the NHS to help us shape services for the future.

We are not asking you to decide about individual hospitals or services, but about how we can help you stay healthy and get the best care in the coming decade.

This leaflet explains what our vision is and why we need your help. It also tells you where to find more information and how to give us your views.

“How can we help you stay healthy and get the best care in the coming decade?”



## Why change?

The NHS is now busier than ever before, treating more patients more quickly and to higher standards.

*How is this improving NHS services?*

- there are more doctors, nurses and trained staff to treat you
- they can offer you the latest treatments and tests
- your wait for treatment is shorter
- you are seen in cleaner and smarter surroundings that help staff give you better care.

We know demand for services is growing so we need to be sure we can meet your needs and provide excellent care within our budget.

**Our budget has nearly doubled to £6 billion in 2008/09 from £3.6 billion in 2003/04**

**Waiting lists today are less than half of what they were a decade ago**

**97% of patients are seen in less than four hours in A&E now compared to 88% in 2003**

**Deaths from stroke and heart disease have dropped 40% in recent years**

**By December 2008 everyone needing non-urgent care will begin treatment within 18 weeks**





Here are the key issues we think we still need to address together:

- people living across the South East Coast want safer, better quality care
- with more of us living longer our healthcare needs are changing
- not all people in our region have the same health advantages
- we need to make it easier for people to get healthcare where and when they need it including in the evening and at weekends
- hospitals aren't always the best or most convenient place to go for care
- we need more specialist care to make sure those who are most in need are treated by experts
- we need to keep pace with medical advances and the latest technology
- your tax money should be spent wisely.

We've already started planning how we can make maternity, urgent and emergency care better. But we need to do more to make all our services the best they can be. We need to develop services to keep you well, not just treat you when you are sick.

“We need to develop services to keep you well.”





## What are the plans?

*We aim to:*

- improve access to health services by making sure you can receive the most appropriate care where and when you need it
- offer high quality services to people with long-term or life-threatening illnesses in safe, clean hospitals, clinics or surgeries
- make sure that every person has an equal chance to stay healthy or get better, especially people who are very vulnerable or have the greatest needs.

In order to make sure our services are the best they can be we have looked at how we can improve them in eight areas:

- Maternity and newborn care
- Children's services
- Staying healthy
- Mental health care
- Acute care
- Planned care
- Long-term conditions
- End of life care



**For each area we are making recommendations for how services and care can be improved:**

### *Maternity and newborn care*

- By 2011 90% of pregnant women will see a midwife within 12 weeks to discuss their individual needs and preferences about how and where to give birth. We will focus in particular on making early contact with women from 'hard to reach' groups
- By 2010 there will be a consultant present on the labour ward for at least 60 hours of every week in every obstetric unit
- By 2010 all women will be individually supported by a healthcare professional throughout their labour and birth

### *Children's services*

- Teams of health and social care givers will co-ordinate care "around the child" by 2011
- There will be special care teams across the South East Coast to help vulnerable young people move easily to adulthood by 2011
- More children's care will be available in the community and outside of hospital.

### *Staying healthy*

- Obese or overweight people will have better access to leisure facilities, one-to-one health advice and support with diets by 2010
- Sexual health clinics will be able to offer appointments within 48 hours and at evenings and weekends
- We will work to reduce the risks to routine and manual smokers, pregnant smokers and their babies and young people by implementing effective tobacco control measures, integrated with high quality stop smoking services.

**"We will make sure you receive the most appropriate care where and when you need it."**



**“We will give you the same high quality of care no matter which part of the health service you first approach”**



### *Mental health care*

- There is no health without mental health: we will reduce the inequalities and social exclusion that are both a cause and effect of mental illness
- There will be effective support at home for people in a mental health crisis and early recognition and treatment for people with first episodes of psychosis
- There will be prompt access to the best psychological therapies in primary and secondary care.

### *Acute care*

- By 2010 people can expect the same outcomes and level of care regardless of which part of the health service they first approach
- By 2010 all appropriate heart attack, stroke and major trauma patients will receive their care from 24/7 specialist units
- There will be close integration of community and social services to support urgent care.

### *Planned care*

- Diagnostic tests in primary care will be available on your local high street
- Everyone will be able to book a GP appointment within 48 hours, if they want to do so
- All diagnostic tests will be performed within 48 hours and all results will be ready within two weeks.





### *Long-term conditions*

- By 2010 health and social care will be jointly planned and purchased for long-term conditions so that people will receive care that is tailored to their needs
- By 2011 90% of patients with long-term conditions will have personal care plans
- By 2012 all patients will receive ongoing support, education and training to help them better manage their own condition.

### *End of life care*

- By 2012 all providers will use recognised standards of best practice including: the Gold Standards Framework, Liverpool care pathway, preferred priorities of care policy
- By 2015 a visiting service to help patients needing pain control for terminal illnesses will be available everywhere
- The NHS in Kent, Surrey and Sussex will work with staff, public and partners to raise awareness of end of life issues.





