



Community Services

An overview of current services and potential commissioning plans for the future

A decorative graphic consisting of a wavy, multi-colored line that resembles a rainbow, with colors transitioning from purple on the left to red, orange, yellow, green, and blue on the right.

The best health and wellbeing for everyone.

Introduction

NHS Vale of York Clinical Commissioning Group (CCG) has big ambitions and wants local stakeholders to play a big role in these. The CCG aims to achieve the best health and wellbeing for everyone in the local community, ensuring access to the right services, in the right place and time.

To do this, the CCG is working with its partners and local communities to improve and join-up systems that support safe and responsive, high quality services that will give local people the opportunity to manage their own health and; when needed, quickly access an integrated system of professional health advice, diagnosis and care.

Responsible for the commissioning (buying) of local healthcare services and the planning and design of many health services, the CCG's work includes:

- developing an integrated approach to delivering healthcare
- commissioning healthcare services that are based on the needs of local people
- delivering improved healthcare quality and outcomes in the most appropriate setting
- reducing health inequalities and supporting the self-management of health conditions
- creating and maintaining positive change in the transformation of local health and social care
- close monitoring of healthcare contracts to ensure fair competition, high quality and outcome-focused care through positive relationships.

The CCG acts openly and responsibly when designing healthcare services. Ensuring the effective planning, buying, monitoring and evaluation of healthcare services that are in line with public regulations and best practice, the CCG aims to secure the best value and benefit for the local population.

Central to driving this are the strong relationships the CCG has with local people, partners and healthcare providers. That's why it is important that the CCG involves everyone; giving them opportunity to be part of the conversation at every stage in its work.

Community Services

Community services include;

Community Hospitals
Community Nursing
Community Rehabilitation
Community Specialist Nursing
Community Fast Response Services
Community Intermediate Care
Community Palliative Care
Community Equipment
Podiatry
Specialist continence services
Other community services

Community services, across both health and social care, need to work together; not only to benefit patients and increase service effectiveness, but to drive the greater personalisation of health and care services through the improved overall access and increased efficiency that the integration of health and social care services offer.

As part of the wider integration programme, the CCG, its partners and stakeholders want to define clear plans to develop integrated health and social care services for the next five years and beyond.

This is one of the drivers behind the CCG's decision to conduct a market engagement exercise, exploring the opportunities that exist within the provider market for commissioning the best possible community services.

The CCG is an open and transparent organisation with practices and procedures that acknowledge its accountability to stakeholders. Critical to this is the CCG ensuring the delivery of cost effective and efficient services. The CCG will do this by:

- prioritising the quality and cost effectiveness of services
- being aware of better ways to deliver services and understanding the capacity of the market
- supporting current providers and suppliers to deliver successfully; and demonstrate their ability to provide the best value
- making the most of the opportunities to work in partnership
- reflecting the views of local patients and the public around the types and standards of services they need.

That is why; through working in partnership with healthcare providers and other stakeholders, it will secure continuous improvement in the way local health and social care services are provided – benefiting those that need them.

There are a number of community service providers of health and social care that offer innovative services with a focus on delivering measurable outcomes and value for money.

Being accountable to its stakeholders; and having both a responsibility and duty to work within procurement law and best practice guidance to commission services in an anti-competitive, open and transparent way, it is important that the CCG explores these options.

As many current community service contracts are due to come to an end, the CCG has an obligation to ensure fair opportunity for the range of health and social care providers to provide community services locally. This includes providers in the public, private and third sector.

Why the CCG is engaging the market

As a patient-focused organisation, the CCG is committed to ensure that the local population has access to high quality services. In doing so, the CCG needs to understand the full value of what it spends on the services it commissions; set against the intended outcomes.

Example

For those who are recovering from an operation or ill health and benefit from a short period of rehabilitation; without the need of the intensity of hospital services, intermediate care is increasingly being offered in people's own homes.

The National Audit of Intermediate Care 2013¹ looked at care commissioned by over 100 organisations in England and compared the costs of home-based care against hospital-based care.

Studying the average costs across providers of intermediate care, the audit revealed that the average cost for care received at home was £1,134 per person, against £5,218 per person for the same level and length of care in hospital.

Using example like this, the market test will help the CCG to understand current levels and cost of community services and define the outcomes it should be striving for, with opportunity to develop a new community service commissioning strategy and way to pay for community services through new outcome-focused contracts.

¹ National Audit of Intermediate Care 2013. NHS Benchmarking.

Public involvement in plans

The CCG seeks to focus upon the services that are critical to the achievement of local strategic aims and objectives and will be gaining views from the public to inform the way future community services are commissioned (bought).

We will look at the range of community services currently offered, which in turn will provide insight into the type and levels of health and social care that are needed in the community. This will not include major acute hospitals or ambulance services within a review of community services.

To inform the relative types and levels of care that are provided in primary and community health services, the CCG will seek to identify;

- the current provision of community services and future service options
- how community services are, and could be, organised and delivered
- the outcomes the CCG should strive to achieve across community services

Throughout this period there will be a clear and open dialogue with stakeholders; key to success in commissioning services that will provide the best outcomes and services for people, families and communities.