

We want to commission a 10 year contract for health and social care services for over 65s from a select group of organisations or an alliance. The organisations in the alliance are:

- Age UK
- Croydon Council Adult Social Care
- Croydon GPs Group (this is all the GP practices in the borough)
- Croydon Health Services NHS Trust
- South London & Maudsley NHS Foundation Trust

This alliance will provide some of the services but will also work with other organisations (NHS, private and voluntary) to make sure local people get the care they need.



The new contract will be in place from Spring 2016



How can I get involved?

We will be holding a variety of events over the coming months to get people involved in designing future services.

Please join our mailing list and we will send you updates and invites to events and meetings. We are also interested in hearing from community groups and voluntary organisations.



Send your details to Ferne Haxby, NHS Croydon CCG, at ferne.haxby@nhs.net

You can read more about this work at:
www.croydonccg.nhs.uk / www.croydon.gov.uk

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NHS
Croydon
Clinical Commissioning Group

Outcomes Based Commissioning

Improving health and social care for over 65s





What is Outcomes Based Commissioning?

It is a way of paying for health and social care services based on rewarding the outcomes or results that are important to the people using them.

This new system encourages a focus on the personal experiences of people using the services and achieving the results that matter to them like staying healthy, being able to stay in their own homes or having staff treating them that understand their health and social care needs thoroughly.

Why do things need to change?

Over the next five years, the number of over 65s living in Croydon will have grown by 10% and increasing numbers of people are living with one or more long-term condition like diabetes, heart or lung conditions. This along with the potential to improve performance means it's time for change.

Until now we have paid for health and social care based on processes like numbers of appointments, operations or procedures. Contracts have been for individual organisations and can be a barrier to them working together. Organisations need to work more closely together to support people as they are living longer, with more complex conditions.



What have we done so far?

We have talked to providers, doctors and nurses, families and carers, and over 400 local residents. This huge piece of work has meant local people and organisations are responsible for putting together the outcomes framework which are the results that matter most to local people. They are:

- ✓ staying healthy, active and independent for as long as possible
- ✓ getting access to the best quality care so people can live how they choose
- ✓ having support from professionals with specialist knowledge to understand how health and social care affects them
- ✓ getting more care and support tailored to individuals' needs
- ✓ being supported to manage long term conditions