



Commissioning Intentions

Our plans – your views



Commissioning intentions?

- Bedfordshire Clinical Commissioning Group is the local NHS body responsible for health buying products and services locally.
- We work with patients, the public and partners – including local authorities to understand what the health needs are of the communities we serve and we plan what we need to provide to meet patient needs.
- We call those plans “commissioning intentions”.



What are we doing?

- Every three years, we work with patients, the public, our partners and providers to agree our plans for the next three years.
- This covers how we will manage everything from primary care, through to the treatment people will receive in hospitals and in the community.
- Last year, we set out our plans for 2017 – 2019, but twelve months into a two year contract with our providers, we want to make sure we're on the right track and that our plans are still meeting the needs of our communities.



What do our plans include?

Our plans include:

- Urgent and emergency care
- Out of hospital care
- Primary care
- Children's care
- Maternity services
- Mental Health / CAMHS
- Personal Health Budgets



How you can help?

- We have refreshed some of our thinking to improve the services available – and so we'd welcome your views.
- We have provided some detail in this document to show what the refreshed services will mean for patients of all ages.
- If you would like more information, the details are provided on our website www.bedfordshireccg.nhs.uk



Urgent and Emergency

What do we get now?	What will we get?
If you're unwell, you can access out of hours care, or book an appointment with your doctor. Those who are unable to get an appointment go to A&E.	You can book an appointment through NHS 111 to attend an appointment at a new urgent GP clinic at Bedford Hospital.
If you are frail and elderly, you will often go to hospital when you're unwell. This can lead to lengthy stays, which slows your recovery.	Geriatricians will work in the community and rapid access clinics will be opened, so that you can access care closer to home.



Out of hospital care

What do we get now?	What will we get?
<p>You can see your GP or practice nurse at your surgery at specific times. If you need to see a specialist, you will need to go to hospital.</p>	<p>You can see a number of different specialists from the hospital in new community hubs, which are closer to home.</p>
<p>You have to attend hospital for follow up appointments.</p>	<p>Using technology, you can do follow up appointments on line, if it's clinically appropriate.</p>





What do we get now?	What will we get?
If you're having an operation, you have to go to hospital for assessments.	If it's clinically safe to do so, you can carry out pre-op assessments online.
If you have a respiratory condition, you will need to go to the hospital for treatment.	Some of the services you access will be available through your local surgery or Hub. We are carrying out a review to bring this care closer to home.
If your GP thinks you might have IBS, you have to go to hospital for tests.	You will be tested for IBS in your GP surgery – which will speed up your diagnosis.



What do we get now?

If you have heart failure, you will be treated by Essex Partnership University in Central Bedfordshire.

If you're a Diabetic, your GP will help you to manage your condition.

What will we get?

If you live in Central Bedfordshire, you will continue to receive this care. This has been extended to Bedford Borough – where you will be able to access services from Essex Partnership University Trust and have access to more specialist nurses and consultants at outpatient services.

New investment coming to Bedfordshire means that you can access more clinics and diabetic reviews to help you manage your diabetes, so that you don't become unwell and are admitted to hospital. Surgeries will also promote self care and help people better manage their own wellbeing.





What do we get now?	What will we get?
<p>If you've had a stroke, you will rehabilitate in hospital. This could mean a lengthy stay.</p>	<p>If you've have a stroke, you'll access improved rehabilitation services that will help you to leave hospital sooner, with social care provided by your local authority.</p>
<p>If you need additional support when you leave hospital, you may have to stay in hospital for a longer period than necessary – until packages of care are available.</p>	<p>You will benefit from more joined up health and social care, which means you will be discharged from hospital faster, with the right support and care you need at home.</p>
<p>If you need rehabilitation – this would happen in hospital.</p>	<p>You will be able to access rehabilitation in the community, to aid a faster recovery.</p>



Primary Care

What do we get now?

You will have to book to see your doctor during office hours, otherwise, you will have to go to out of hours or go to the hospital.

What will we get?

Through development of the Practice clusters, you will have access to GP appointments in the evenings and at weekends and using new technology you'll be able to book online appointments and access online consultations. Consultant Geriatricians and Pharmacists will also join the team to provide greater access to clinicians.



Children's care

What do we get now?	What will we get?
<p>If your child has complex needs or is very unwell with something like asthma you will need to go to the hospital.</p>	<p>Your child will be seen in the community by specialists to prevent this and support you in settings closer to home.</p>
<p>If your child has mental health or emotional needs you will be able to access CAHMS services in the community or hospital setting.</p>	<p>If your child needs mental health or emotional support, you will be able to have your child seen faster by the early intervention / schools team, crisis and community services team. There will also be improvements for vulnerable children including Looked After Children or those on the autism spectrum.</p>



Maternity services

What do we get now?

If you are pregnant, you will access a community midwife for regular checks and visit the hospital when required. You will have the opportunity to give birth at the hospital or at home.

What will we get?

If you are pregnant, you will access a more personalised care plan, which gives you access to a named clinician to support you through your pregnancy, access to perinatal and postnatal mental health services, access to midwives and obstetricians and you will attend a hub that will provide a one-stop shop for maternity care.



Mental Health

What do we get now?

If you experience mental ill-health, you will be able to access talking therapies in Bedfordshire and if you experience a mental health crisis, you will be able to get support from the Mental Health Street Triage, or go to hospital to receive inpatient care.

What will we get?

If you become unwell, you will benefit from a range of new services that provide help and support closer to home. We are currently reviewing mental health crisis care and are asking people what they think about new services including crisis cafes and crisis sanctuaries – that could provide support when you need it most.



Personal Health Budget

What do we get now?

You may receive a personal health budget that allows you to manage your condition. Only a small number of people have a Personal Health Budget.

What will we get?

If you have a long term condition, Including mental ill health, you may be given a Personal Health Budget, this will help you to identify your health and wellbeing goals together with your local NHS team so that you can manage your conditions independently.

