

Community services Strategy agreed principles

An initial engagement process has been completed with the public to shape the principles which will steer the strategy. These will be used to inform the direction of travel and evaluate approaches for delivering community services. Should any changes to services be proposed, these principles would also form the basis of this process and for developing criteria for options appraisal. The following principles have been agreed following the engagement process:

	Principle 1: Provide a better experience for people who are seeking or receiving care in their community.
<ul style="list-style-type: none">• We will include patient feedback in decision making as well as information about outcomes. We will involve service users throughout the design and development of integrated Health and Care services.• We will recognise the significant role of carers. We will provide support to carers to help them maintain their own health and wellbeing, and balance their role as a carer with life, work and family commitments.• We will do more to reach those from under-represented groups where we anticipate people have needs but don't currently present to services in the numbers we would expect. This includes helping those who have difficulties accessing services.	
	Principle 2: Ensure opportunities to improve health and wellbeing are consistent and equitable across the county.
<ul style="list-style-type: none">• We will work together to tackle the differences experienced in health outcomes ('health inequalities') and put more resources in areas with the greatest need.• We will adopt approaches that support people to achieve consistently good health outcomes wherever they live in the county, tailored to individual and local circumstances.• We will develop minimum common standards to ensure access to services is equitable across Oxfordshire. This will include providing consistent, resilient and reliable opening hours for services matched to need.	
	Principle 3: Enable people to stay well for longer in their own homes.
<ul style="list-style-type: none">• We will work with our residents to lengthen the time that people remain in good health and delay the point in their life when they become dependent on services or need to move to a care home.• We will develop services that plan ahead and respond earlier in the course of an illness, maximising the opportunities to prevent a long-term deterioration in health or wellbeing.• We will make sure that people of all backgrounds can access our services rapidly when they need them (e.g. to offer alternative appropriate support before a hospital admission is required).• We support the process of moving from active treatment to palliative care and enable more people to experience the best possible end of life.	
	Principle 4: Use digital approaches to improve health and independence
<ul style="list-style-type: none">• We will harness the potential of digital technology to enable people to strengthen their social connections, reduce geographical barriers to access and maintain their independence and wellbeing.	

- We will offer more options and support for how people use digital services including online; at home; and within the community y.
- We will support people to develop their digital literacy, overcome barriers to access and minimise inequalities.



Principle 5: Ensure our use of beds in the community maximises improvements in people's long-term health.

- We will only use a hospital bed if this is in the patient’s best interests and their treatment can’t be provided safely and effectively in another setting, especially the person’s own home.
- When a person uses a community hospital bed, we will ensure this provides the professional expertise, environment and staffing they need to get the best long-term health benefit. This includes enabling people to build on their strengths and take part in communal activities when able to do so.
- When people are in community beds, we will ensure they have access to good clinical care, including tests, investigations and consultant expertise.
- We will reduce the time spent in a hospital bed by providing sufficiently resourced therapy and other timely care and by improving our ability to support people to transfer home when they are ready.



Principle 6: Base service design on best practice, clinical evidence and user experience

- We will work with research teams to identify best practice both nationally and internationally. We will seek advice from experts on how we can apply this best practice evidence to our services.
- We will work with service users and communities to ensure that their experience is heard and reflected in service design and implementation.
- We will ensure that the services we provide meet quality and regulatory standards.
- When thinking about how we use our resources, we will consider things that are not traditionally reflected in financial statements. This includes thinking about how social, economic and environmental factors can create value for communities.



Principle 7: Organise services so staff operate in teams with appropriate skills and in buildings that enable them to work more effectively

- We will develop well-led teams with the skills, leadership and experience to deliver effective multi-disciplinary care, reducing duplication and poor communication
- between services, especially when patients move from one service to another.
- We will develop our community hospitals into vibrant centres of excellence that provide the greatest benefit for residents, taking into account local need and the amount of service use.
- We will share and develop our buildings to achieve the best outcomes for the people of Oxfordshire.
- We will design services to be flexible so they can respond to changing needs. For example, additional pressure in winter or infection control changes. Also to have access to the support they need to deliver to their best ability. For example, access to community -based diagnostic tests
- We will ensure our services are resilient so people can rely on them always being there and not risk service gaps due to staffing issues.



Principle 8: Be a great place to work for the health and social care workforce.

- We will improve the career and skills development opportunities for all our health and social care staff.
- We will work collaboratively to support the recruitment, retention, and development of staff.
- We will promote equality, diversity, teamwork and empowerment to provide the best possible staff experience and working environment.



Principle 9: Deliver the locally and nationally agreed priorities for our health and care system

- We will ensure our locally agreed priorities drive all service changes and national 'must-dos' are delivered.



Principle 10: Contribute to sustainability and the environment.

- We will make sure services are sustainable both financially and for the environment.
- We will reduce the unnecessary use of limited resources and consider the impact on the environment.
- We will minimise unnecessary travel. For example, by providing more outpatient services locally.



Principle 11: Maximise the positive impact on health and wellbeing for our population, within the limitations of our resources

- We will develop services that have the maximum positive impact on the health and wellbeing of the population within the resources we have available.