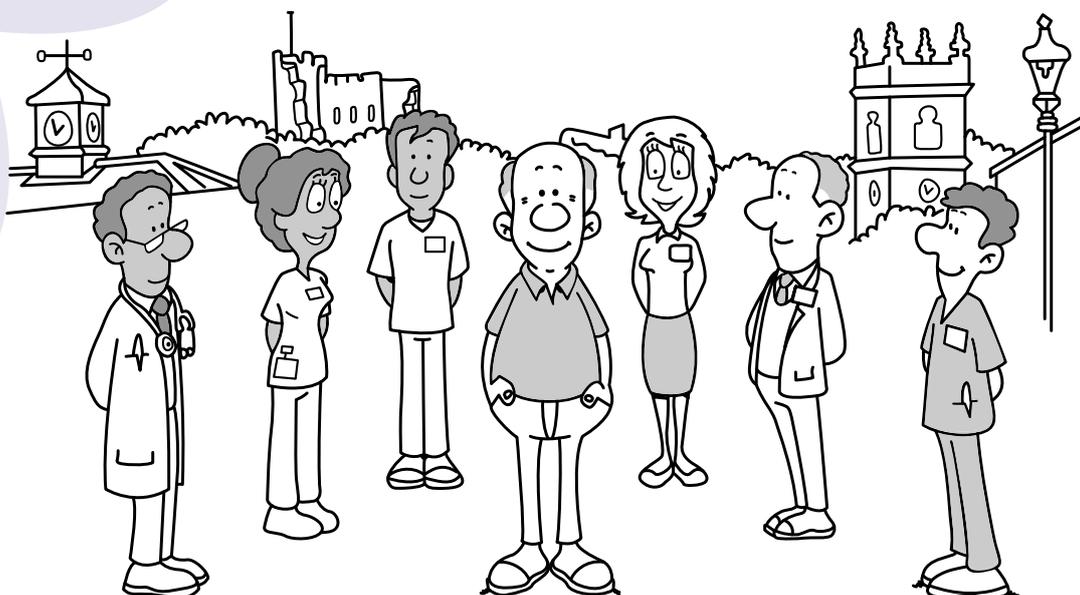


# Introducing All Together Better



**All Together  
Better**

**NHS Partners include:**  
Black Country Partnership Foundation Trust  
Dudley Clinical Commissioning Group  
Dudley and Walsall Mental Health Partnership Trust  
The Dudley Group Foundation Trust



All Together Better describes a new partnership between local NHS and care organisations, GPs and the voluntary sector which all believe there is a better way to plan and deliver care in Dudley.

**Our Vision:** Our shared vision is to put you at the heart of integrated GP practice led health and care services.

## Why do things need to change?

There are more people living with ongoing health problems and people are living longer than ever before. Health, social care and voluntary services in Dudley are thinking about how best to work so that we can continue to be there for you when you need our services.

We also know that too many Dudley people are ending up in a hospital bed because the services are not there to support them in the community. We want to change that.

## What is our new model?

We are redesigning the health and care system so that all those involved in a person's care can work together in community teams. These new teams will work together to keep people well and out of hospital as much as possible in a Multi-Specialty Community Provider (MCP) model.

The new teams will have access to the shared information they need to better help Dudley people and will be working from fewer, but better designed, healthcare centres.

We have already introduced new team members from the voluntary sector too. These new workers will continue to help people find and be part of 1,000 plus community and voluntary groups across the Dudley Borough.

When you really need specialist hospital care, you can expect that to be of the highest quality, with a focus on delivering the outcomes that you need and getting you back home as soon as possible.

Under this GP led model, we will ensure that the location of services is in the community wherever possible, keeping hospital services for when you really need them.

This approach recognises the power that a strong community can have in creating health and wellbeing so we are really keen to work together to make Dudley healthy.

This will be helped through investing in new technologies to help you to take control of your own health and care where possible.

# Things you have told us matter most to you...



## Improved Access

Services that are easy to contact, there when you need them most and available in the right place.

We have already opened the new Urgent Care Centre and improved GP opening hours. You can book appointments for your GP online and we are going to give you access to some services without the need for you to visit your GP. In response to your feedback, we are now considering a single number to call for all services, with more online options and we are moving specialists into the community to make it even easier to get great care.



## Continuity of Care

We know it's important that all the people involved in your care have access to the right information and can provide you with continuous support to manage your health and care.

A new way of supporting people with on-going health conditions is being tested, it gives more time for conversations about your health and looks at all your care planning needs. We want to give you more control over who has access to your health information and ensure that everyone who needs to see information to support you can do. We are interested in what you need to manage your health and care and will be testing out new technologies to help you to continue living independently.



## Coordination of Care

Dudley people most at risk of spending time in hospital need the people who plan and deliver their care to talk and work together.

This team working helps to keep people healthy and supported, at home, for as long as possible. Social workers, district nurses, mental health workers and voluntary sector link workers are now working together and we know it's already making a really positive difference to lives. We do know there is more we can do at the end of people's lives to make sure they die in the place they feel most comfortable, which may not be in hospital and our plans to extend this new way of working will help us to make the changes that are needed.

# Things you have told us matter most to you...

## For Dudley people

- Easier access to a wider range of care via your local GP practice
- Better outcomes based on what's important to you
- Fewer trips to hospital as more services will be available in the community
- More advice and guidance to help you make the right choices and manage your own health
- Better access to local voluntary and community groups
- More involvement in design of care services near you
- Support from community and voluntary services when you need them

## For health and care professionals

- Being part of developing new services that better meet the needs of local people
- Working together as one team
- Improved communication between services and mobile technology to make working lives easier and more efficient
- More time to support people who need your specific expertise
- Access to people who understand the diverse community and voluntary sector services to help signpost people to services
- A health and care system that has the skills and knowledge to look at the whole person and recognises the power of a strong community

## For the health and care economy

- Personalised, better value services co-produced by the people who use them
- Reduced acute hospital activity (admissions and A&E attendance)
- More sustainable services (especially general practice)

To find out more visit:

[www.dudleyccg.nhs.uk](http://www.dudleyccg.nhs.uk)

[www.dudleyccg.nhs.uk/alltogetherbetter/](http://www.dudleyccg.nhs.uk/alltogetherbetter/)

