



Hertfordshire and
West Essex Integrated
Care System



How we work together to give you good care



Easy
Read

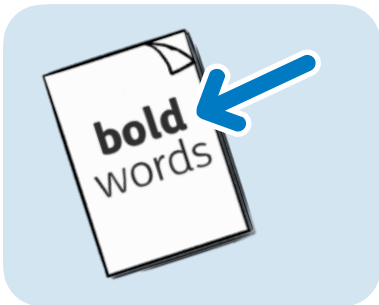
Easy Read



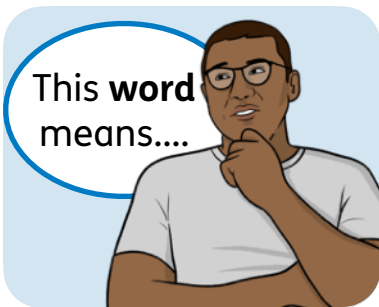
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

About this booklet	4
Working together.....	5
Quality care.....	8
The National Quality Board.....	15
Working with people.....	22
How we can improve care together.....	26
Writing this plan	33
If you are worried about your care	34
Find out more	35

About this booklet



NHS and care services in Hertfordshire and West Essex are working together to give people good, safe care.



All our staff work to make sure that everyone who uses our services gets very good care.



We have written this plan to explain how all our area's organisations will improve care over the next 3 years.

Working together



Working together means we can solve more problems.



It also means we can work on our **priorities**.

Priorities are the things that we think are most important.

We have 6 priorities:



1. Give every child the best start in life.



2. Support our local areas to be healthy.

The rest of our priorities are on the next page.

The rest of our priorities are:



3. Support local people to live healthy lives.



4. Help local people to live well as they get older, and support people with **dementia**.



Dementia is a disease in the brain. It affects your memory and behaviour.



5. Improve our support for disabled people, people with illnesses they have had for a long time, and their families.



6. Improve the mental health of local people, and help people with learning disabilities and autism to be more healthy.

Our vision



Our vision is what we think health and care services in Hertfordshire and West Essex should be like.

Our vision is that we plan and provide very good, safe services that:



- Are fair to everyone.



- People are happy to use.



- Make people healthier.



We will try to work with our staff and local people to do this.

Quality care



Quality care means care that is very good.



All our staff want to give people quality care.

To do this, we think our care should be:

Safe

This means:



- We work in a way that supports staff to make safe choices.



- We protect people from being treated badly.

Being safe also means:



- We respect people's rights - these are things that every person should have by law. Like the right to be safe and the right to be respected.



- We try not to make mistakes.



- We make sure we improve, if we do have any problems.

Effective



Effective means our services work well.

This means:



- Our staff have good training and keep learning new skills.



- We have good rules to support staff.



- We know what local people need, and know about what might make them unwell.



- We learn from what we do, to help us improve in the future.

A good experience



A **good experience** means that people do not become worried or upset when they get care from our services.

This means:



- We think about what matters to people when we give them care.



- People can make choices for themselves about their care.



- Care is fair and includes everyone.



- We respect people when we care for them.

Well-led



Well-led means that the people in charge of organisations lead them well.

This means:



- Our NHS leaders are caring, and can speak about giving people very good care.



- There are good rules to keep staff and patients safe.



- We learn from mistakes and do not blame each other.

Sustainable



Sustainable means we work in a way that can carry on into the future.

This means:



- Giving people the best care we can with the money we have.



- Trying not to harm the **environment** in our work.

The **environment** is where we live. It includes the land, the sea, the air and everything that lives in and on it.

Fair

This means:



- Everyone can get very good care.



- Staff understand that different things can affect patients' health.



- Staff work to make services fairer.

The National Quality Board



The **National Quality Board** is a group of doctors, nurses, health staff and patients from across the country.



They advise the NHS on ways to improve.



Our work is based on what they think we should do.



You can read more on the NHS England website:

www.england.nhs.uk/wp-content/uploads/2021/04/nqb-refreshed-shared-commitment-to-quality.pdf



The National Quality Board have ideas, called principles.



These are ideas that all health and care services should think about when they work.



We also have 5 principles, that are based on the National Quality Board's principles.

1. Make sure our services are good for people



We will work with staff to make sure that our services think about what is important to people.

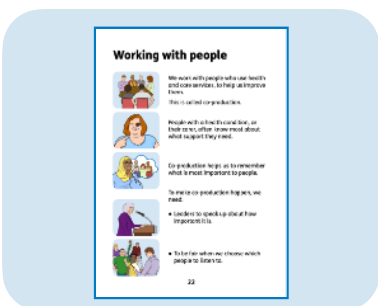


This will make local people feel more:

- Involved in their care.
- Happy to tell us their ideas.



We will work with patients to improve our services. This is called co-production.



We will talk more about co-production in the next part of this booklet.

2. Make sure different organisations talk to each other



We will help different organisations to talk and listen to each other.



