



Angus Health & Social Care Integration
St Margaret's House
Orchard Loan
Orchardbank Business Park
FDRFAR
Angus
DB IWS
Tel: 01307 474870
Fax: 01307 474899



Date	20 November 2015
Your Ref	
Our Ref	VI/SJ
Enquiries to	Ms Vicky Irons
Extension	
Direct Line	01307 474876
Email	vicky.ironsonhs.net

Dear Colleague

Developing a Strategic Commissioning Plan: Public Consultation

I would like to take this opportunity to thank everyone who has completed our recent questionnaire on developing a strategic commissioning plan, both online and in hard copy, or attended one of our four locality events. You have taken the time to give us your opinions, comments and raised your concerns. Work is ongoing to develop a strategic commissioning plan which will in due course be supported by locality commissioning plans. Your comments will have had an important part to play in helping us to develop a plan that will support the delivery of local services for the people of Angus.

Purpose of the consultation

The purpose of the consultation exercise was to provide people living and /or working in Angus with opportunities to make comment and give their opinions on what needs to happen to build on existing services and community development to support locally based services for the people of Angus.

The strategic commissioning plan will show how integrated services can develop to respond to the changing needs of individuals and local communities, as well as the local and national outcomes.

It was therefore vitally important that we engaged with those who use services, their families, carers, the public, and staff from partner agencies including independent practitioners.

A report that has summarised the comments received through the questionnaires both online and hard copy is appended to this letter.

Some of the common themes which have emerged from the consultation include:

- Preventative support, for example wellness clinics, good community support, social support and promotional days or events at leisure centres, community centres and so on would be beneficial.
- You would like to see support made available to attend community activities, social events or just to go shopping on a regular basis to prevent you becoming isolated. This could be through voluntary organisations or the independent sector.

- You want people to listen to what you have to say, asking you what is important to you and supporting you to make your own choices and decisions. In addition where appropriate, family members and carers should be involved in this discussion from the earliest point and their contribution valued.
- You told us that to prevent problems from developing into a crisis there should be good local services with good community support. A local telephone number to contact for advice would also help but we need to ensure that people know about it. There should be better joint working between health and social care. Have a team of people whose job it is to go in to support the person. You felt that G.Ps should be part of this local team as you believe they don't liaise with social care as often or as well as they should.
- You would like to see local communications and a good neighbour approach along side the promotion of well-being in communities; you would like us to bring services to the people, not people to the services.
- You believe that carers need adequate and robust service provision with adequate equipment to manage daily life skills better and appropriate care packages. Angus Carers support is important as is time spent listening and recognising the caring role.

What happens next?

We will continue to work on our strategic plan over the next two months. The plan must cover a period of at least three years and be subject to a continual cycle of analysis, review and where necessary update. Planning arrangements must be decided in partnership as part of the strategic planning process and the Integration Joint Board must:

- Make sure that users of services and their carers are involved in all stages of the decision making process;
- Treat the third and independent sectors as key partners;
- Involve GPs, other clinicians and social care professionals in all stages of the planning work, from the initial stages to the final draft; and
- Establish a strategic planning group, which must be involved in all stages of developing and reviewing plans.

Conclusion

During the early part of 2016 we will be encouraging you to give us your comments on the draft strategic plan. We will do this in a variety of ways from the structured and more formal to talking with local groups and organisations and providing you with information online and in other formats should you need it.

Please continue to take the time to tell what you think and help shape the future for the people and communities of Angus.

Yours sincerely



Vicky Irons
Chief Officer
Angus Health & Social Care Integration