

# NHS England Board

My Life a Full Life – Powered by Vanguard  
28<sup>th</sup> May 2015

My life  
a full life



# ABOUT MY LIFE, A FULL LIFE

## Why we are unique

### Key Statistics

GP Registered population of **141,857**

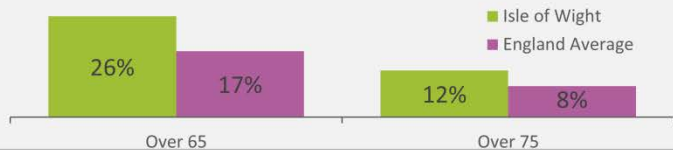
**2.5m** visitors per annum

**2** Large summer music festivals

**380 km<sup>2</sup>** Only accessible by sea and air



### Our Demographics



## Our three key projects (so far...)

- 1 Crisis intervention reducing hospital admission
- 2 The formation of 3 integrated locality teams
- 3 Self Care – Accessing information and support

## Our starting point for going forward

*We're already on the way – but we can go further and faster with your help!*

*We have an incredibly active voluntary sector on the Island, along with strong communities. Both are at the core of the My Life, A Full Life model.*

*Working together is nothing new for us. My Life, A Full Life is already working across organisational boundaries, sharing resources and expertise.*

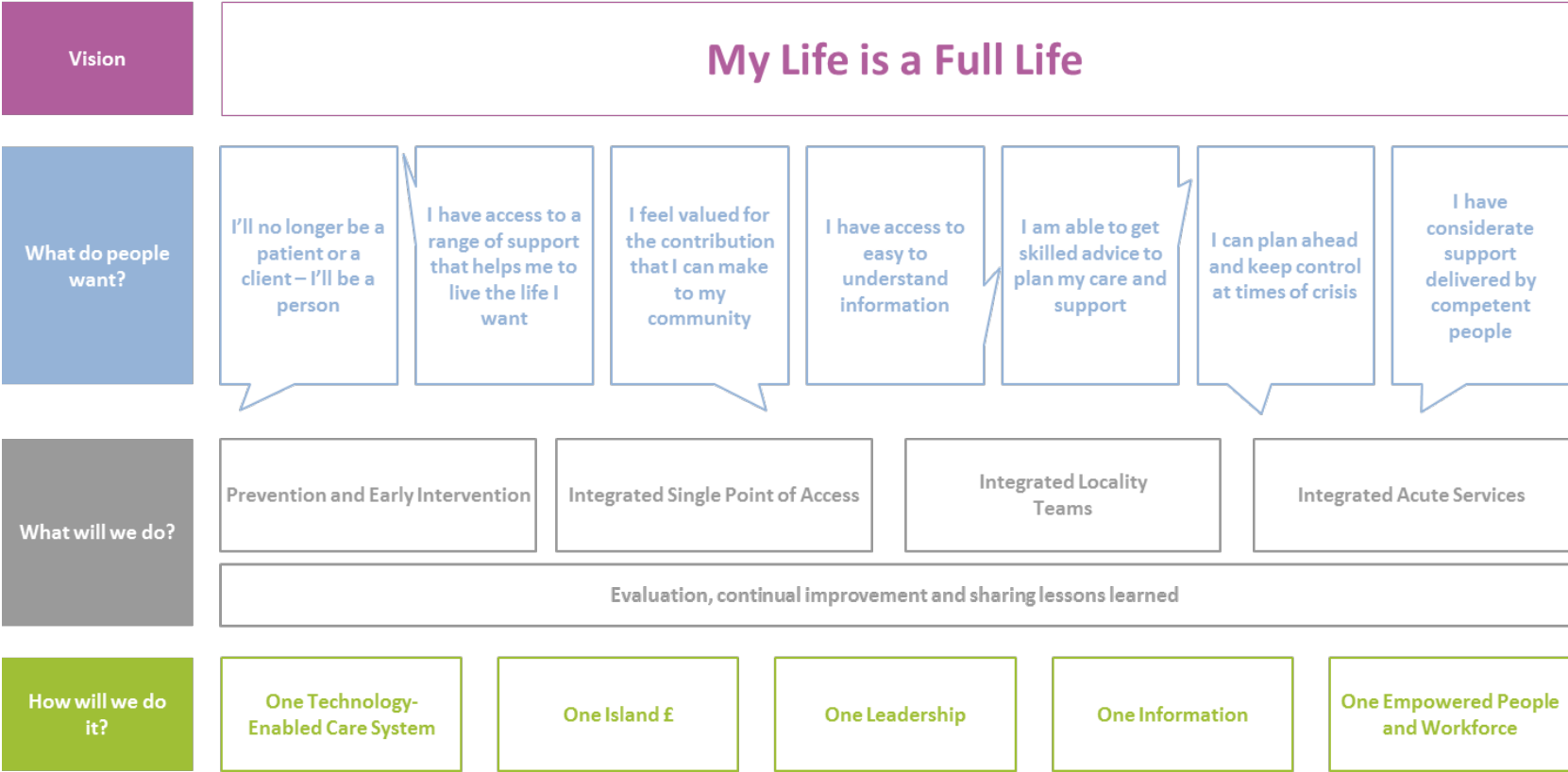
*The age and wellbeing of the Island's current population is a reflection of how the rest of England's population will be in 20 year's time. If we can get care right here, we can lead the way for the rest of the country.*

