



Community Health Services



**Tower Hamlets
Clinical Commissioning Group**

Our vision

We want to improve the quality of care received by every community health services patient in Tower Hamlets by commissioning a service model that delivers:

- **Access** - Good access to services is key to effective take up of and navigation around community health services, based on patient need.
- **Integration** - Service integration is fundamental to the CHS vision where community, acute, mental health and social care services work together cohesively to deliver services that are appropriate for patients in the right place at the right time.
- **Quality of care** – The reliability of services are crucial to the patient experience.
- **Personalisation** – By understanding and valuing patients' social and personal circumstances, the model will seek to put patients in control of their care where possible and offer patients options to manage their own care.
- **Outcomes approach** – There will be a greater focus on commissioning for outcomes, encouraging and rewarding providers to develop more efficient models of care and gathering evidence base for effective community services.



Our achievements

- We have worked with a range of stakeholders including GPs, local authority and patient representatives to develop a new clinical model with a central function for care coordination and system management with an outcomes based approach.
- The new model provides patients and professionals with a single point of access and ensures that full responsibility is taken for the coordination of individual care plans. The model will allow for more joined up working with social care, public health and mental health teams to deliver care that meets all the needs of individual patients.
- We have worked to explore options for appropriate contract models and procurement routes.

Our current priorities

- We are finalising a paper to enable the Tower Hamlets CCG Governing Body to review proposals for a new clinical model and procurement route.
- We are working with patient leaders to set up an expert patient panel to ensure that patient voice is embedded in the development of service specifications.
- We are beginning to work on developing new service specifications and contract documentation.
- We are working with local Third and voluntary sector organisations to increase their future involvement in local service provision

Our priorities for 2014 - 16

1. **We will continue to engage with a wide range of stakeholders to ensure that they are kept fully up to date and informed about future developments.**
2. **We will work with future providers to fully identify opportunities for innovative solutions to improve the future delivery of services.**
3. **We will work with current providers to ensure that transition from the existing to the new service model is managed effectively and safely with no adverse impact on delivery for patients**