



Margate: what should our new facility offer?

9 October 2018



Agenda for today

- Progress on improving care in Thanet
- What should a “one stop shop” for health and care in Margate offer?
- Q&A - immediate questions
- Break
- Table discussions on possible services
- Feedback
- Next steps



Challenges

- People living longer with more complex health problems, population increasing, mixed picture of health in Margate
- Workforce pressures: recruitment, retention and retirement
- System fragmented and under pressure
- Lack of focus on wellbeing and prevention



Progress

- Investment in GP services via national programme
- Increased access to appointments, 6.30-8pm Monday to Friday, and some weekend appointments. New GPs being recruited from overseas. GPs at the hospital, supporting A&E
- GPs working together in four networks, increasing resilience, and in teams with many skills offering better care to frail people and people with complex needs
- Acute Response Team for people at risk of hospital admission
- New roles: care navigators, clinical pharmacists and advanced care practitioners (highly qualified nurses), a social prescribing framework, and information kiosks in each practice
- System partnerships growing stronger across east Kent and in Thanet we are working closely with the council, voluntary sector and the Department of Work and Pensions



What you said you want:

- a “one stop shop”, where you can go to access the vast majority of the health and social care services you need in one place
- joined-up teams to look after people with more complicated needs, so you get care for all your needs and you only have to tell your story once
- more effort on keeping people healthy – prevention is better than cure



“One stop shop” offers chance to:

- Support people with complex needs (physical, mental, social, wellbeing) to get joined up care for mind and body
- Provide access for everyone to health, wellbeing, prevention, self-care, voluntary and council services alongside care and treatment services
- Increase the opportunities for healthcare support in the community in modern buildings
- Support new ways of working together that improve care for patients and staff, enabling us to attract and retain workforce.

Workforce, buildings and digital (technology) are the three biggest enablers for improving care for local people in Thanet.



What could extra space mean?

- consulting rooms for GPs and nurses to provide care for up to 32,000 patients
- Community outpatient clinics such as for muscular and joint problems, hearing and sight problems, heart disease, skin disease, urology, wound care, catheter clinics
- Diagnostics such as ultrasound, minor surgery for patients
- integrated teams of GPs, nurses, community and mental health professionals together with social care and voluntary organisations co-ordinating treatment and support for individual patients with complicated health problems
- education and training space for medical staff, which can be used by patient groups in the evenings and at weekends
- Possibly a café, community kitchen, gym for physio, outside gym area, allotment, and more, to help you lead a healthier lifestyle
- a bigger pharmacy.



Questions now, then over to you

