



Your health
Your hospitals



Humber and
North Yorkshire
Integrated Care Board (ICB)

Let's Get Better
Hospital Care



Every year across our region's hospitals – Hull Royal Infirmary, Castle Hill Hospital, Scunthorpe General Hospital, Diana Princess of Wales Hospital and Goole and District Hospital...



All of this happens thanks to our fabulous teams of doctors, nurses, therapists, porters and many other staff.



Our hospitals are remarkable, life-changing places – places where lives are saved, extended, enhanced, begin and end.

We have leading specialists in cancer care, neurology, cardiology and a range of other specialisms working across our hospitals, and people routinely travel to different hospitals for different services.

For example, a cancer patient living in Grimsby is likely to see a specialist at Castle Hill, a child from Goole is likely to have been born in Scunthorpe or Hull and someone involved in a major car accident anywhere in the region is likely to be taken to Hull for life-saving treatment.

We want to continue to provide the best care for those living in our region and invest in the many specialist services our hospitals provide. As a collective of hospitals working better, together, we can provide improved services and care for all. But to do so, **things need to change.**

Our health and care system is facing unprecedented challenges. We face chronic shortages of doctors, nurses and hospital support staff. We can't recruit enough new staff or support our existing staff to keep up with the specialist skills required to provide the quality and safety you deserve.

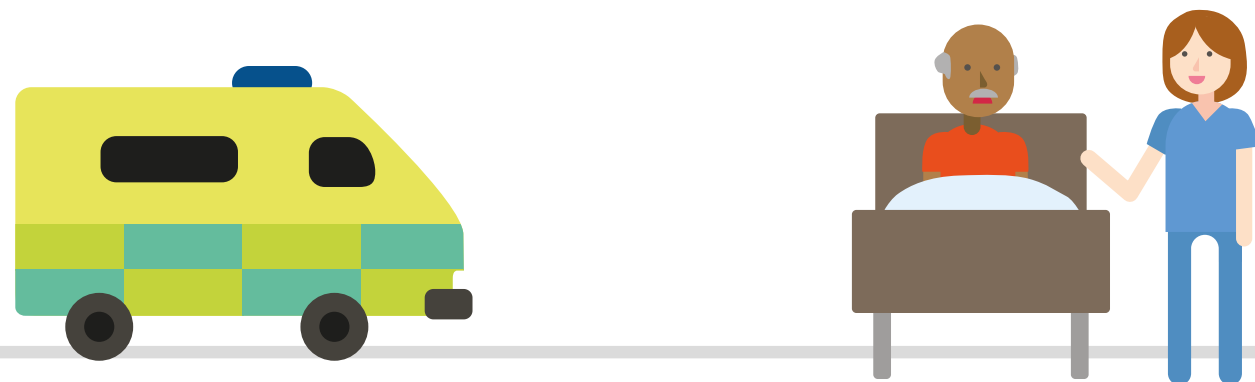
Sitting back and doing nothing is not an option. We need to reduce waiting times for operations and tackle delays in getting patients home from hospital. This means we have to do things differently.



Recognising our challenges

Our hospital staff work very hard to provide the best care possible but, like hospitals all over the country, we face challenges, which include:

- Increasing demand for A&E, ambulances and urgent treatment
- An ageing population needing support for longterm and often complex conditions
- Falling birth rate, but with a rising number of complicated pregnancies needing specialist care
- Long waiting times for operations
- Difficulties with staff recruitment and retention – particularly for specialist areas, like cancer and midwifery
- Some out of date buildings and equipment and limited access to the investment we need to improve or replace them
- Ensuring that everyone receives the same quality care, no matter where they live.



A clinical review, led by local hospital doctors and nurses, looked at the services you currently receive. The review found that:

- Our staff are spread thinly across hospital sites, with relatively small services provided from a number of different hospitals; this means that we are not always able to meet clinical standards set nationally and that jobs for our staff are tougher than in other parts of the country
- Our patients spend longer in hospital to get the same care and treatment than in many other parts of the country
- We struggle to provide support services such as diagnostic tests quickly enough, causing treatment delays.

We have been listening to local people and our staff, to find out what they think. Some of the things we have heard are:

- Getting to and from hospital is a concern for many
- Being seen and treated quickly is the most important thing for local people
- Women and people having babies told us that safety is their number one priority
- Children and young people told us that feeling safe and their physical surroundings matter a lot to them
- Having the right workforce – and enough of them – is important to staff and patients alike.



What are we doing to make things better? Our hospitals are changing.

Let's get better hospital care sets out how we will make improvements for people who use hospitals in Northern Lincolnshire, the East Riding and Hull.

Our aim always is to provide the right treatment at the right time, by the right people, in the right place. That does not always mean going to hospital. In the future it is more likely that you will get the right treatment and care closer to, or even at, home.

We know that people get better sooner when they can go home to their family and friends instead of trying to recover in hospital. So, we are changing how we organise things in hospitals to release staff to run clinics and provide safe and high-quality care in your local community. This might mean going somewhere different in the future for care that you or your family currently receive at your local hospital, such as a local healthcare centre, a different hospital in the region or your own home with a specialist coming to you.

We can all help by taking more care of our own health, understanding when we need more support and where it's best to get it.

For all the information you need to help live a more healthy and active life whilst learning about the health services in your area, visit



www.letsgetbetter.co.uk



What's next? We need you to help us!

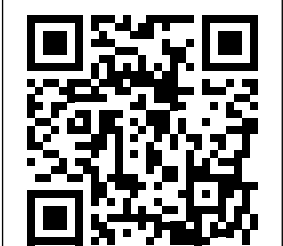
We've been working hard on a number of proposals that will help us to

- Deliver high quality clinical care
- Reduce the burden on our current staff and reduce how much we spend on expensive agency staff
- Improve recruitment and retention
- Reduce waiting times by providing more efficient services and providing more care at home or close to home.

Later this year we will be seeking the views of people from all our communities. We will be working together to arrange a series of local engagement events and meetings so that we can hear your views on what you would like to see from improved health and care services in our area.

We have much more to talk to you about. What you say is really important to us, and we want to make sure you have every opportunity to have your say about health and care improvements where you live.

So look out for information about how you can get involved in your local newspaper or through your local community groups, or click here: betterhospitalshumber.nhs.uk





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For more information visit
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