

Health & Social Care in Guernsey

Thinking Differently, Working Differently: Taking our services forward – together



Health and Social Care needs to change and there are a number of important factors which contribute to this need to change.

These include:

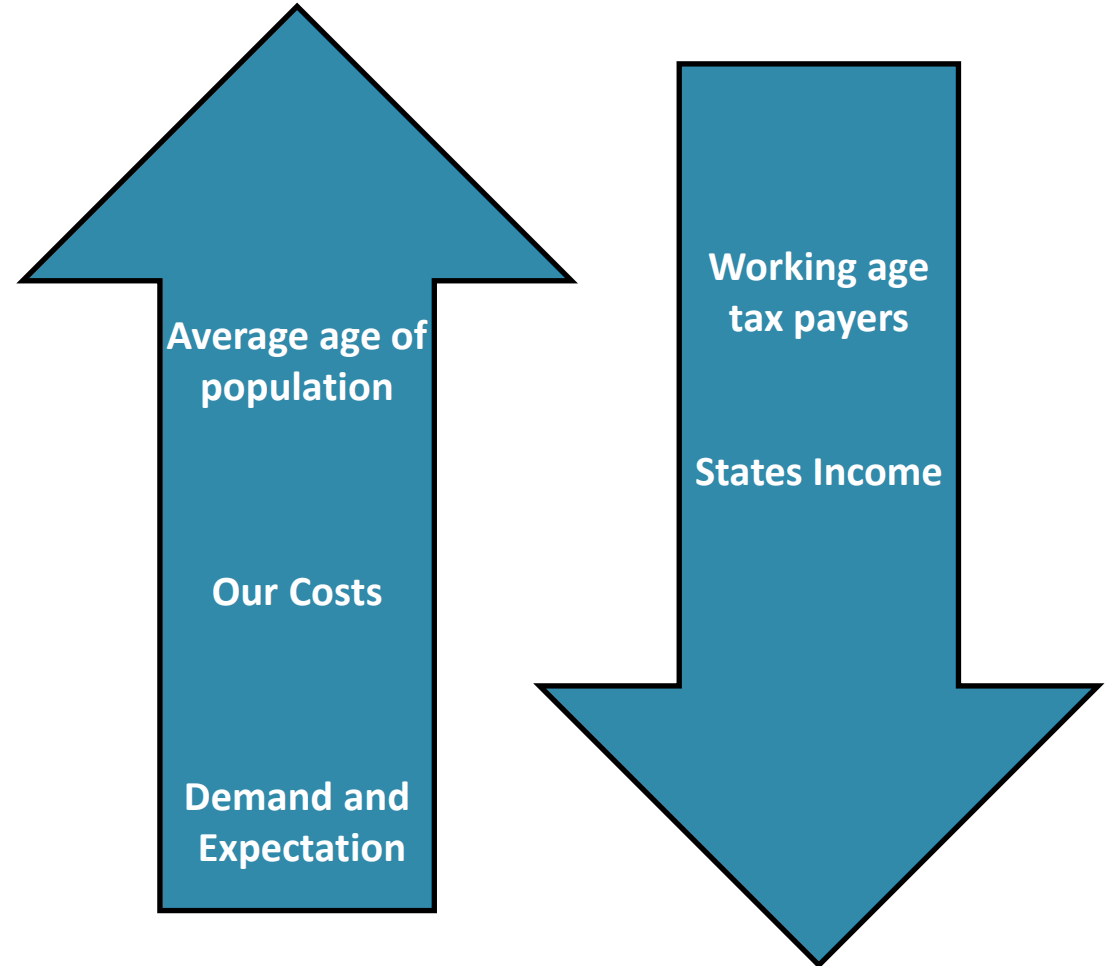
Our community's shifting demographics, and the declining proportion of the population in work

Increasing demand on service

Changing expectations of our service users

The States of Guernsey's evolving workforce requirements

Supporting Guernsey's economy, and helping to meet the challenges we face in a competitive world

