

Specialist Advice and Support Specification Development Workshop

At our specialist advice and support specification development event in South Gloucestershire on 1st November 2018 we discussed three key themes. Participants included clinicians, patients, carers, members of the public, general practices, third sector groups, community services providers, local authorities, sustainability and transformation partners and many others. The summary presented here reports themes in people's feedback. It does not necessarily represent the opinions of every person or group involved, or the CCG's views.

Providing care – what does good look like?

Most participants agreed that education for patients on how to keep themselves well was important. If a patient has been diagnosed with a long-term condition, then they need information to care for themselves.

It was felt by most participants that patients and clinicians should be able to contact specialist teams to get advice. It was considered important to look to the future with specialised services, as what is considered specialised now, might become generalised in the future. It was agreed by participants that, where specialised services are provided, they should be dependent on patient need and demographics for that area.

What about follow-up and aftercare?

People said that who to speak to is crucial for follow-up and aftercare. Patients need the opportunity to be given advice on changes in lifestyle to support self-care.

A smooth re-entry to services for patients is important in the event that re-admission is required.

Long-term conditions management was discussed as being important by the participants.

As every person is different, the level of follow-up care they require will differ. Some people will need greater levels of specialist care than others. Participants said that it is important to have after care that meets the needs of the patient.

What about accessing the service?

Accessing specialist advice and support was discussed. The concept of having one single point of access to the services was raised. The idea of having a single point of access for each of the six localities (e.g. South Bristol or North Somerset: Weston and Worle) was not seen to be a good idea as it may result in a less joined-up approach.

There were some concerns that if there was a generic single point of access, this could lead to a loss of specialist advice. People said the specialist advice needs to educate and advise the referring services/GPs. There were also concerns that if the single point of access has such a large range of services to cover, this could complicate matters and slow down the process.

