

## **Meeting with pensioners convention and retired union members - My Care, My Way – Home First at North Staffordshire CCG, Morston House, 2pm, 9/3/16**

### **Context**

The CCGs met with representatives from the pensioner's convention (including retired union members) to talk about the My Care, My Way – Home first programme. Overall the representatives felt that local people had become disillusioned with consultations in the past as they had put forward proposals but things then just seemed to continue as before.

### **Key themes raised by representatives:**

#### Process

- The group raised concerns regarding the process of My Care, My Way and the confusion with the pan-Staffordshire transformation programme. In particular they felt that the process was continuing to move forward regardless of what people were saying and were concerned that Longton Hospital had been seen to be disregarded.

#### The model of care

- The group highlighted their concerns about access to GPs and feared that nurse practitioners would be substituted for them.

#### Transportation

- Members of the pensioners' group had been very concerned about the locality of the services. They worried that if people did not have their own cars or easy access to public transport they might become isolated from their loved ones and would struggle to maintain contact. In particular they highlighted that the closure of Longton Hospital would leave a big gap in services in the south/central area.

#### Nursing homes and nursing services

- The group had concerns around long-stay beds and that My Care, My Way would not be about care in the community, but putting people into private nursing homes. The level of domiciliary care in the community was also flagged as a risk.

#### Timescales and standards of care

- The two year timeline for delivery was highlighted as a risk, due to the current state of social care and the level of resource needed to transform care. In particular they felt that the standard of care needed to be a focus as it was seen as poor in some areas.

#### Ownership of care

- The group highlighted the CCGs commitment to ensuring that the same doctor was in charge of care through the whole process. However they were unclear as to how this would work if the patient changed hospital/provider.

#### Engagement

- The group agreed with the CCGs that the key to success was spreading the message and offered their organisations support in doing this.

#### District nurses

- The group highlighted that there had been a lot of confusion at the recent scrutiny committee meeting about the number of district nurses available. Descriptions had been vague and it had not been clear how many of those in the service were trained and qualified district nurses and how many were just carrying out that function without qualification.

## Night services

- The group raised concern about the potential deterioration of services at night and asked whether teams would be available at night under My Care, My Way.

Ends