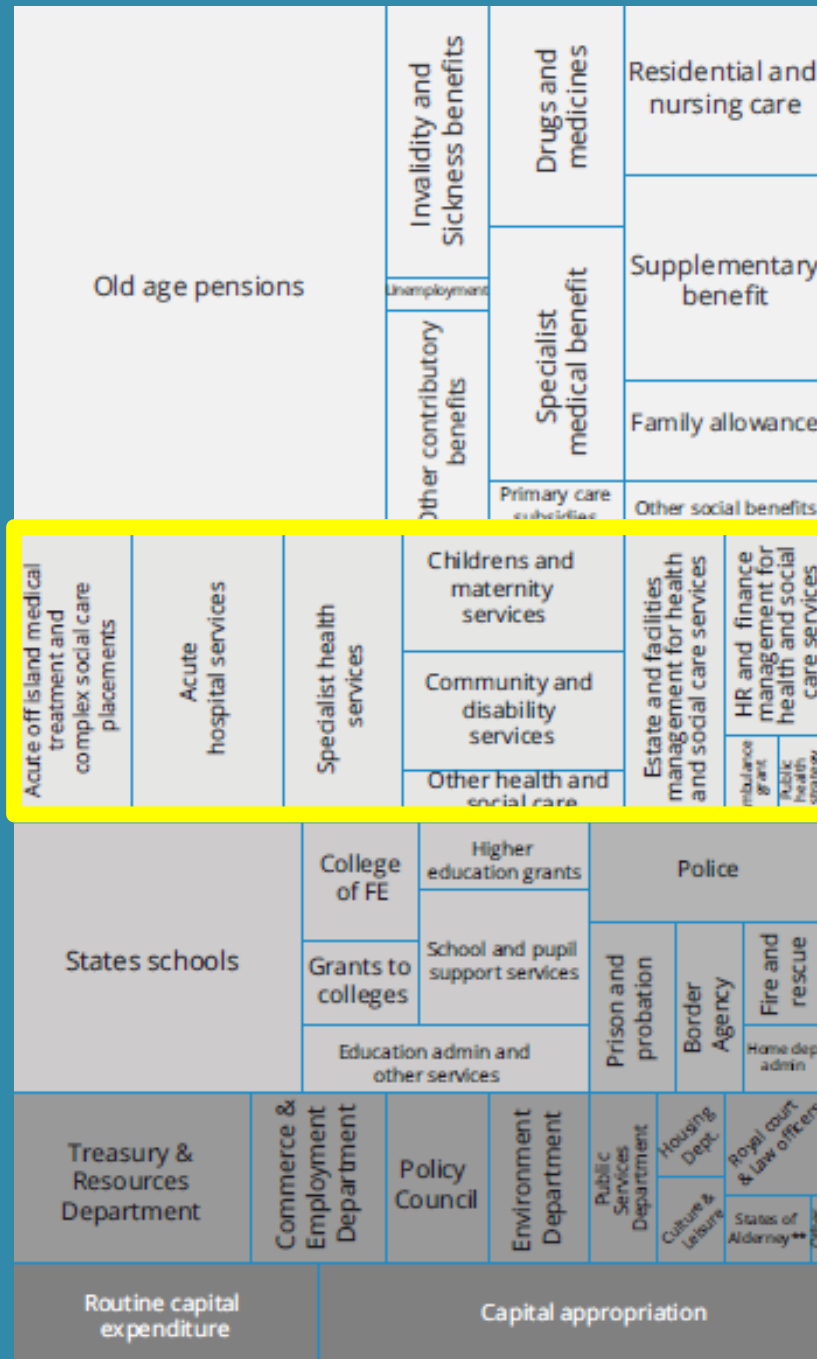


Our changing Organisation

The diagram depicts how the total States of Guernsey Revenue budget is split across all of our services.

Health and Social Care represents the largest portion of the States of Guernsey budget.

