



Our health, our care, our say: a new direction for community services

A White Paper from the Government
about health and social care



easy read
hard words in **bold**

About this book



This is an easy read book from the Government. It's about a **White Paper** called '**Our health, our care, our say: a new direction for community services**'.



The White Paper has ideas and plans about **health and social care** for adults in England. The pictures on the right shows some different types of health and social care.



Health and social care helps you stay healthy and do as much as possible for yourself. It helps you stay in your own home for as long as possible.



Hospitals and other places where you need lots of care to get better are not usually part of health and social care.

Different types of health and social care



GP



Family Planning



Pharmacy



Day Centres



Chiropody



Physiotherapy



Meals on Wheels



Mental Health Care



Health Visitors



Home Care



Social Work



Short Breaks

Listening to you



We asked people up and down the country what they want from health and social care.



People told us their ideas at meetings,

using forms

and on the internet.



We looked at what makes people unhealthy.



We looked at the best services and ones that are not so good.



We looked at services in this country and how they do things in other countries.



All these things helped us decide what should be in the White Paper.



People and places

Here are some of the things we talk about in this book.



You - You will have much more say about the services you want to use. You will have more choices and better information about your health and keeping well.



The Government - It's our job to make sure people get good services and that different services work well together. We will make sure services listen to you and treat you as important.



Council

Council - Your council pays for and runs social care services like housing workers, transport and leisure services. They will be working together more with PCTs.



PCT - This is short for **Primary Care Trust**. They run health services that help you keep healthy and well. They will be working together more with councils.



Inspector - They check services are working properly. At the moment there are inspectors just for health care and inspectors just for social care. They will join together to look at health *and* social care in 2008.



GP - Your doctor in the area where you live. There will be better information and choices about GPs.



General Hospital - Places where you go if you need an operation or to see a special doctor or health worker. More of their work will move to Community Hospitals.



Community Hospital - Smaller hospitals where you can go for tests or to see special doctors or health workers. There will be teams of social care workers so you don't have to go to lots of different places to get things sorted out.

The big ideas



These are the main ideas in the White Paper. There is more about each of these ideas on the next few pages.

BIG IDEA 1

See pages 9 and 10

Looking after your own health and well-being



You will be in charge of your own health. You will get better information so you can make choices about staying healthy and well.

BIG IDEA 2

See pages 11 and 12

Services will listen to what you want



Services will treat you as important. They will make sure the things you want are taken seriously.

They will help you do as much as you can for yourself. They will help you be in charge of your own health and the things you need to keep well.

BIG IDEA 3

See pages 13 and 14



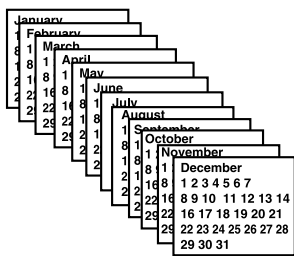
Services will be easier to use

You will be able to choose different types of services.

Services will be nearer to where you live. They will be in the places and at the times you most want them.

BIG IDEA 4

See pages 15 and 16



People who need care for a long time

If you need care for a long time you will be able to get better information and more choice about services.

Councils, PCTs and other services will work together more. There will be better ways of making plans about the support you need.

Looking after your own health and well-being



People are living longer. We want to make sure people live in a healthy way so they can enjoy their lives and not get ill or have bad health when they are older.



More people are having problems with their mental health. We will help people know more about the importance of their **emotional needs** as well as their physical needs.



Councils and PCTs will set up services that help people stay well. Things like help to give up smoking or drinking too much, healthy eating and exercise and looking after your mental health and wellbeing.



More people will get to use **Direct Payments** to choose the services they want. This is a way of choosing your own care and getting the money to pay for it yourself.



We will bring in a new idea called **Individual Budgets**. This will give people even more choice about what they think is the best service for them, not just having to fit into services already there.



We will set up a new way of looking at your health called an **NHS "Life Check"**. This will help you find out which parts of your life are unhealthy and help you do something about it.



New NHS staff called **health trainers** will work with people who find it harder to stay healthy.



Just like you get a prescription for medicine, you will get an **Information Prescription** that has information just for you about staying healthy and the services you can use.

Services will listen to what you want



As more people use **Direct Payments**, there will be lots more different sorts of social care services.



The Government will tell councils and PCTs how to make sure these services treat people well and don't waste money.



Individual budgets mean you will be the person making the important decisions about what social care services you do and don't want.



If services want to carry on they need to make sure that people choose to use them and not go somewhere else. This is one of the biggest new ideas in the White Paper.



Councils and PCTs will work together more. One of the things they will do is work out what services there should be in the local area.



We will make sure councils and PCTs only work with services that listen to what you want and treat you as important.



There will be one way to make a **complaint** about services instead of each different service having their own way of dealing with complaints.



There will be meetings to give people a say in what sort of services councils and PCTs should run.



Inspectors will make sure more people who use services are a part of checking up on services.



At the moment there are inspectors just for health care and inspectors just for social care. They will join up to look at health *and* social care in 2008.

Services will be easier to use



One of the most important choices you make about your health is choosing a **GP**.



We will work with GPs to make sure there is good information about when they are open and how long you will wait to see a doctor or nurse.



We want to make it easier for you to choose and change your GP to one who understands your needs better.



Community Hospitals will take over more of the work that the large General Hospitals do now. This means people won't have to go so far.



PCTs will talk to local people about their plans for Community Hospitals.



Lots of people miss **appointments** because of transport. As well as making services closer to people we will look at other ways to make it easier for people to get to the services they want to use.



Some parts of the country have more **health problems** than others.

We will work with councils and PCTs up and down the country to make sure these areas don't get left behind.



Information is very important. It should be up to date and in places where people can get hold of it easily.



Different people want information in different ways. We will make sure services, councils and PCTs all make good information that is easy to understand.



We will make sure there is good information for groups of people who have been forgotten about in the past.

People who need care for a long time



People who have a health problem for a long time know a lot about it. They can help other people with the same health problem keep healthy or get better.

This is called being an **Expert Patient**. We will make sure there are lots more Expert Patients.



We will make sure that PCTs and councils work well together with Carers.



We will bring in new support for carers. Things like better information, phonelines and **emergency teams**.



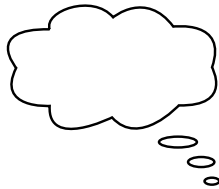
You will have the chance to have a **Personal Health and Social Care Plan**. It will be part of your records. It will tell you:



The name of your main social care key worker,



how to get in touch with them,



things you might need to know about your health,



and information about any tablets you take.



By 2008 everyone using tablets or **medication** for a long time will have good information about why they take the tablets and the good and bad things about them.

Want to know more?



This book tells you the main ideas in the White Paper. If you want to know more details you can get hold of a **summary version** or the full White Paper.



They are harder to read (no pictures) but they tell you much more, including the **facts and figures** we used to write our ideas.

You will need to tell us an **order number** for the booklet you want.



Full White Paper
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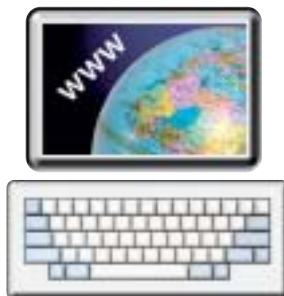


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