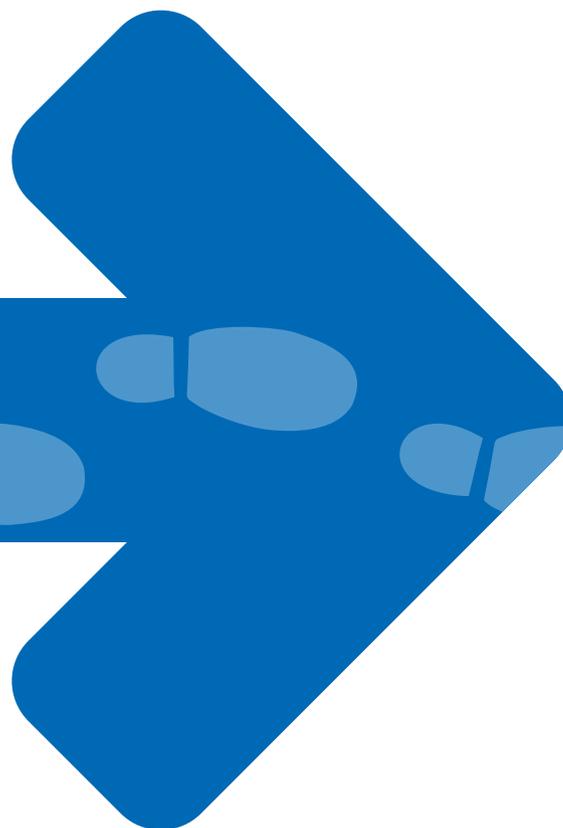




Northumbria Healthcare
NHS Foundation Trust

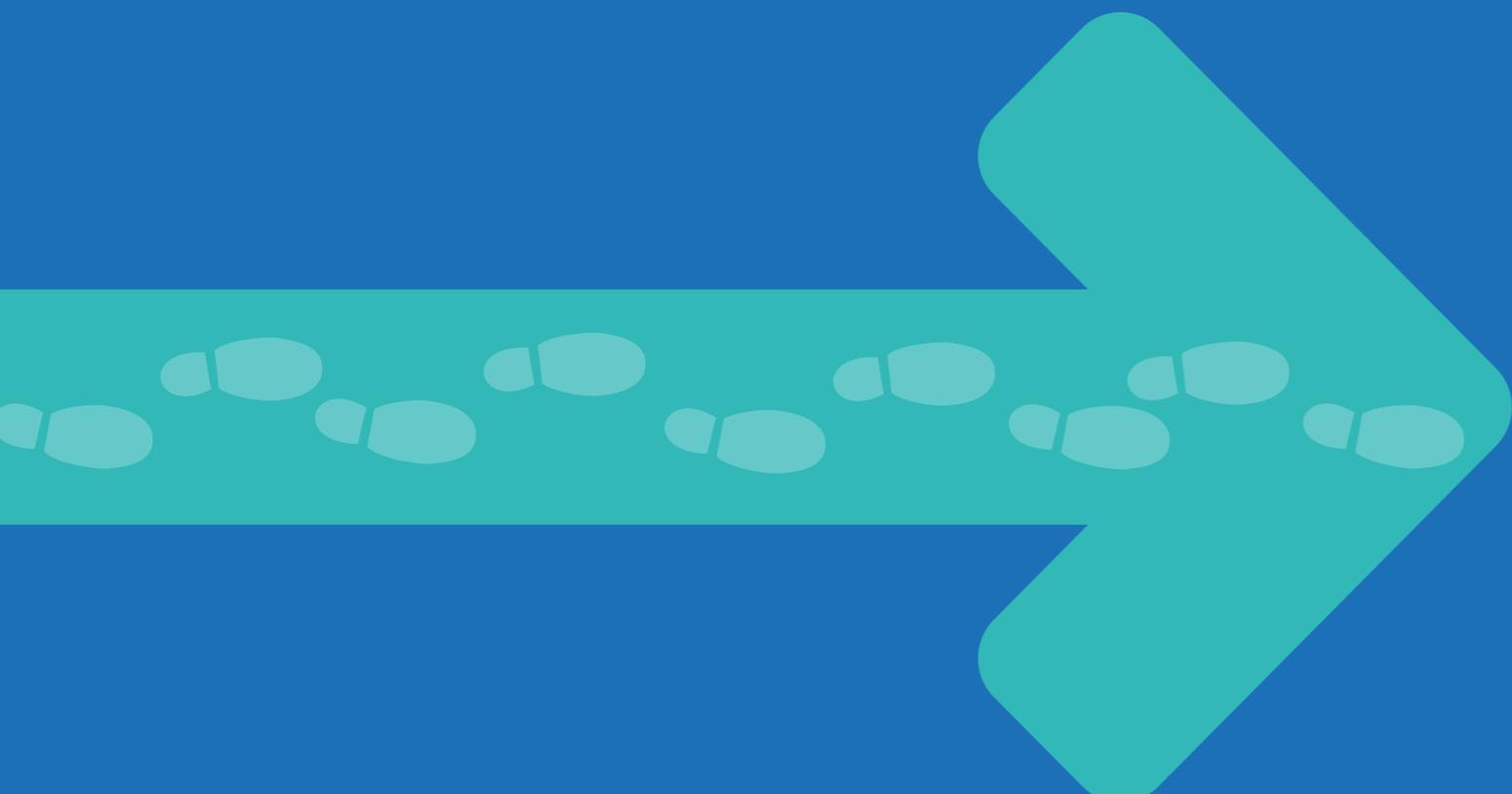
Join our journey

and find out more about
our ever changing NHS



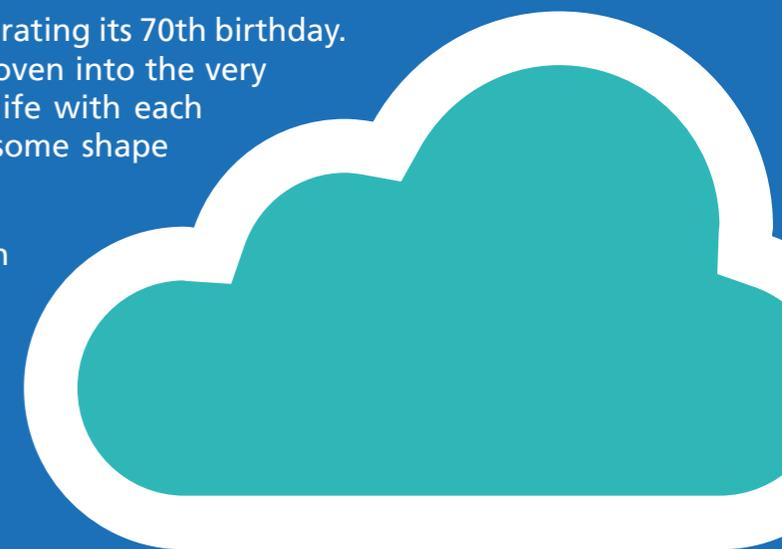
building a caring future

HOSPITAL | COMMUNITY | HOME



Our NHS will soon be celebrating its 70th birthday. It's an organisation woven into the very fabric of our way of life with each and every one of us using its services in some shape or form.

To get here from 1948, the NHS has been constantly evolving and adapting to meet changing needs and expectations. From a growing and older population to new treatments and technologies - our NHS is ever changing and rightly so too, we all want our NHS to provide the best possible treatment and care.



Did you know? In Northumberland alone, it is predicted that the number of people aged 80 and over will increase by 80 per cent by 2030. At the same time, the number of over 65s will increase by 41 per cent and children aged between 0-4 will decrease by 11 per cent.

All those years ago

who would ever have imagined that we would be able to map the human brain, know so much about our genes and DNA, carry out heart transplants and immunise against so many diseases. We are now able to diagnose, cure and predict so many more conditions; in some cases we can do this even before a child is born.

Did we ever imagine that many of the operations and treatments that needed weeks of recovery would become routine, done in a day, and carried out at our local hospital or even in a local clinic or GP surgery?

The very nature of how and where care is provided - whether that's in our hospitals, community clinics or GP surgeries – continues to evolve. Thirty years ago cancer treatments, ultrasounds and endoscopic procedures were only provided at specialist centres. Now these are every day practice in local hospitals.