Transforming Health and Social Care plays an important role in ensuring the States of Guernsey is operating in a financially sustainable way.



HSC

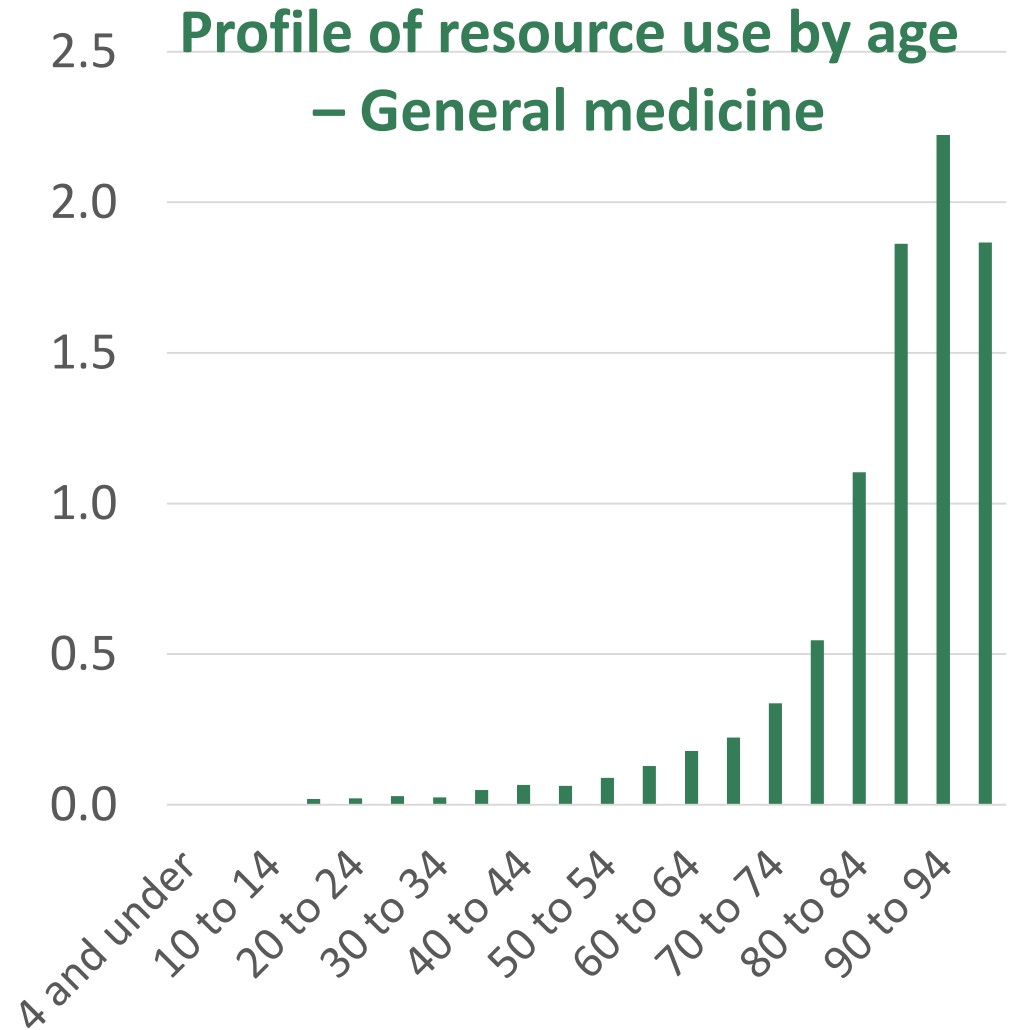


Old age pensions		Invalidity and Sickness benefits	Drugs and medicines	Residential and nursing care		
		Other contributory benefits	Specialist medical benefit	Supplementary benefit		
		Unemployment		Family allowance		
		Primary care subsidies	Other social benefits			
		Acute off island medical treatment and complex social care placements		Childrens and maternity services	Estate and facilities management for health and social care services	HR and finance management for health and social care services
Acute hospital services		Community and disability services	Ambulance Bart Public Health statecraft			
Specialist health services		Other health and social care				
States schools		College of FE	Higher education grants	Police		
		Grants to colleges	School and pupil support services	Prison and probation	Border Agency	Fire and rescue
		Education admin and other services				Home dept admin
Treasury & Resources Department	Commerce & Employment Department	Policy Council	Environment Department	Public Services Department	Housing Dept.	Royal court & Law officers
				Culture & Leisure	States of Alderney	Other
Routine capital expenditure		Capital appropriation				

Other health & social care services not funded by HSC

HSC

- The majority of service lines are most heavily utilised by older people
- Greater numbers of older people means:
 - Higher volumes of co-morbidity and complex cases
 - Greater demand for social care service
- Care provision to be provided from a reducing workforce



