

## **Pensioner's Convention Feedback - My Care, My Way – Home First at North Staffordshire CCG - Morston House, 12/2/16**

### **Context**

Whilst the pensioner's convention was signed up to the idea of integrated care, the group had reservations about how it could be delivered effectively. In particular, concerns were raised around how they viewed My Care, My Way as the privatisation of elderly care services.

### **Key themes raised by a representative for the group:**

#### Process for engagement and consultation

- Concerns were raised regarding the process of engagement rather than formal consultation and the potential impact this had on proposals and the commitment to meaningful public consultation.

#### Pre-empted consultation and pan-Staffordshire transformation

- The group felt that services at Longton Cottage Hospital had already been discounted before consultation work had begun. In particular, they worried that the pan-staffordshire transformation programme would result in services in North Staffordshire being diluted.

#### Clinical ownership

- The group highlighted that most of the community saw the movement away from hospital care as a watering-down of care. They raised how clinical input was key to ensuring credibility of services.

#### Longton Cottage Hospital and community providers

- The group was concerned around the performance of community providers and the commitment that was needed in order to make My Care, My Way successful. In particular the confusion around the current arrangements at Longton Hospital meant that people had not turned up to appointments as they thought the hospital had closed.

#### Funding gaps

- The group felt that there were funding gaps in the proposals and that patients needed to have the confidence that the necessary services were available in the community.

#### Skills and resources

- The declining number of highly trained staff in the area was highlighted as a major concern. The group felt this would have significant impact on potential My Care, My Way services, social care and the need for healthcare improvements locally.

#### Choice

- The group highlighted the need for a focus on aftercare, in particular step-down and rehabilitation services. They felt that providers signed up to My Care, My Way should provide aftercare services.

#### Geographical access/voluntary services

- Access for patients using public transport was highlighted as a key area for consideration. Especially as the current step-down and step-up services were located in two different areas making access difficult.

## Timelines

- The group felt that the proposed timelines were unrealistic due to the contractual changes that would have to be undertaken. They also raised that they didn't want performance to be affected, as the public would need to have confidence in the system.

Ends