## What difference will you see in services by 2018?

- There will be no avoidable hospital acquired infections
  - By 2011 there will be no avoidable cases of hospital acquired MRSA
  - and less than 2,000 cases of C. difficile
- By 2010 strokes, heart attacks and major injuries will always be treated in specialist centres
- You will be able to have medical tests to help diagnose and manage your illness on your local high street or at home
- We will turn the tide on the rising numbers of obese people
- Special programmes to help you cope better with long-term conditions such as diabetes will be widely available
- Most dying people will be able to die where they prefer - at home, in a hospital or hospice
- We will reduce the differences in life expectancy seen in the South East Coast area so that all men can expect to live at least 78.6 years and women 82.5 years
- All patients will hold their own medical records.

## How can you find out more?

A full explanation of our vision for healthcare is contained in our *Healthier people, excellent care* document. You can get a copy by:

- Downloading it from our website:  
**[www.southeastcoast.nhs.uk/hpec](http://www.southeastcoast.nhs.uk/hpec)**
- Emailing us at **[ournhs@southeastcoast.nhs.uk](mailto:ournhs@southeastcoast.nhs.uk)**
- Or writing to: **FREEPOST Healthier people, excellent care, NHS South East Coast, York House, 18-20 Massetts Road, Horley, Surrey, RH6 7DE.**

### *How can you have a say?*

Your views are important to us. They will help us to check that our ambitions are right for the South East Coast region, and assist us as we plan the implementation of our vision.

This is your opportunity to let us know what you think, and to help shape the future of healthcare in Kent, Surrey and Sussex. **Is it ambitious enough? Will the vision provide you and your family with the healthcare you expect and deserve?**

We have made 24 specific recommendations, covering each of the eight areas of care. Are they the right recommendations? Please read through **Chapter Seven, Making It Happen**, in our main document and consider whether our vision identifies the right means to deliver excellent care. **Is anything missing?**

Finally, tell us whether you think this vision will address health inequalities and help everyone in the South East Coast region become healthier. **Let us know your views by 15th September 2008.**

You can contact us in the following ways:

- Write to us at **FREEPOST Healthier people, excellent care, NHS South East Coast, York House, 18-20 Massetts Road, Horley, Surrey, RH6 7DE.**
- E-mail your thoughts to us at:  
**[ournhs@southeastcoast.nhs.uk](mailto:ournhs@southeastcoast.nhs.uk)**
- Log on to our website for more information and to complete our questionnaire  
**[www.southeastcoast.nhs.uk/hpec](http://www.southeastcoast.nhs.uk/hpec)**
- Talk directly to us by attending one of our road shows or meetings. Details of these will be on our web site at  
**[www.southeastcoast.nhs.uk/hpec](http://www.southeastcoast.nhs.uk/hpec)**



**We will review your responses and write a report at the end of September.**

A summary of your views and the next steps will be published on our website in October. NHS South East Coast will then work with the local NHS over the autumn to ensure that together we can deliver this vision.

### *Alternative formats*

If you would like a copy of this summary in another language, or if you would like a copy in Braille, Easy Read, or large text, please contact us at: **Healthier people, excellent care, NHS South East Coast, York House, 18-20 Massetts Road, Horley, Surrey RH6 7DE.** Phone: 01293 778 845

#### *Russian*

Если вы хотите получить копию этого документа на русском языке, пожалуйста, свяжитесь с нами по указанному выше адресу или телефону.

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Jeśli chciałbyś/chciałabyś otrzymać niniejszy dokument w języku polskim, napisz na adres lub zadzwoń pod numer telefonu powyżej.

#### *Czech*

Pokud byste chtěli kopii tohoto dokumentu v češtině, kontaktujte nás prosím na adrese nebo telefonním čísle uvedeném výše.

#### *Portuguese*

Se desejar uma cópia deste documento em Português, contacte-nos na morada ou através do número de telefone acima referidos.

#### *Turkish*

Bu belgenin Türkçe kopyasını isterseniz, lütfen yukarıda belirtilen adres veya telefon numarasını kullanarak bizimle temas kurun.

#### *Chinese*

欲获得此文件的简体中文版本，请通过上述地址或电话号码与我们联系。

#### *Arabic*

إذا كنت تود الحصول على نسخة من هذه الوثيقة باللغة العربية، نرجو الاتصال بنا على العنوان أو رقم الهاتف المذكور عليه.

#### *Urdu*

اگر آپ کو یہ دستاویز انگریزی میں درکار ہو تو ہم سے اوپر درج کیے ہوئے پتے یا فون نمبر پر رجوع کریں۔

#### *Bengali*

এই তথ্যসমূহ যদি আপনি বাংলায় পেতে চান তবে অনুগ্রহ করে উপরের ঠিকানা বা ফোন নম্বরে আমাদের সাথে যোগাযোগ করুন।

#### *Punjabi*

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਆਪੀ ਪੰਜਾਬੀ ਵਿੱਚ ਲੈਣੀ ਚਾਹੋ, ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਉੱਪਰ ਦਿੱਤੇ ਗਏ ਪਤੇ ਜਾਂ ਫੋਨ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ।