

Place update

Guildford and Waverley

About Guildford and Waverley Place Partnership



- **The Guildford and Waverley Place Partnership brings together local health and care and voluntary organisations** to improve care and outcomes for local people.
- **It serves a population of just over 220,000 people** and covers the area shown on the map
- **The Partnership brings together a range of organisations including:**
 - Royal Surrey NHS Foundation Trust
 - ProCare Health and ProCare Community
 - Four Primary Care Networks (PCNs): North Guildford, East Guildford, West of Waverley and East Waverley
 - Surrey County Council
 - Surrey Heartlands CCG
 - Surrey and Borders Partnership NHS Foundation Trust
 - Guildford and Waverley Borough Councils
 - Phyllis Tuckwell Hospice Care
 - Surrey Community Action
 - South East Coast Ambulance Service



Our vision and ambition



We have four strategic goals for the next five years:

- **Improving health and wellbeing**
 - **Supporting our communities**
 - **Integrating health and care services**
 - **Putting the local health economy on a sustainable financial path**
- To deliver these longer term ambitions, we have a set of objectives for 2021/22 that will give the partnership a common purpose to work together to address local challenges, such as falls, social isolation and post-diagnosis dementia support. We will align our transformation programmes around these objectives and continue to embed new ways of working and collaboration, building on the success of our local Covid-19 response.

How we are already improving care



- **Introduced a new Frailty Crisis Response service** to ensure only appropriate patients go to A&E and that an appropriate community response is available.
- **Supported developments in primary care**, including virtual consultations and 'online consulting' requests
- **Expanded our GP Integrated Mental Health Service** to include the East Guildford area. Satisfaction with the service is high and GPs have reported a positive impact, with people attending less frequently as a result.
- **Pharmacy transformation projects** including the installation of a new pharmacy robotics system at the Royal Surrey Hospital to support more efficient and effective pharmacy processes.
- **Launching a 'Reconnections' service to address social isolation and loneliness** in people over the age of 65 years, helping people to stay independent and in their homes for longer and reducing the need for health interventions.
- **We have also expanded our Population Health Management pilot**, using data to proactively identify patient cohorts that could be at greater risk and develop targeted interventions to improve health and wellbeing.

National recognition for end of life care

- We were also delighted to be selected as **regional winners of the Care and Compassion Award in the NHS Parliamentary Awards** for our community palliative care response during the Covid-19 pandemic.
- Nominated by Rt Hon Jeremy Hunt MP for South West Surrey, the award acknowledged the collaboration achieved during a challenging time.
- Building on a history of strong partnership working, our response brought together specialist palliative care providers, community services, general practice, the out-of-hours provider, the ambulance service, the voluntary sector and social care, working alongside the local acute hospital, supported by Surrey Heartlands CCG.