*Care on the Island will be shaped around people's individual needs and managed by them. Our model focuses on keeping people happy and healthy through self-care and self-management.*



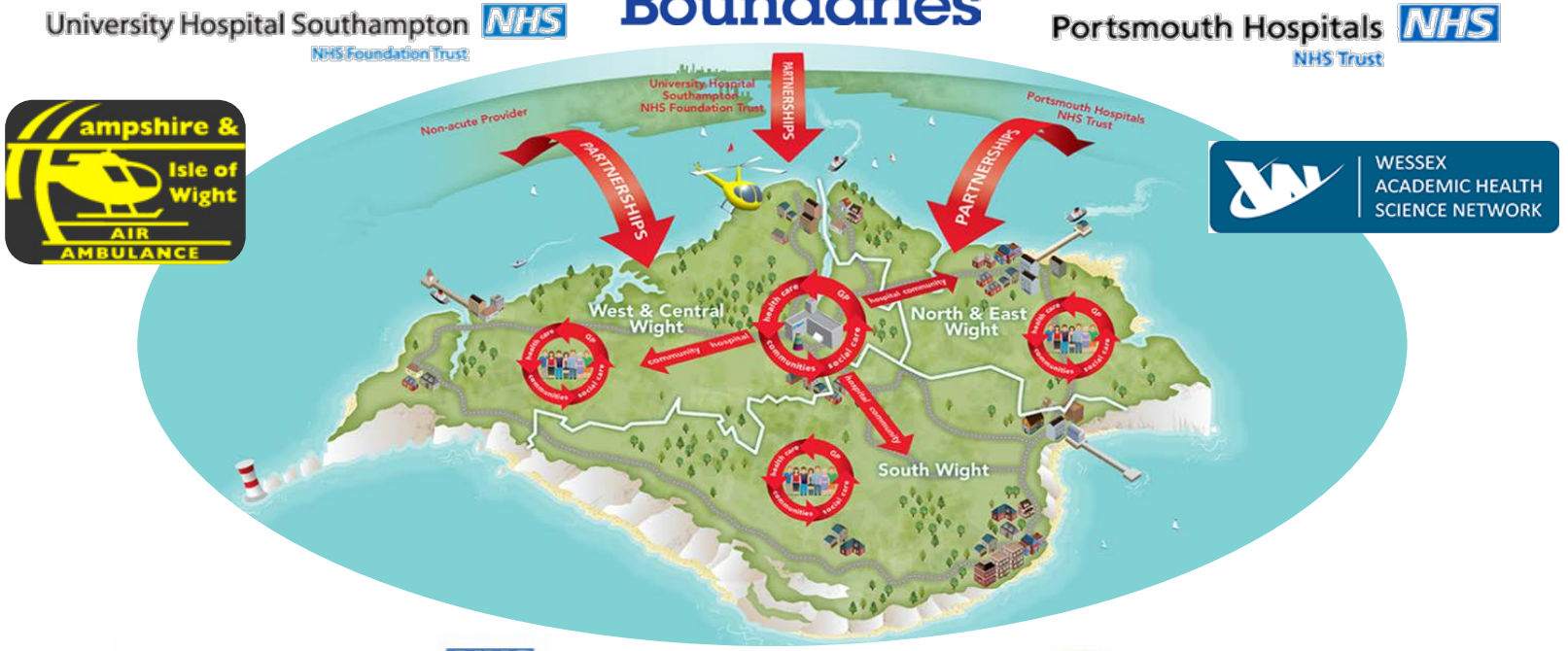
# OUR VISION AND AMBITION

Hospital Ambulance Community Mental Health



# Strategic Direction

## Beyond Boundaries



NHS  
Isle of Wight  
Clinical Commissioning Group

My life  
a full life

ISLE of WIGHT  
COUNCIL

Person centred, coordinated health and social care



Current Model

My life a full life



Future Model

My life a full life



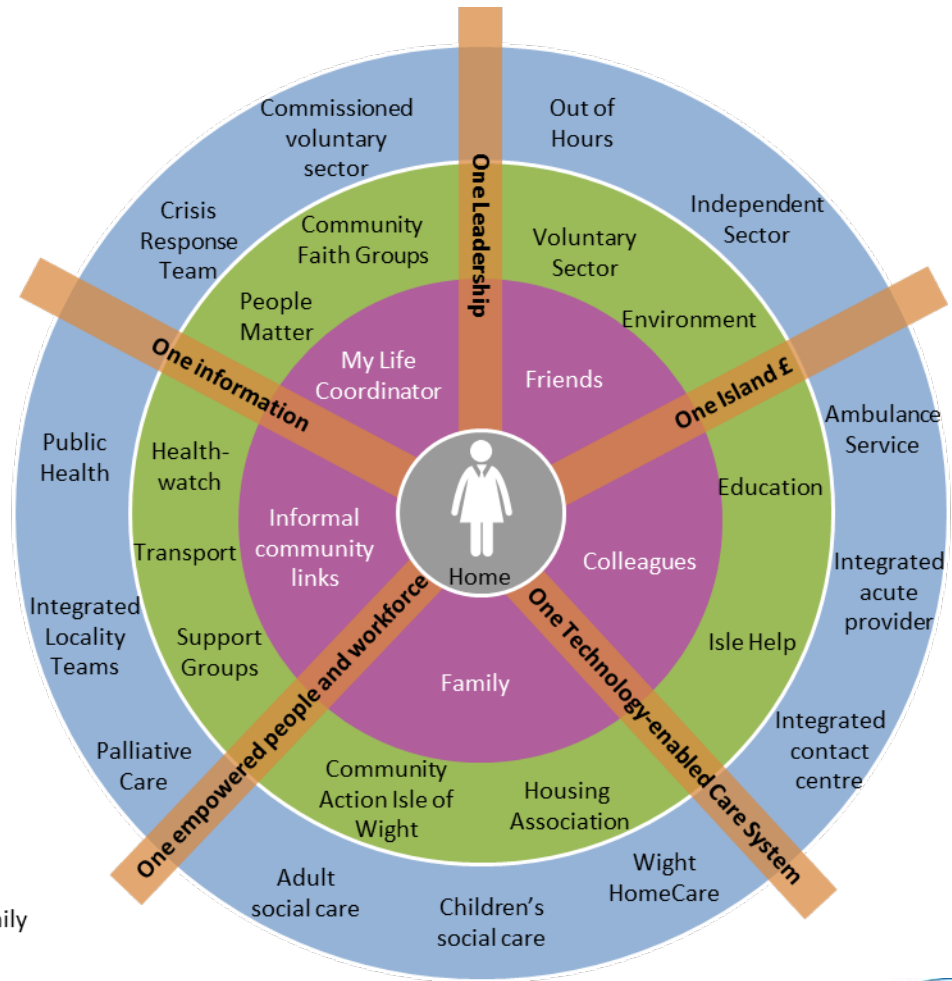
# OUR 'MY LIFE' MODEL

Our integrated 'My Life' model is:

- Prevention-based
- Health and wellbeing promoting
- Built on experience-based co-design
- Founded on self care and empowered communities.

At the centre of our model is a *My Life Coordinator*, who coordinates and navigates support across the community and system. This single point of access triages, reduces the perceived system complexity, increases awareness of services, and maximises efficiency.

The Integrated Locality Teams deliver person centred care and support in the community, with GP clinical leadership and multi-specialist teams.