All organisations will have a chance to speak up at meetings, groups and in other ways.



3. Make sure staff and patients are happy

We will help staff to be happy at work.

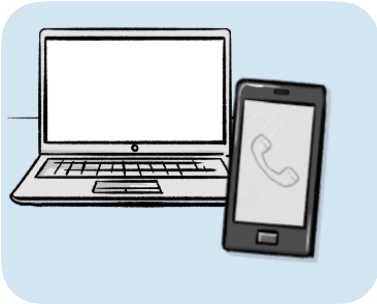


We will make sure they have the right training and skills to do their jobs well.



We will also help local people to stay healthy and happy at home.

4. Use technology in the best way



Technology is gadgets and equipment that help people.



We will use technology to check how good our care is.



This will help us to find ways to improve our care.



Technology can also help save us time.



This means we can spend more time improving care.



We will think a lot about how we do this.



We will not leave out people who find it difficult to use technology.

5. Make sure everyone can use our services



Our staff will work to make sure that health services are fair for everyone.

By doing this, we will:



- Make patients and staff happier.



- Make it easier for everyone to use services.



- Help patients to be safe.

Working with people



We work with people who use health and care services, to help us improve them.

This is called co-production.



People with a health condition, or their carer, often know most about what support they need.



Co-production helps us to remember what is most important to people.

To make co-production happen, we need:



- Leaders to speak up about how important it is.



- To be fair when we choose which people to listen to.

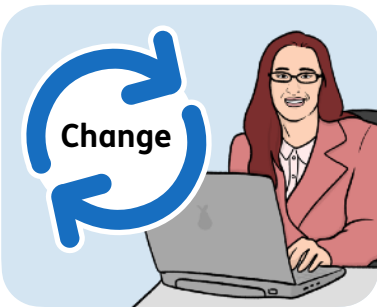
To make co-production happen, we also need:



- Ways to reward people for taking part.



- To start co-production early, when people can make a real difference.



- Change our ways of working so that they always include co-production.



- To give co-production training to staff and the people we work with.



- To check on what we have done so far.

Co-production principles



These are the principles that make sure co-production works.



Remember, principles are ideas that all health and care services should think about when they work.

Our co-production principles are:



- Everyone should understand and support co-production.



- Everyone should be open and honest.



- Services should agree to share power and choices over what happens with the people they listen to.

Our co-production principles are also:



- Services should talk to people in a way that is easy to understand.



- Everyone should be treated with respect.

How we can improve care together



Commissioners

Commissioners plan and pay for care. To improve care, we will:



- Have clear **standards** when we are paying for services.

Standards are rules that say how something should be done.



- Be clear about who is in charge of making different services better.



- Work together to find parts of our services that could be better.



Commissioners will also:

- Make sure everyone can speak up and be honest. This will help us learn and improve.



- Use co-production to make services work in a way that is right for local people.

People

People will:



- Know what very good care is like.



- Know what to do if their care is not good enough.

People will also:



- Be able to choose different types of support from different organisations.



- Be treated well, so they can live the life they want.



- Have chances to change how services work, using co-production.

Staff

We will support staff to:



- Enjoy their work.



- Want to work well to give people very good care.



- Listen to everyone's needs, including people who have not always been treated fairly in the past.



- Feel safe to speak up when they are worried about something.

Services

Services will improve by:



- Having clear standards, and checking how good people's care is.



- Making sure that they change if something goes wrong.



- Supporting local people to get jobs in health and care.



- Being open and honest about their work.

Regulators



Regulators are organisations that check the work of health and care services.

When we work with regulators, we will:



- Check that services are giving people very good care.



- Share information about the best ways to work.



- Share information about things that could go wrong.



- Support services to improve if something has gone wrong.

When we work with regulators, we will also:



- Have clear standards that say how staff should behave.



- Work together to look for new medicines and new ways of working.



- Support all services to keep getting better.



- Check information from different services, including what patients have said about using that service.

Writing this plan



We worked with different groups to write this plan, including:

- NHS organisations, like hospitals and mental health care services.



- Local councils.



- Care services.



- Local doctors (GPs).



- People who speak up for patients.

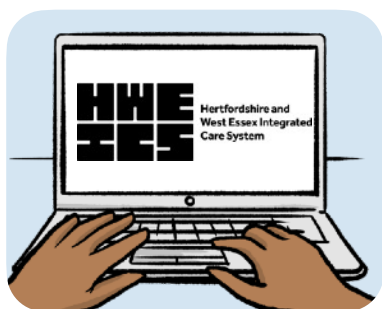


- Healthwatch - this is an organisation that checks on health and care services.

If you are worried about your care



If you are worried about your care, or want to make a complaint, you can contact local NHS organisations.



You can find out how to do this here:

hertsandwestessex.icb.nhs.uk/patient-experience/patient-experience-1/2

Find out more



You can look at our website here:
hertsandwestessex.icb.nhs.uk

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