

What is happening now?

Cambridgeshire and Peterborough CCG is looking for health organisations to deliver a joined up older people’s service.



We have launched a procurement process to appoint one or more of these organisations to run older people’s services. The procurement process involves a dialogue with potential partners about different options to make sure the best solutions are found. We will be engaging with patients’ and carers’ groups at all stages.

At the end of the procurement process we will sign a contract with the successful organisation(s). This might be one single organisation, or a formal agreement between several organisations to deliver care. In this new contract we will make sure that the money for older people’s services is strongly linked to improvements in services and patients’ health.

When will the changes happen?

We are aiming for the new older people’s service to begin in July 2014. Patients might not see a big difference at first, but they should notice that there is better organisation and services working better together to deliver a patient’s care. They should also find that it is easier to access health services at home or in the community, especially in the evenings, at weekends and on bank holidays.

These services will be funded by the NHS, free at the point of need for patients. They will need to meet NHS quality standards and adhere to the NHS Constitution.

Where can I find out more or get involved?

There is more information about the older people’s programme on our website www.cambridgeshireandpeterboroughccg.nhs.uk

You can contact us by calling the CCG’s engagement team on 01223 725 304 or 01733 758 503 or by email to engagement@cambridgeshireandpeterboroughccg.nhs.uk

You can write to us at: Engagement Team, Cambridgeshire and Peterborough CCG, Lockton House, Clarendon Road, Cambridge, CB2 8FH



Older People’s Services in Cambridgeshire and Peterborough



What is Cambridgeshire and Peterborough Clinical Commissioning Group?

Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) is the organisation responsible for commissioning (planning and buying) healthcare services for people in the Cambridgeshire and Peterborough area.

The CCG is led by doctors, working with managers and others. This means that decisions about local health services are made by local doctors and health professionals who understand the needs of their patients.

Why do we want to change older people's care?

The NHS is facing many challenges. People are living longer and the population of people over 65 is increasing. However, it is likely that NHS funding increases will be limited in the future, so we have to get maximum value for our NHS pound. There are also changes in medicine and healthcare which means more can be provided outside hospitals. Patients tell us that they are often sent to hospital because there is nowhere else for them to go, especially in the evenings and at weekends. Often they stay in hospital longer than they need to, and the right community services are not always in place after they are leave the hospital.

This leaflet describes the improvements we want to make to older people's care.

Our vision for older people's care

We believe, from talking to our patients, that older people's care could be improved.

Our vision is for services to be organised around the patient, not around organisational structures. We want to make sure older patients get the right support to keep healthy and to maintain their independence. To do this we will improve the way different services (hospitals, GPs, mental health and community services) work together to co-ordinate patients' care.



We also want to improve the care of people approaching the end of their lives – whatever their age, wherever they are (in hospital or at home) and at all times of the day and night. In addition, we want to ensure that we take the needs of their carers into account.



What changes are we making to older people's services?

We have made improving the services older people get from the NHS in Cambridgeshire and Peterborough a priority. We have set up a team of doctors and project managers to make sure we get the changes we want.

The improvements we want to make for our patients are:

- **Improving outcomes for the patient.** We will buy services that deliver better clinical outcomes for the patient.
- **A better experience for patients.** We will measure this through surveys of patients' and carers' experience.
- **Fewer older patients going to hospital as an emergency,** where it can be safely avoided. We understand that going into hospital can be stressful. We don't want to stop older people going in to hospital when they need help, but we do want to make sure patients only go to hospital if they really need to.
- **Improve older people's community and "out of hospital" services.** Many less serious health problems can be dealt with outside of hospitals. To stop older people going into hospital unnecessarily we will make sure older patients can access the right support either at home or in their local community.
- **More joined up care.** We want to make sure that everyone involved in an older patient's care works as a joined-up team. This would mean doctors, nurses, mental health professionals, social care staff and charities all working together for the benefit of patients. We are proposing a "lead" organisation responsible for delivering and coordinating care for older people.
- **To stay within budget.** We must deliver all these changes, by working together more effectively, and without spending more than we can afford. We are proposing a new approach to funding which will reward healthcare organisations for ensuring their patients get the right care in the right place at the right time.