<http://www.nurtureddevelopment.org/>  
Based on ABCD approach – Cormac Russell

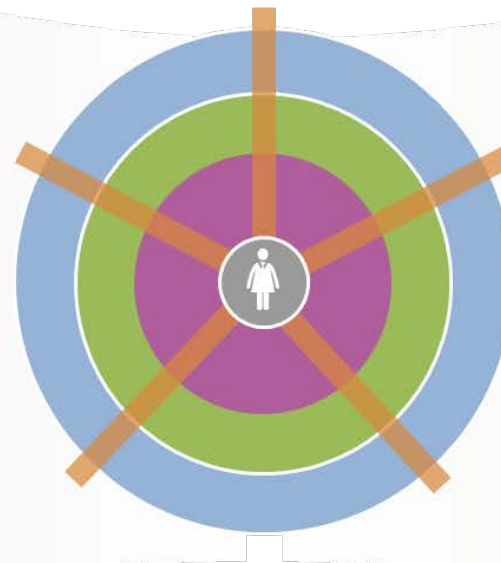
- Key enablers
- Intimate / Family
  - Friendships
  - Associated Life
  - My Life, A Full Life – care services



# OUTCOMES OF OUR 'MY LIFE' MODEL

## Outcomes for people

- Improved health and wellbeing
- Treated as a person with individual strengths, needs and concerns
- A positive experience of care and support
- Access to a wide range of support that helps them to live their lives to the full
- Receive skilled advice to promote their wellbeing and plan their care and support
- Digitally enabled to access a wide range of information and technology
- Access to easy-to-understand information and only give and share their information once
- Feel valued for the contribution they make to their community



- Pride in the work they do, the services they provide and the organisation they work for
- Feeling valued and empowered
- Right knowledge, skills and expertise that is appropriate to their role.
- Retention and attraction of high-calibre staff who are attracted to delivering the *My Life, A Full Life* care model
- Not constrained by organisation and role and working across boundaries
- Primary Care and Multi-specialist consultants able to work across both the acute and community sector ensuring seamless care and support.
- My Life A Full Life is an employer of choice
- Defined career work path



# ACHIEVING OUR VISION – ORGANISATIONAL CHANGES

	Today	Tomorrow	3 months	6 months	12 months	12+ months
<b>Integrated Commissioning</b>	<ul style="list-style-type: none"> <li>Established a joint commissioning board</li> <li>Some lead and joint commissioning</li> <li>Commitment to be integrated</li> <li>BCF Pooled Budget</li> </ul>	<ul style="list-style-type: none"> <li>Agreement of “entity” for commissioning</li> <li>Agree enhanced delegated decision making within JACB</li> <li>Determination of total IW place based commissioning budget</li> <li>Mapping of contracts</li> <li>Co-Commissioning</li> </ul>	<ul style="list-style-type: none"> <li>MOU established to form a single commissioning entity</li> <li>Co-location of staff</li> <li>Re-formed H&amp;WB Board</li> <li>Planning begins for spend of new place based budget</li> <li>Create first iteration of options appraisal for organisational form</li> </ul>	<ul style="list-style-type: none"> <li>Interim Integrated Commissioning Structure commences</li> <li>Agreed organisational form (post options appraisal)</li> <li>Outcome based framework for commissioning and contracting in place</li> <li>Locality Alliance agreement in place</li> </ul>	<ul style="list-style-type: none"> <li>Move to new organisational form</li> <li>One Island £</li> <li>New contractual model implemented (macro and micro commissioning)</li> </ul>	<ul style="list-style-type: none"> <li>Stabilise and consolidate</li> <li>Evaluate and improve</li> </ul>
<b>Integrated Provision (statutory and non-statutory)</b>	<ul style="list-style-type: none"> <li>Integrated acute provider</li> <li>Established Integrated Locality Teams</li> <li>Development of a Single Point of Access (The Hub)</li> <li>Implementation of self-care and self-help programmes</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Partnership</li> <li>Establish Provider Board</li> <li>Developing targeted strategies for improving outcomes of different population segments</li> <li>Align options for provision with commissioning approach(es) and relevant organisational forms</li> </ul>	<ul style="list-style-type: none"> <li>Organisational options</li> <li>Leads appointed</li> <li>Examples of new patient pathways that Provider Board oversees</li> <li>Agreed integrated performance framework</li> </ul>	<ul style="list-style-type: none"> <li>Agreed organisational form</li> <li>‘Centre of Excellence’ around workforce and leadership formed</li> <li>Elements of IT interoperability being delivered</li> </ul>	<ul style="list-style-type: none"> <li>Move to new organisational form</li> </ul>	<ul style="list-style-type: none"> <li>Stabilise and consolidate</li> <li>Evaluate and improve</li> </ul>
<b>Integrated Corporate Functions</b>	<ul style="list-style-type: none"> <li>Council beginning to establish a shared service centre</li> </ul>	<ul style="list-style-type: none"> <li>Formal partnership / Strategic Partnership</li> <li>Co-locating</li> <li>Consider organisational options</li> <li>Council beginning to establish a shared service centre</li> </ul>	<ul style="list-style-type: none"> <li>Agreed organisational form / other options</li> <li>Leads appointed</li> </ul>	<ul style="list-style-type: none"> <li>Move to new organisational form / other options</li> </ul>	<ul style="list-style-type: none"> <li>Review of new structural model for Integrated Corporate Functions</li> </ul>	<ul style="list-style-type: none"> <li>Stabilise and consolidate</li> <li>Evaluate and improve</li> </ul>



