

Health

Your health priorities

Public consultation confirmed that people hold a broad view of health, and appreciate that agencies need to work together to achieve improvements in health. Community planning has an important role in taking this forward.

Issues raised were:

- Need for health and social care to work more closely together.
- Health provision to be targeted at the more disadvantaged and vulnerable groups in our community.
- Reduced hospital and GP waiting times.
- Improved frontline community-based, local

services such as well-being clinics, mobile services for older people and screening programmes, minor injuries clinics, physiotherapy and consultant clinics.

- More user-friendly GP opening hours.
- More NHS dentists.
- Cheaper parking and better public transport to the Royal Surrey County Hospital.
- Improving general health.
- Education about drugs and alcohol.
- Promoting healthy eating with supermarkets, in schools.
- Information on where to access services.

Health provision to be targeted towards the more disadvantaged and vulnerable groups in our community

- A drop-in health clinic for homeless people is available each lunch time, run by GPs and community nurses at Guildford Action in Leapale Road.
- A Healthy Living Programme has begun in Westborough, Stoke and Friary and St Nicolas to work with the community, including young families, older people and homeless people, on health related activities.
- Coordinated service for drug users provided by a GP with a special interest in drug misuse and the Acorn community drug team.
- Flu vaccinations are provided for older people and others at risk.

Both PCTs and partners are targeting the health improvement resources to meet:

- National and local targets to reduce inequalities in health, in line with the Local Health and Social Care Delivery Plan.
- Increasing breast feeding rates among the most vulnerable and disadvantaged groups.
- Reducing teenage pregnancy.
- Reducing the number of smokers, especially pregnant smokers.
- Increase uptake of flu immunization.
- Reduce the coronary heart disease and cancer rates among the most vulnerable and disadvantaged groups.
- Addressing local priorities.

Improvement in health services available

- Stop Smoking clinics are run by nurses and one-to-one counselling and support are provided by trained community pharmacists.
- Hospital appointments have been speeded up: eg referrals within two weeks for patients with symptoms that could indicate cancer.
- The new dentist access centre at Buryfields Clinic will take NHS patients.

We will work towards:

- Making it easier for patients to attend healthcare appointments by arranging more appointments at times that suit them - the aim was that by March 2003 patients will be able to see a health care professional within 24 hours and a GP within 48 hours.
- Increasing appropriate services available at GP surgeries locally.
- The Local Health and Social Care Delivery Plan has prioritised access to community services and Royal Surrey County Hospital services in its three year plan, specifically relating to older people's needs.
- Extending the breast screening age range for women up to the age of 70.
- There will be a review of local mental health services over the next three years incorporating the needs of people with moderate mental health problems to those with severe mental illness, involving health and social care partners.
- Patient transport to be redesigned, to include access to primary care premises (2004/5).

Improving general health

- The Health Improvement Strategy for Guildford includes initiatives designed to promote health and prevent disease, such as weight management, quitting smoking, healthy eating projects, and promoting evidence based treatment for conditions such as coronary heart disease, diabetes, mental health and cancer.
- Personal Social and Health Education in schools deals with subjects including healthy eating, smoking, drugs, alcohol, sex and parenting skills.
- GP exercise recommendation and weight management schemes are available at Spectrum.
- Healthy walks available in Westborough and Stoke wards.

- Ongoing support for the Healthy Schools Programme.
- Health visitors and other NHS community staff to be trained in parenting skills.
- Developing Arts initiatives specifically targeting mental health issues

Information on where to access services

- "Your guide to local health services" leaflet has been sent to each household in the Guildford and Waverley PCT area.
- NHS Direct is available for confidential health advice and information 24 hours a day, seven days a week on 0845 4647.
- Directory of voluntary and statutory services produced by mental health service users.
- We will be setting up a Patient Advice and Liaison Service to ensure the patient's experience and views can be used to improve services.



The action plan

Health and social care working more closely together

- Guildford and Waverley and Woking Area Primary Care Trusts (PCT) are now developing with social care colleagues a three year Local Health and Social Care Delivery Plan. This combines short, medium and long term planning around national and local targets and priorities. This work is being undertaken with input from stakeholders from statutory and voluntary organisations and the public. Specific priorities include improving access to services. It focuses on improving health and health services for people with cancer, coronary heart disease, mental health issues, as well as focusing on specific issues for older people. A vital part of this is to improve the patient's experience when using the NHS. Working with all partner organisations, the plan is looking to reduce health inequalities, improve life chances for children and reduce drug misuse. All this will be supported through the work of the Community Plan.
- Guildford Borough Council (GBC) and the Guildford and Waverley PCT are working together on initiatives to reduce the number of falls older people have and so maintain their quality of life.
- Integrated care teams are being developed between the Guildford and Waverley PCT, GBC and Adult and Community Care Services. A single assessment of the needs of older people is improving communications and speeding up the delivery of services.
- GBC, the Guildford and Waverley PCT and Surrey County Council (SCC) Adult and Community Care services are continuing the partnership pooling of their budgets to award grants to voluntary organisations to ensure that financial support and objectives are coordinated.
- Health and social care to continue to develop close team-working to provide services for older people to prevent unnecessary hospital admissions and facilitate discharge from hospital. This includes the expansion of intermediate care (a short period of intensive rehabilitation and treatment to enable the patient to return home, to prevent admission to long term residential care or prevent unnecessary hospital admission), a night sitting service, and community stroke teams.

