

## Let's Connect with... Community Service Re-design

May 2017

Our conversation on how we transform community services to shift care from hospital to more local settings continues. To build on the feedback from our 24 staff engagement events with community hospital colleagues, we held a visioning event on 11 May at Lynbank Hospital.

There was a great turn out from across Fife community services and community hospitals with over 100 staff, ranging from nurses, team leaders, service, patient managers and GPs.

We heard from our key speakers Professor [Jason Leitch](#), National Clinical Director, Healthcare Quality & Improvement and Diana Hekerem, Head of Strategic Commissioning Support, [Improvement Hub](#), the new improvement resource for health and social care.

This bulletin gives you a quick round up from the event. Meanwhile, thank you to everyone who came along. And, remember, our conversation continues so put forward your views and ideas to

[Fife-uhb.CommunityServicesLetsConnect@nhs.net](mailto:Fife-uhb.CommunityServicesLetsConnect@nhs.net)



David Heaney,  
Divisional General  
Manager (East)

A full report from the event will be shared in the coming weeks but in the meantime, here are the top themes which emerged from the breakout groups:



- Equity of access for all ages
- More person centred choice
- Expectations of patients and families are increasing
- Need to be more creative with where appropriate care can be provided
- Need to listen to what matters to people



- Need to understand what services are already in our communities
- Good I.T is key
- Reduce red tape and bureaucracy
- Empower staff so they can make change
- More decisive decision making needed
- Value the role of partners in third sector

Here's a short video clip from [Professor Jason Leitch](#). Attendees found the group work, the chance to network and understand the bigger picture valuable.



*“So often we hear the views of hospital, acute or community in isolation. Through this event, it was great to hear all the different viewpoints in one room, from right across the service system, including the third sector and other partners. There is an interesting blend of challenges. Interestingly finance did not dominate. I sense that staff really want to connect and make change happen.”* **Charlie Chung, Rehabilitation Manager, Queen Margaret Hospital (event facilitator)**



*“Often GPs can be perceived as the source of the work that has to be done to support a person through their care journey. This can lead to frustration. Everyone has an interaction and having the opportunity to share, listen and really understand each other has been valuable. I got a real sense of co-operation and shared hopes for the future.”* **Callum Duncan, GP, Pipelands Practice and St Andrews Community Hospital**



**Continue to have your say and connect people and ideas:**

- email your Clinical Services Manager
- [Fife-uhb.CommunityServicesLetsConnect@nhs.net](mailto:Fife-uhb.CommunityServicesLetsConnect@nhs.net)
- your local TU or Local Partnership Forum representative, or Simon [simon.fevre@nhs.net](mailto:simon.fevre@nhs.net) or call
- Lynn Barker on 03451 555555 ext 444962