

## Thinking so far: make sure people get high quality services they need

### How we summarise this area of action...

... at a strategic level this entails the process we know as commissioning. It requires us to use the information about existing and projected needs of individuals and families in the community, compare those to the services delivered by providers and where necessary commission new or different services so people get what they need.

Operationally, these services need to operate in an integrated way, with clear care pathways and vary their models of outreach in accordance with the communities they serve.

### In the current Health and Social Care Bill...

- Health services defined as services provided as part of the health service in England
- Social care services defined as services provided to fulfil social care functions of local authorities
- “Health-related” services defined as services that have an effect on the health of individuals

... the Health and Wellbeing Board **must** encourage those who arrange for the provision of any **health or social care services** in the area to work in an integrated manner.

... the Health and Wellbeing Board **may** encourage those who arrange for the provision of **health-related services** in the area to work closely with the Health and Wellbeing Board and with those who arrange for the provision of health and social care services.

### A longer description

When we think about services that help our health, we think first of all of those provided by the NHS – such as our GP, community health services and hospitals. These are very important to people who have a physical or mental illness but they are only the tip of the iceberg when it comes to services that help with our health and wellbeing.

Here are some other services that help with our health and wellbeing:

- Social care for children and adults
- Services that help us change our lifestyles, such as stop smoking services
- Services that help us find, and stay safely in, a suitable home
- Services that help us find, and stay in, a job
- Services that help us with managing our money, such as benefits or debt advice

Some services are open access and provided for a community or on a group basis. These include:

- Libraries
- Leisure Centres and other places to get fit
- Arts, crafts and other learning opportunities
- Volunteering and getting involved
- Cultural facilities, such as theatres, museums

These do more than help with keeping the mind and body active. They help us meet others and make friends

(abstract from draft of Re-thinking Wellbeing and Health in your neighbourhood)