

What does the future look like?

The Acute Service Strategy describes a vision for the future of our hospital services which includes:

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|  | A new hospital for Jersey, built to modern standards, within the next 10 years |
|  | Smoother working across the Jersey healthcare system as a whole, to benefit patients |
|  | Continuing to modernise our Emergency Department so that patients are always seen by the most skilled practitioner. Emergency care will continue to be treated as a priority |
|  | The best use of resources to provide great hospital care for patients but minimise the length of their hospital stay |
|  | The hospital will focus on only hospital-specific activities, so that we know every inpatient really needs the services we provide |
|  | Making more use of our clinical support services within the hospital to ensure that the vast majority of Islanders who have contact with the hospital as outpatients or day-patients are treated as swiftly and appropriately as possible |
|  | Improved discharge planning so we can move people from the hospital as soon as they're able to leave to either their home or to receive out of hospital care |
|  | Continuing to provide services for both public patients and private patients |
|  | All clinicians and managers will focus on providing the best possible value from hospital services to ensure value for money for the taxpayer without compromising on safety |
|  | Treating all patients on-Island wherever possible, but pledging that if care in the UK is needed, this will be high quality care |

What will we create for Islanders to give them the best hospital services by 2024?

The Acute Service Strategy sets out how we will strive to develop patient pathways characteristic of care experienced in specialist centres of excellence including:

- Integrated cancer pathways
- Ambulatory (outpatient) and diagnostic pathways
- Emergency care pathways
- Women and children pathways
- Elective (surgical) care pathways

As far as possible we will strive to use electronic patient records.



The Acute Service Strategy

Easy Read document



What is the Acute Service Strategy?

The Acute Service Strategy is a plan for how hospital services will look over the next decade.

The first of its kind in Jersey, the strategy sets out how hospital services provided by the Health and Social Services Department (HSSD) will look until 2024.

The Acute Service Strategy follows the publication of 'A Mental Health Strategy for Jersey' in December 2015.



Our Strategy Vision for the Acute Service Strategy is:
"The safe, compassionate and clinically effective care of patients and their families will be at the heart of all we do."

Why do we need to plan for our health services?

The reform of Jersey's health and social care services was set out in HSSD's White Paper of 2012 'Caring for Each Other, Caring for Ourselves', and backed by funding from the States Assembly.

The publication of the Acute Service Strategy comes at a time when health and social care services in Jersey are evolving to support the needs of a growing elderly population. The strategy recognises that health issues such as dementia and cancer will become more prevalent as Islanders live with such conditions as their lifespans increase, and acknowledges that provision must be made for this.



We recognise that planning for the future is essential, no matter where services are based, and are committed to ensuring the necessary strategy is in place so that Islanders who use our hospital services have the best possible experience.

We know that health and social care services must continue to focus on the care people may need in a hospital (known as an acute setting) but with provision made so they can also receive services in the community, so they can leave hospital, with the correct level of support, as soon as possible after their hospital stay.

We know that being in hospital or using hospital services can often be a worrying time for patients and their families.

For this reason, the Acute Service Strategy aims to put patients and their families at the heart of all we do, and the services we provide. Patients are people; they are not just "service users."

The Acute Service Strategy says that hospital services (sometimes known as acute services) must be safe, sustainable, and affordable.

Why does hospital admittance matter?

Figures from UK think tank The King's Fund, which apply to both Jersey and the UK, show that:



Over 75 year olds

THE MAJORITY OF OUR COSTS ARE SPENT ON THE OVER 75'S BUT THEY MAKE UP ONLY 30 PER CENT OF OUR HOSPITAL ADMISSIONS

Over 65 year olds

PATIENTS STAYING FOR MORE THAN TWO WEEKS ARE MOSTLY OVER 65 YEARS-OLD



Half Bed Capacity

A SMALL PROPORTION OF EMERGENCY PATIENTS USE OVER HALF THE TOTAL HOSPITAL BED CAPACITY

These figures demonstrate that focusing on improving the hospital experience and decreasing the length of stay for older people, particularly by providing more out of hospital services, has the greatest potential for reducing hospital bed use.

The Acute Service Strategy has three main elements:

Although we have a reputation for providing great care at the General Hospital and making patients and their families welcome, we want people to come to hospital only if they need to, and once they are in hospital, to stay only as long as they need to, receiving excellent care, until they're ready to leave.

For this reason, the Acute Service Strategy is based around three main elements:

1. Admission avoidance:

doing all we can so that people don't need to come to hospital in the first place

2. Admission prevention:

when islanders do need to come to hospital, making early decisions and providing treatments in ways which reduce the number of people needing to be admitted

3. Early discharge:

ensuring that when patients have been admitted to hospital, their care is as clinically effective as it can be, so they can return home, or to care outside the hospital, swiftly and safely



We will treat all patients on-Island wherever possible, but if care in the UK is needed, this will be high quality care