Did you know? In 30 years, the number of hospital beds in England has more than halved yet the number of patients treated has increased. This is thanks to advances in treatments and techniques, and a shift towards providing care outside of hospitals.

When the NHS started in 1948, most babies were born at home. Today, around 90 per cent of births in England still happen in designated consultant-led obstetric units or combined consultant and midwife units.



Did you know? In 1974 about seven per cent of procedures in the NHS were carried out as day cases. By 2013, this had increased by 35 per cent (417,000 to 6.3 million!).

Here at Northumbria, we now carry out more operations in a day too. In the last ten years, the number of day cases at our hospitals has increased by almost 12,000 (32 per cent) from 37,578 to 49,517. Ten years ago, the average time spent in our hospitals after a hip operation was nine days, it's now two and a half days.

In days gone by, patients needing an angiogram (an x-ray which uses dye and a camera to take pictures of blood flow in an artery or vein) would be admitted into hospital for up to three days. Today you are home on the same day.

Less time in hospital is better for patients and their recovery

Most people want to be cared for at home if they can be. The good news is that new technology and techniques allow this to happen, and more easily too. This also means the need for joining up social care and community support is greater than it has ever been.

Time matters too. One week in bed can mean the difference between being independent or not. So it is vital that we help people to become as mobile as possible and support them to return home.

Our hospital to home service is doing just that and helping patients to return home sooner and more safely.

The team which includes community nursing staff, social workers, occupational therapists and re-ablement co-ordinators, works every day of the week from The Northumbria hospital to support discharge and help make any other necessary arrangements for ongoing care.

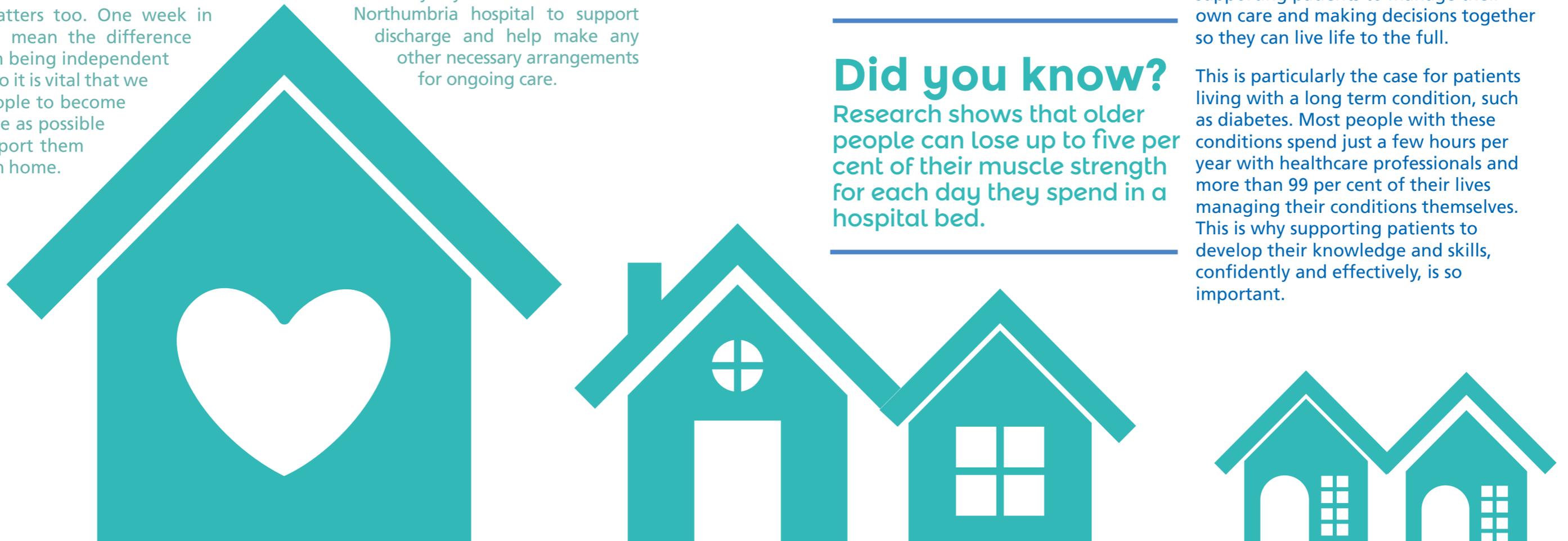


Our approach to care is also changing

There is much more of an emphasis on supporting patients to manage their own care and making decisions together so they can live life to the full.

