Doncaster Health and Social Care
Appendix 2
Commissioning Strategy
2019-2021
During the development of this overarching strategy, we made a commitment to communicate and engage with members of the public, including existing service users and patients.

On 7 January 2019, we launched a six week engagement period, providing a range of opportunities so people could have their say on our vision to jointly provide health and care services.

The vision was focused on the need to respond to local health and social care priorities as well as aligning these to key chapters from the NHS Long Term Plan.

Via an online survey and a range of engagement activities, this enabled almost 800 people to provide their thoughts and views based on our vision and welcomed suggestions on what more could be done to improve health and care services locally. We attended existing meetings of community and voluntary groups and a range of networks such as Health Ambassadors and Patient Participation Groups. Additional events were also created to ensure wider participation and hear from a wide range of people in Doncaster.

We also visited Bentley Library and engaged with a number of people to hear their views.

We also visited Doncaster College and engaged with more than 100 students:
In total, our vision was seen by almost 60,000 people that reside in Doncaster via Facebook.

On Twitter, messages that included the hashtag #hcjointworking reached in excess of 375,000 people.

We asked five key questions:

1. From reading the vision, do you think working across the three life stages will help ensure that local people will get the appropriate health and care services to meet their needs?

2. Is there anything you think that is missing from the vision?

3. A golden thread that runs through all the three life stages is a focus on enabling and supporting people to take control over their own health and wellbeing. What one thing could we do better to ensure you are able to take control over your own care?

4. How could we work better with you to plan, deliver and evaluate health and care services in Doncaster?

5. Would you like to be involved in future work to develop the strategy?

By question, the responses have been grouped into key themes.

1. Do you think working across the three life stages will help ensure that local people will get the appropriate health and care services to meet their needs?

   **YES (86.1%)**  
   **NOT SURE (7.6%)**  
   **NO (7.3%)**

2. Is there anything you think that is missing from the vision?

   **No (84.5%)**  
   **Yes (7.9%)**  
   **Not sure (3.2%)**  
   **No response (4.4%)**

   **Key themes:**
   - **Early Intervention** – ensure early intervention and early help is a priority
   - **Communication** – ensure communication, information, support and advice is available at all times
   - **More joined up** support and thinking across all life stages
   - **Leave the vision as it is**
3. What one thing could we do better to ensure you are able to take control over your own care?

**Key themes**
- Improve communication and education of self-care and support (43.5%)
- Provide services in a joined up way at neighbourhood level (12.6%)
- More appointments and contact with services is accessible (8.1%)
- Help me stay informed and engaged (7.9%)
- No answer to this question (23.8%)
- Additional point: One size doesn’t fit all

4. How could we work better with you to plan, deliver and evaluate health and care services in Doncaster?

**Key themes**
- Continue to engage with us – more surveys, engagement activities and events (38.1%)
- Listen to me (18.8%)
- Be clear and communicate regularly (2.5%)
- Don’t know (4.3%)
- Be open and honest (0.12%)
- No response (32.0%)

5. Would you like to be involved in future work to develop the strategy?

**KEY MEASURES**
- YES (67%)
- NO (25%)
- NO ANSWER (8%)
We signposted a link to the vision and online survey to some of our more hard to reach communities, many of which are currently registered via the Community Hub on Your Life Doncaster.

We also engaged closely with individuals from Gypsy and Traveller Communities in Doncaster as part of a community journalist project, working with Co:create. The community journalists are from Gypsy and Traveller communities and undertook a number of interviews to find out how they access health and care services, as well as understanding some of the barriers they face.

A total of ten in depth interviews took place, led by the community journalists.

One of the questions linked to how we can support people to manage their own health care/improve access to healthcare:

What would make healthcare services better for you?

- Improve staff-patient relationships between health care professionals and Gypsy and Traveller communities
- Improve accessibility and availability of services, taking the time to listen
- Better understanding of our local communities
- Improved communication with us and about us

This early insight has provided the CCG and Doncaster Council with valuable information that will be used to engage with Gypsy and Traveller communities April 2019 onwards when we start to look at more in-depth engagement to scope and design services and pathways.

Next steps

From April 2019 onwards, we will focus on local priorities and act on feedback from our early engagement. This valuable insight will also be used to align local priorities with the NHS Long Term Plan.

67% of people said that would like to work with us to scope, design, deliver and evaluate services and local engagement activity will take place regularly.

