



Contact details are on the back page

This leaflet is all about the health services in your area: what they are, how they are delivered, how they can be made better and how you can have your say about what happens in the future. It has been put together by Worcestershire Primary Care Trust (PCT). We want you to understand how we work and the plans we are making to make life better for everyone in our county. At the start of 2008, we will be writing a Strategy for Health and asking you for your views. This leaflet is your chance to ask any questions about what we are doing and find out how you can get involved and make your voice heard.

What is this leaflet about?

Worcestershire **NHS**
Primary Care Trust

developing a strategy for health



working with the people of Worcestershire

for the people of Worcestershire

December 2007

Who we are

Worcestershire PCT is an NHS body responsible for improving the health and well-being of everyone in Worcestershire.

We allocate more than £700 million of public money every year in order to do this. This works out at almost £1,250 for each of the 560,000 people who live here.

We believe that most people have strong opinions about how that money should be spent – and we really want to hear them.



What we do

We want to make life the best it can be for everyone in Worcestershire.

We do this by:

- Helping you to improve your health
- Having contracts with family doctors (GPs), dentists, pharmacists and optometrists to provide all the family health care you need under the NHS
- Arranging for all the services you need to keep healthy and well. These include: ambulance, hospital, mental health and learning disability services and making sure these are up to the required standards.

Each year we spend £207 million buying services from Worcestershire Acute Hospitals NHS Trust alone, and spend a further £122 million for hospital treatments outside the county. We also spend £38 million every year on mental health services from Worcestershire Mental Health Partnership Trust.

In addition to buying these services from others, we also directly employ a wide range of skilled people, such as district nurses and health visitors, and run five community hospitals and other health services close to where you live.

Further information

If you want more information about the work of the PCT and local health services, contact Janet Ferguson (see previous page). A range of useful information is available, including the PCT's first Annual Report.

Other Languages

If you need this information in another language, large print, Braille or audio please contact Applied Language Solution on 0800 084 2003.

Jeśli potrzebujesz otrzymać tę informację przetłumaczoną na inny język, wydrukowaną większą czcionką, alfabetem Braille'a lub też w formacie audio, prosimy o kontakt z Applied Language Solutions pod numerem telefonu: 0800 084 2003.

Se necessitar desta informação noutra idioma, impressão em caracteres grandes, Braille ou formato áudio, por favor, contacte a Applied Language Solutions através do 0800 084 2003.

اگر آپ کو یہ معلومات کسی دوسری زبان، بڑے لفظوں، بریل یا صوتی صورت میں چاہیے اپلائیڈ لینگویج سالیوشنز کو اس نمبر پر فون کریں - ۰۸۰۰ ۰۸۴ ۲۰۰۳

What happens next?

Our Strategy for Health will be produced in early 2008. When it is finished, everyone in Worcestershire will have the chance to look at it and have their say. If you want to really make your voice heard and help to influence what's in the strategy, then get in touch now.

Don't forget, you can also contact us if you have any views about this leaflet, or have any ideas about how we can get health information across to you more effectively.

Send your comments to:

Janet Ferguson
Communications Manager
Worcestershire Primary Care Trust
Ground Floor West Wing
Wildwood Drive
Worcester
WR5 2LG

Telephone:

01905 760020

Or by e-mail to:

janet.ferguson@worcspct.nhs.uk



What are our aims?

What we want to see in Worcestershire:

- You to have confidence in us and believe that we listen to what you are saying
- We and you to work together, alongside other NHS Trusts, local councils, independent, voluntary and private sectors to promote health, well-being and prosperity
- To reduce the gap between those with the best and poorest health
- Efficient health services that patients are satisfied with, that are good value for money and run to the highest standards
- People to live longer and enjoy a better quality of life

We promise to do this in a number of ways. We call these our 'Values'.

These are:

- Being open and transparent about the way we work – so everyone knows what we are doing and can ask us questions
- Working to the highest standards
- Rejecting all forms of discrimination based on race, religion, gender, age, or anything else, and setting a good example for others to follow
- Working within the laws set by Parliament and following national health plans in the way which is most beneficial to Worcestershire people
- Arranging health services that are safe and treat patients with respect and dignity

Our top priorities

We have set out a plan of action for the coming year. This document is called our Corporate Objectives for 2007/08 and these are some of our top priorities:

- Publishing a Strategy for Health in 2008 to outline what we will do to improve the health of the people of Worcestershire and how we will do it
- Agreeing a new strategy for mental health services
- Involving more local people in our work
- Redesigning and improving services such as those for kidney patients, radiotherapy, maternity and children's medical services
- Improving urgent care and emergency services, including improvements to the arrangements for GP care at nights and weekends
- Bringing more doctors, nurses and other clinical professionals into leadership positions in the PCT
- Improving our buildings and facilities

How we are making a difference

The PCT has been very successful in its first year of existence.