# OUR TOP 5 CHALLENGES & SUPPORT REQUIREMENTS

We're already on the way – but we can go further and faster with your help

KEY AREA	ONE INFORMATION – INFRASTRUCTURE & SHARED RECORD	PATHWAY APPROACH - PROVISION AND COMMISSIONING	WORKFORCE	SYSTEM LEADERSHIP DEVELOPMENT	ORGANISATIONAL FORM
WHAT WE HAVE ACHIEVED	<ul style="list-style-type: none"> <li>ISIS</li> <li>PARIS</li> <li>Patient passport</li> </ul>	<ul style="list-style-type: none"> <li>Care navigators</li> <li>Contact Centre commenced</li> <li>Integrated locality teams</li> <li>GP locality leads</li> <li>Moving to integrated commissioning</li> <li>Established Joint Adult Commissioning Board</li> </ul>	<ul style="list-style-type: none"> <li>Successful Workforce Summit</li> <li>Conducted workshops with GPs and consultants</li> <li>Primary Care skill-mix changes</li> </ul>	<ul style="list-style-type: none"> <li>Regular Steering Group with representatives across system</li> <li>Aligned vision</li> <li>Leadership Development Programmes</li> <li>Listening into Action</li> </ul>	<ul style="list-style-type: none"> <li>Discussions around best organisational form options</li> </ul>
CHALLENGES	<ul style="list-style-type: none"> <li>Single Information governance</li> <li>Public consent</li> <li>IT support and systems</li> <li>Existing systems do not currently support interoperability</li> </ul>	<ul style="list-style-type: none"> <li>Yet to establish a Provider Board</li> <li>Provider buy-in to new contracting models</li> <li>Outcome-based contracting</li> </ul>	<ul style="list-style-type: none"> <li>Cultural change across workforce to galvanise system</li> <li>Different stakeholder needs</li> <li>Recruitment and retention</li> <li>Senior capacity to deliver change</li> </ul>	<ul style="list-style-type: none"> <li>Leadership team capacity</li> <li>Leadership Programme across the system</li> <li>Maintaining clinical engagement</li> <li>Public engagement</li> <li>Resource support to ensure VCS leaders can be part of system leadership development</li> </ul>	<ul style="list-style-type: none"> <li>Understanding legal requirements and implications</li> <li>Gaining buy-in by current organisations</li> <li>Steff engagement</li> <li>Managing risk</li> <li>Building more trust around partnership</li> </ul>
VANGUARD SUPPORT REQUIRED	<ul style="list-style-type: none"> <li>Upgrade of devices</li> <li>Broadband and mobile roll out</li> <li>App development expertise</li> <li>IG expertise</li> <li>Development of inter-operability</li> </ul>	<ul style="list-style-type: none"> <li>Expertise in design of new pathways / services</li> <li>Governance expertise (e.g., Provider Board development)</li> <li>Expertise in outcome-based contracting and contract flexibility</li> <li>Nationally-led review of funding allocations</li> <li>Financial and economic modelling</li> </ul>	<ul style="list-style-type: none"> <li>Experienced-Based Co-Design</li> <li>Assistance with large-scale workshops/events</li> <li>Change management expertise</li> <li>Developing a whole-system workforce strategy</li> <li>Promote <i>My Life, A Full Life</i> as a 'Good place to work'</li> <li>Designing new job roles</li> <li>Workforce development</li> </ul>	<ul style="list-style-type: none"> <li>Programme Management Support</li> <li>Coherent Leadership Framework</li> <li>Support for the development of the workforce 'Centre for Excellence'</li> <li>Redevelopment of a leadership programme</li> <li>Communications and public engagement</li> </ul>	<ul style="list-style-type: none"> <li>Legal expertise</li> <li>Restructuring expertise</li> <li>Business Case support</li> <li>Facilitating further leadership workshops</li> </ul>
<p>While we have some capacity and expertise on the island, we do not have the ability to deploy these as quickly as we would like.</p>					
<p>Transitional costs to allow for 'step change'</p>					
<p>Expertise to challenge, sense check and guide our journey</p>					