The following are some examples of local priorities that will be addressed, linked to the joint health and social care strategy vision:

- Prevention and self-care (living well)
- Mental Health (living well)
- Urgent and emergency care (living well)
- Children’s services (starting well)
- Cancer (living well)
- Older people (ageing well)

For each final theme, we will create a series of case studies to showcase how the NHS and social care is working with partners, stakeholders, patients and members of the public in Doncaster to ensure services support people to lead healthy lives, placing a focus on self-care and prevention.
## Purpose

**Doncaster Place Plan Re-fresh**
Sets out the vision for the Doncaster health and social care system over the next two years

**Joint Health & Social Care Commissioning Strategy**
Sets out the joint commissioning ambitions for health and social care in Doncaster over the next two years

**Joint Health & Social Care Commissioning Agreement**
Legal agreement between NHS Doncaster CCG and Doncaster Council

## Scope

**Doncaster Place Plan Re-fresh**
Sits across all health and social care organisations, linking in to wider partners such as education
Set in the wider context of Doncaster Growing Together shared vision of Doncaster as a place to learn, work, live and care
Sets out the system drivers to deliver the new health and social care system

**Joint Health & Social Care Commissioning Strategy**
Sits across the health and social care commissioners in the first instance; also recognises the work underway with a broader range of commissioners in Doncaster
Focussed on the full range of priorities for NHS Doncaster CCG and Doncaster Council – setting out both joint priorities and those that remain for one organisation only e.g. medicines management

**Joint Health & Social Care Commissioning Agreement**
Sits across the health and social care commissioners
Focussed on intentions to jointly commission the seven Area of Opportunity in the first instance; re-fresh to capture wider ambitions of the commissioning strategy
Details the alignment of working across the two organisations

## Timeframe

**Doncaster Place Plan Re-fresh**
2019-22

**Joint Health & Social Care Commissioning Strategy**
2019-21

**Joint Health & Social Care Commissioning Agreement**
To be extended April – September 2019
To be refreshed from October 2019

## Governance

**Doncaster Place Plan Re-fresh**
Doncaster Integrated Care Board

**Joint Health & Social Care Commissioning Strategy**
NHS Doncaster CCG - Governing Body
Doncaster Council - Cabinet

**Joint Health & Social Care Commissioning Agreement**
Joint Commissioning Management Board
<table>
<thead>
<tr>
<th>Doncaster Place Plan Re-fresh</th>
<th>Joint Health &amp; Social Care Commissioning Strategy</th>
<th>Joint Health &amp; Social Care Commissioning Agreement</th>
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<tbody>
<tr>
<td>Outline content</td>
<td>It is focussed on our intention to jointly commission services where it makes sense to do so.</td>
<td>Terms of agreement</td>
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<tr>
<td>It is focussed on the areas where it is recognised that we can achieve more by coming together, taking into account the strategic enablers - finance, workforce, estates and digital capability</td>
<td>The document sets out:</td>
<td>Principles, values and behaviours</td>
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<tr>
<td>Initially focussed on seven Areas of Opportunity:</td>
<td><strong>The Purpose and Scope of the Commissioning Strategy</strong></td>
<td>Governance mechanisms</td>
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<td>• Starting Well</td>
<td><strong>An explanation of Commissioning and our joint focus</strong></td>
<td>Areas of development for integration</td>
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<tr>
<td>• Vulnerable Adolescents</td>
<td><strong>The Case for Change:</strong></td>
<td>Areas of Opportunity</td>
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<tr>
<td>• Urgent Care</td>
<td>• national and local context</td>
<td>Financial arrangements, including the ambition for a Section 75 Agreement</td>
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<td>• Complex Lives</td>
<td>• community feedback</td>
<td></td>
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<tr>
<td>• Intermediate Care</td>
<td><strong>How we are addressing the challenge:</strong></td>
<td>Joint working protocols</td>
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<tr>
<td>• Dermatology</td>
<td>• the journey so far</td>
<td></td>
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<tr>
<td>• Learning Disability</td>
<td>• our Catalysts for Change</td>
<td></td>
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<tr>
<td>Re-fresh will start to broaden the areas to be included in the future</td>
<td>• understanding the needs of our population</td>
<td></td>
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<tr>
<td>The system drivers have been defined:</td>
<td>• the approach to prevention</td>
<td></td>
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<tr>
<td>• Creating health and wellbeing through community assets</td>
<td><strong>Our Delivery Plans:</strong></td>
<td></td>
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<tr>
<td>• A front door system – getting people to the right part of the system first time</td>
<td>• Starting Well</td>
<td></td>
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<tr>
<td>• Care and support at home/community/closer to home/home first</td>
<td>• Living Well</td>
<td></td>
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<tr>
<td>• Hospital care when it is needed (CCG-only commissioned)</td>
<td>• Ageing Well</td>
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<tr>
<td>Finance</td>
<td><strong>Next Steps and how the strategy will be used</strong></td>
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## Alignment of Doncaster 2019 Strategic Documents

### Appendices

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<td>Appendix 1:</td>
<td>Appendix 1: Delivery Plans, Strategic and Operational, for Starting, Living and Ageing Well</td>
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<td>Appendix 2:</td>
<td>Appendix 2: Community Engagement, Alignment of Strategic Documents</td>
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### Strategic Links

- South Yorkshire & Bassetlaw ICS
- Doncaster Growing Together
- Doncaster Health & Wellbeing Strategy
- Doncaster Children and Young People’s plan
- Doncaster community safety strategy

- NHS Long Term Plan
- NHS Operational Planning and Contracting Guidance
- Doncaster Primary Care Strategy
- Doncaster Council Transformation Plan ‘Your Life Doncaster’

- Better Care Fund Plan