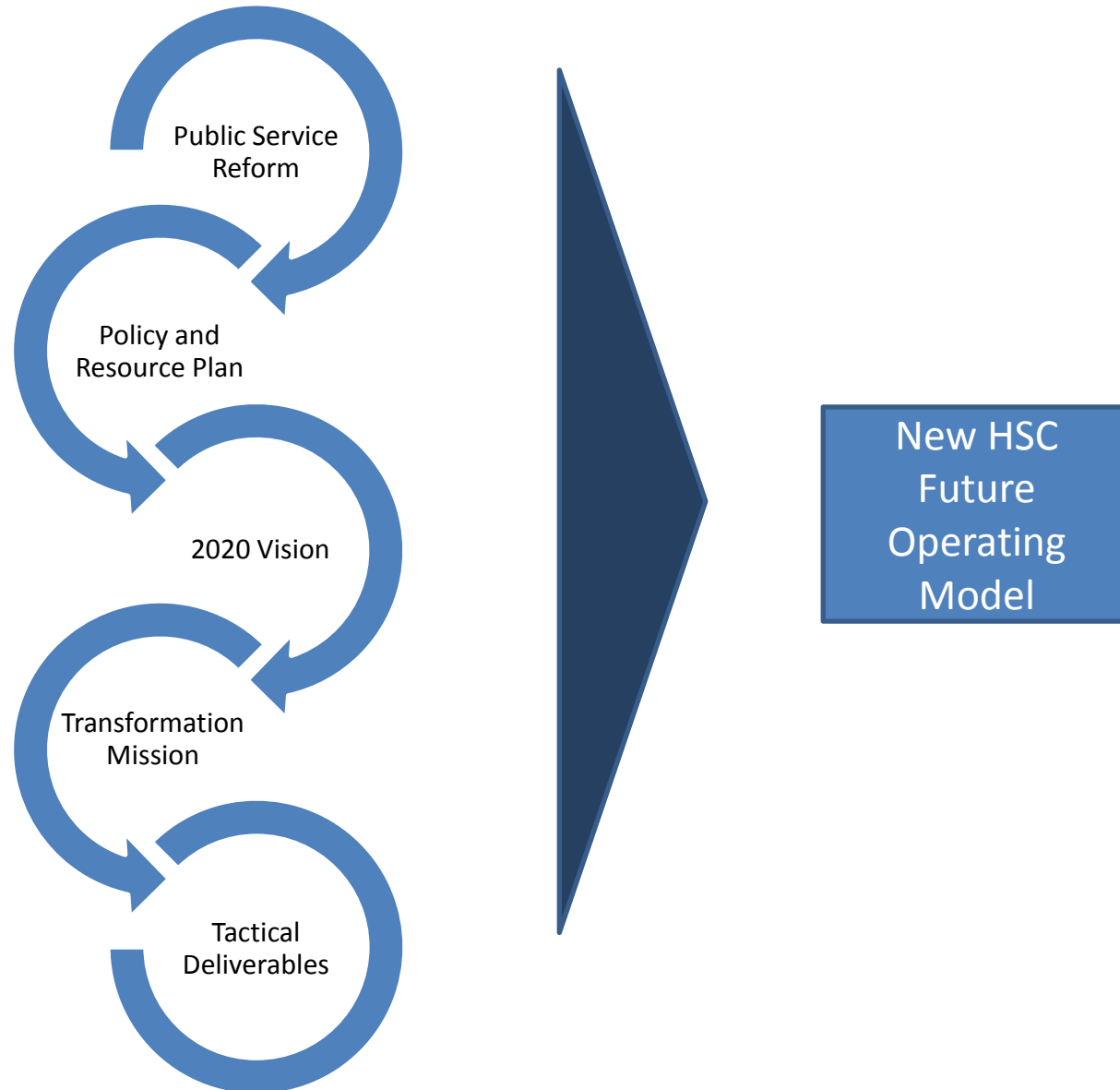
The States must take action to ensure

- **Future health and social care needs are met;**
- **Within a financially sustainable model.**

What are we trying to achieve?	Enable people to live healthy, independent lives
What we are here to do	To promote, improve and protect the health and social wellbeing of all
What we need to do	<ol style="list-style-type: none">1. Promote good health and wellbeing across the community;2. Improve outcomes for people who use health and social care services;3. Protect people through high quality, well regulated services

Thinking Differently, Working Differently

The Strategic Link



Below are the six identified outcomes for Public Service Reform that all programmes should deliver:

CUSTOMER FOCUS

CUSTOMER VALUE

Quality

Ensure appropriate quality of *Services is achieved and maintained* – choice, availability, reliability, security and defined services levels