Did you know?
Research shows that older people can lose up to five per cent of their muscle strength for each day they spend in a hospital bed.

This is particularly the case for patients living with a long term condition, such as diabetes. Most people with these conditions spend just a few hours per year with healthcare professionals and more than 99 per cent of their lives managing their conditions themselves. This is why supporting patients to develop their knowledge and skills, confidently and effectively, is so important.



Every year demands on the NHS grow

and in Northumberland and North Tyneside, we are experiencing record number of patients accessing our services.

At the same time we have competing demands for our resources and have to live within our means and continue to look at ways of working more efficiently and effectively.

Change is not new for the NHS and at Northumbria we have a strong track record of being at the forefront of innovation and transforming care.

In many ways we are already embracing many of the challenges faced by the NHS and have improved care and the experiences of patients as a result, but there is more to do. Our journey continues through:

- harnessing new technologies and treatments
- re-organising where and how we provide services to improve outcomes for patients
- providing care closer to home
- joining up health and social care
- empowering people to manage their own conditions and take more control over their own health
- looking at ways of doing things differently, and making the most of the resources we have.

Did you know? One in four hospital beds is occupied by a smoker. Smoking costs the NHS in North Tyneside and Northumberland £23.1m a year.

Last year,
we cared for
two million
patients in
our region
including:

67,000
patients on our wards

195,000
patients in emergency and
urgent care

380,000
outpatients

919,000
patients in the community
and with public health
teams

You may already know about some of the things we are doing differently...

You might have noticed staff using **smart phones and iPads** to record and monitor your observations and medication. This is part of our Digital Care programme designed to make care safer, quicker and more efficient.



If you have **diabetes** our new self-management programmes are educating patients about their condition, including how to flexibly adjust insulin to match food choices, to better control their diabetes.

If you've had a fracture and live in a remote area of Northumberland you may have used our 'virtual' fracture clinic where we film the injury and send live images to a Northumbria specialist, saving patients and staff travelling long distances.



Perhaps you or a relative have been treated at **The Northumbria in Cramlington**, where there's now access to senior clinicians and teams, 24 hours a day and seven days a week. This has resulted in faster access to diagnostics, earlier treatment, shorter stays in hospital and improved clinical outcomes.

You may have benefitted from our '**single point of access service**'. By calling one number, professionals and families can make referrals to adult social care, children's and health services across Northumberland. Whether it's nursing support, specialist equipment, therapy, social care or help for carers, this service is helping the most vulnerable people to keep safe and well at home.

You may be one of the many patients cared for at our **Wansbeck orthopaedic unit** where many patients go home the same day after a hip or knee replacement.

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Instead of being visited by your GP in your home, you may have had a **visit from a community matron or a pharmacist**. Very often the skills of other professionals can be more appropriate for your needs.

Or perhaps instead of meeting face-to-face, you have taken up the offer of a **telephone consultation with your GP**. Many patients are accessing same day appointments with their GP thanks to this new programme.

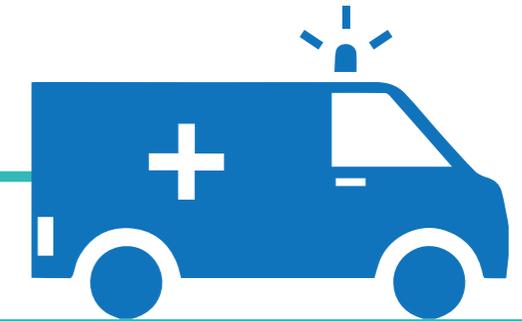
These are just some of the things we want to build on in the future.

We have to continue to think differently about the way we plan and deliver services to be one step ahead and able to face future challenges and opportunities.



Challenges and opportunities for our future NHS

Let's explain a bit about why we need to get fit for the future. What is driving the changes we need to make? Why do we need to continue to think differently about the way we plan and deliver services?