We have:

- Improved the pay and conditions of staff and made sure that we have enough people to deliver the services you need and want

- Introduced new contracts for GPs which focus on improving the health of their patients
- Developed new GP premises and hospitals so that Worcestershire will have some of the best facilities in the country
- Reduced waiting times
- Improved mental health services and services for people with cancer, coronary heart disease and diabetes
- Significantly increased access to NHS dentistry
- Completed major schemes for GP premises and more developments planned for the future
- Allocated money to diabetic retinopathy screening and screening for chlamydia.

At the moment we are working hard to reduce waiting times for hospital treatment even further. By 2008 we want to make sure that nobody waits more than 18 weeks from the time they are referred by their GP to the time they have their hospital treatment. We will also offer patients a choice of hospital for treatment.

The challenge ahead will always be tough as the needs of our local population change continually. Added to this, modern technology and clinical practices enable us to do more for patients than ever before.

Worcestershire Primary Care Trust is determined to be one of the best PCTs in the country. We aim to serve you well and to do so by talking and listening to you about how services should be delivered.



So how will we hear what you say?

The law says we must talk to you about significant changes in services. In the past this has often meant sending out information about changes which were controversial and some of the public meetings that followed were not very successful.

We want to change this. We want to make sure that we talk and listen to you – whether you have used our services or may do in the future. We want to hear from everyone about our Strategy for Health. This means people who may never have got in touch with us before as well as those who regularly do. This way we can get a real and fair mix of your views and opinions.

We are already thinking about the best ways of doing this and would welcome your thoughts as we put together plans to make life easier for us to talk to each other.

We want to know:

- What you think our Strategy for Health should have in it? What are the things that you think should be in it and what health issues concern you the most?
- The best ways of getting in touch with you – and the easiest ways for you to get your thoughts across to us. How can we do this?

All contributions will be warmly welcomed. They will be acknowledged and, where appropriate, responses given. Send them to Janet Ferguson at the address below and we promise they will all be read personally by the Chairman and Chief Executive of the PCT.

Who runs Worcestershire PCT?

Who runs Worcestershire PCT?

The PCT is run by a Board of Directors who are advised and assisted by a Professional Executive Committee (PEC).

The Board is made up of:

- Chairperson
- Chief Executive
- PEC Chairperson
- Executive Directors
- Non-Executive Directors

The PEC is made up of:

- Chairperson
- Chief Executive
- Health professionals (such as GPs, nurses)
- Social care representative
- PCT Directors

The Board is collectively responsible for carrying out the work assigned to it by the Department of Health. It is also the place where the Executives can be held accountable for their actions by the Chairperson and Non-Executives.

The Board of the PCT is not an elected body. The Chairman and Non-Executives are appointed by the National Appointments Commission. Executive Directors are employed by the PCT and help to shape and plan all of its work and manage its budget to meet national and local objectives.

The Chairperson and Non-Executives are a mix of people with different types of expertise and experiences, for example, in the voluntary sector and business. Their job is to offer informed views and ideas to the Executives. They are also there to ask questions and make sure that, as a public sector body, the PCT is spending taxpayers' money properly.

Board meetings are open to members of the public so they can see how decisions are made about their local NHS are made.

The PEC is responsible for carrying out the work assigned to it by the Board. It is also the source of expert advice to the Board about its plans and about the safety and effectiveness of health services.

PEC meetings are not open to the public, but minutes (notes) from meetings are available. The PCT recognises that Local Authority Councillors are elected and have a real and much greater role to play in advising the PCT of the issues of concern to their constituents and of the services that they want to see developed. The PCT is planning to encourage the involvement of Local Councillors far more than has been done in the past.

How does Worcestershire PCT fit into the National Health Service

People who live and work in the UK pay direct taxes to the government and this money helps to pay for services such as education, the police, social care and health. All of these different services are called the public sector because it is public money that pays for them.

Worcestershire PCT is a public sector body working within the National Health Service. We must abide by the various regulations which determine how the NHS works and we must act upon the policies and targets set by the government.

There are 152 PCTs across the country. Each one has the job of meeting these government targets but also making sure that it meets the very different needs of its local people.