Capacity

Balance service capacity to meet current and future demand on Public Services

Recognition

Increase recognition of value add from *Public Service* Investment

VALUE FOR MONEY

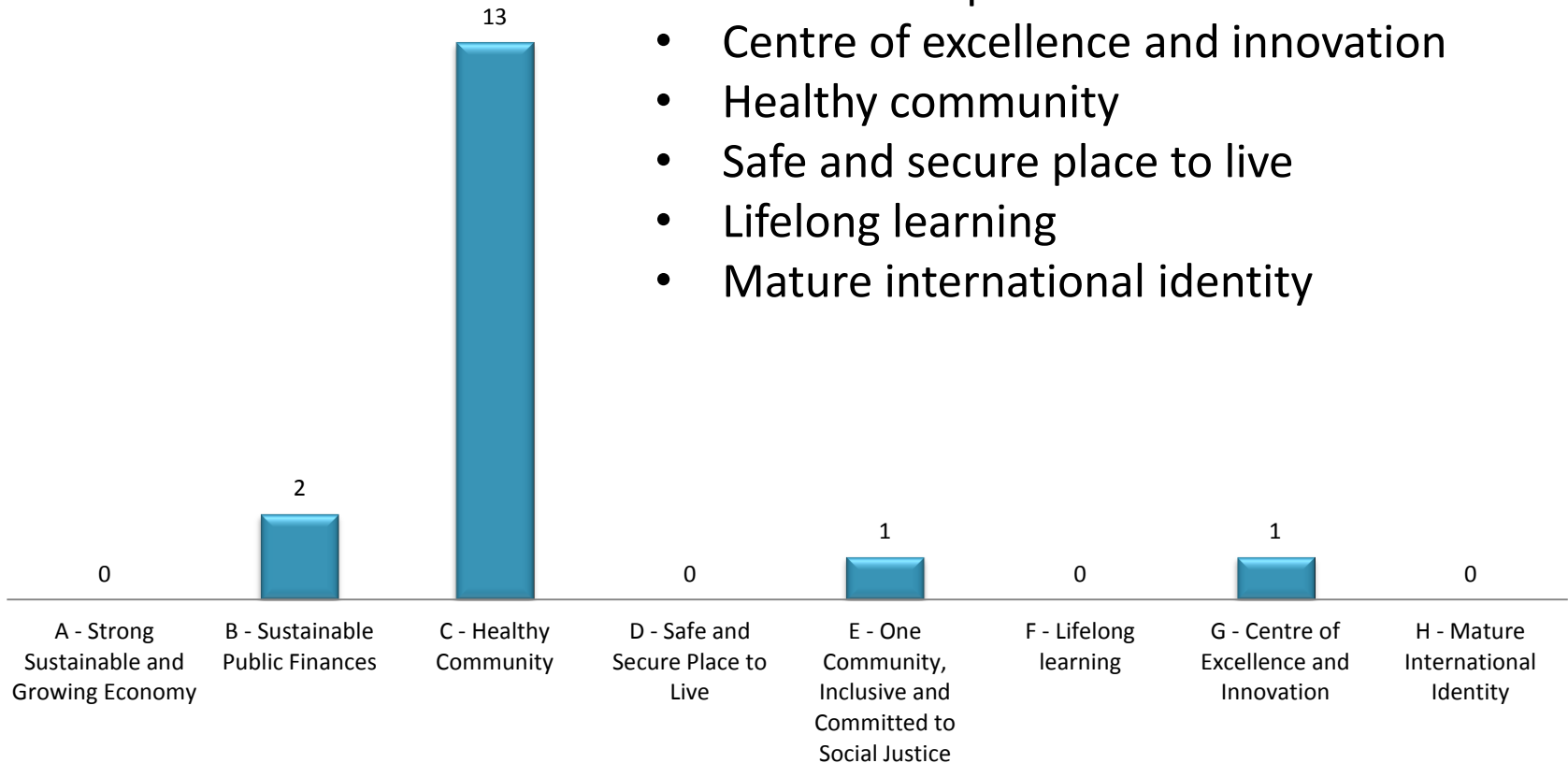
SPENDING MONEY WISELY

Drive out duplication and reduce failure demand within *Public Service* investment

Ensure the full *States Portfolio* is balanced through the appropriate allocation of *Public Funds*

Reduce the unit cost of providing *Public Services* in Guernsey

The 2020 Vision Themes



Policy and Resource Plan

- One community: inclusive and committed to social justice
- Strong, sustainable and growing economy
- Sustainable public finances
- Centre of excellence and innovation
- Healthy community
- Safe and secure place to live
- Lifelong learning
- Mature international identity

The 2020 Vision for Health and Social Care was first published in 2011, and more recently updated in 2013.

The strategic principles it sets out are as strong and reflective of today as they were when it was first written.