New digital technologies

Communication technology has been revolutionised in the last decade and the NHS has to keep up.

We expect to book appointments on-line and get instant access to information. Embracing new technologies is key in transforming how we provide more efficient care.

Focus on prevention

To prevent overwhelming demands on our services, we must move beyond treating illness and towards prevention. This includes helping people to manage their own condition and preventing diseases developing in the first place.

Growing public expectations

Rightly we expect more from all the services we use in terms of speed and quality. Increasingly we expect care that is tailored to our needs and to be involved in decisions about our care. We also expect to be able to access healthcare where we live and work, at more flexible times.

Competing priorities for resources

The NHS has to live within its means. This doesn't mean compromising on quality of care, which remains at the heart of everything we do here at Northumbria. But with a defined budget, we must find more efficient and effective ways of working and delivering treatment.

We will always have competing priorities with difficult choices and decisions to make based on the evidence available about which treatments can give the most benefits, and which new innovations should be fully implemented.

Innovations in treatment and care

New drugs, procedures and technology are constantly being developed. Treatment for some complex illnesses can now be provided outside hospitals, but we also need to provide very specialist treatments in the right environments.

Systems of organising treatment and care are becoming more sophisticated with many different organisations and professionals now involved.

Growing and aging population and changes in lifestyles

More people mean more services are needed. In particular, increases in the number of older people increases the need for services because they often have more complex health needs. Many of these health needs need to be met closer to or at home with increased complexity for GPs and other professionals. Changes in lifestyles also mean that families can be further apart, reducing the number of people able to offer additional help and care.

Our challenge is to ensure we develop a health and social care system that is future proof and that can accommodate new treatments, innovations and changes in patterns of illness and care.

So what's next?

Building on what we have achieved already, clinicians across Northumberland and North Tyneside are

continuing to develop plans (what we call our clinical strategy) to drive forward more improvements and ensure our services are fit for the future.

Our promise to you...



We will **support you to live a healthier life** and to feel in control of your own health and wellbeing.



We will **provide you with the right care and support**, when and where you need it - at home, GP surgery, community clinic or hospital.



We will **involve you in decisions about your care**.



We will **use our resources wisely** – to ensure value for public money and reduce waste.

You can help us by...

Taking responsibility for your own health

- Remember to have your flu jab this winter.
- Take your first step to quit smoking, there's lots of support out there.
- Be more active! Just 20 minutes a day of gentle exercise can make all the difference.

Keeping any appointments

If you can't, let us know, missed appointments cost us millions every year.

Choosing the right NHS services, at the right time

Remember choose well, keep emergency services free for serious emergencies.

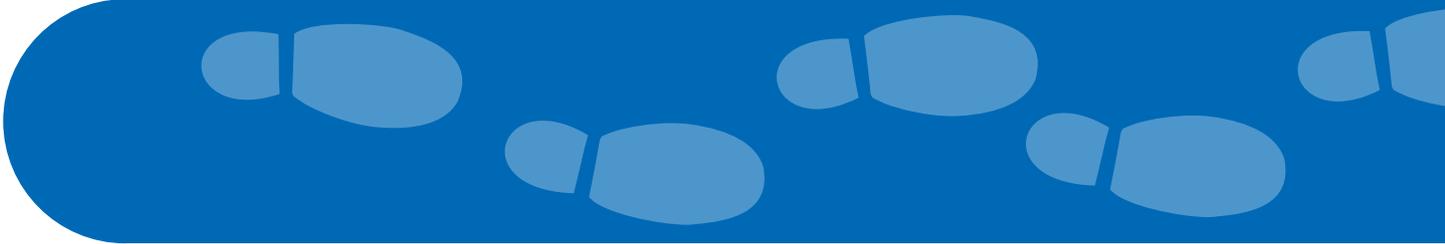


Let's get fit for the future



**We want you to share
your views and join our journey.**

A journey towards living well, to delivering better health and healthcare and more joined up health and social care for our communities. Join our journey and tell us how we can improve care and make the most of the resources we have.



#FutureNHS
@NorthumbriaNHS
www.northumbria.nhs.uk