2020 Vision 2011 Report:

<https://www.gov.gg/CHttpHandler.ashx?id=3939&p=0>

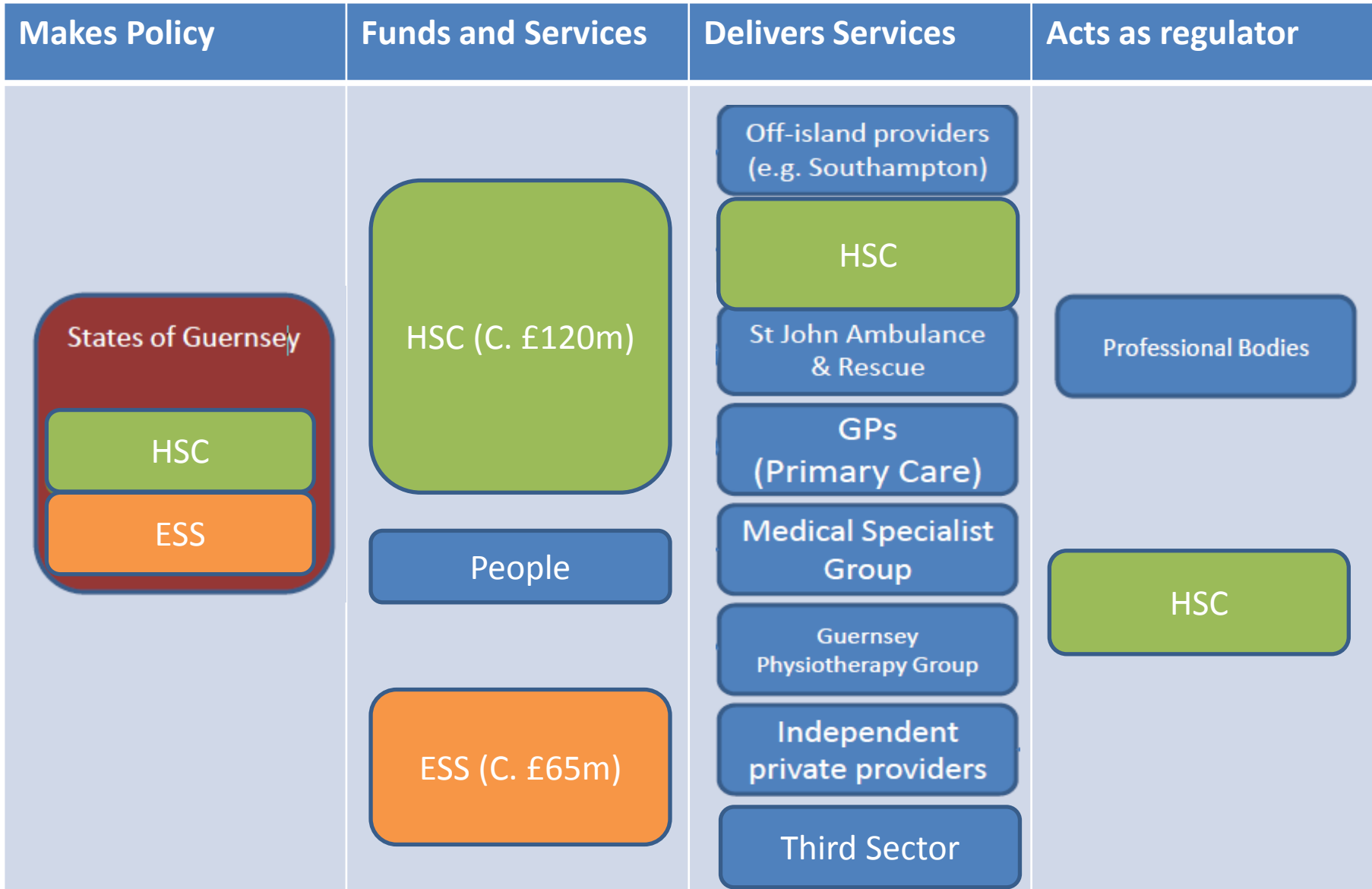
2020 Vision 2013 Amendments:

<https://www.gov.gg/CHttpHandler.ashx?id=82448&p=0>

Thinking Differently, Working Differently

The Wider System

The Wider System



Our postcard from the future

Dear HSC,

Your future looks like this....

Managing performance – We understand how we perform today, so we can drive improvements in our performance tomorrow

People – I understand my strengths and weaknesses, I am rewarded for high performance, and I support development and improvement

Customer focus – My health and social care services understand who I am, what I need, and have designed a service which suitably meets my needs

Value for money – We demonstrate that we can be trusted to spend money wisely

Digital – We use 21st century technology and a stable and reliable system to achieve positive outcomes for customers and staff

Innovation – We embrace new thinking and innovative ideas, have developed and enhanced our creative power and embedded the tools and techniques that allow us to exploit this

From your future

**GUERNSEY
POST** 



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The primary purpose of a **Target Operating Model** is to enable the conversion of an organisational strategy or vision into service delivery activity in a way that ultimately will deliver the required strategic outcomes.

The output is a high level representation of how an entity, in this case the bailiwick's health and social care services, can be best organised to more efficiently and effectively deliver both the 2020 vision and the objectives of Public Service Reform.

The TOM High Level Design

