

Health and social care services need to work well together so that people have a better experience.



Keeping healthy at home

- GP practices
- Community health care
- Care at home
- Unpaid carers

UNMET NEED  
**1.2m**  
older people with unmet care needs – up from 1m last year

FALL

- Alternatives to A&E
- GP or urgent care centre
  - Rapid response team
  - Care at home

Ambulance



A&E

PRESSURE  
**680k**  
ambulance hours lost due to delayed turnaround times at A&E in 16/17

Ward

DEMAND  
**2.5m**  
people spent longer than four hours in A&E in 16/17 – up from 1.8m last year

NHS DELAYS  
**1.3m**  
days delayed in hospital attributed to NHS in 16/17



When care is not joined up between hospitals and care services, the journey can take longer.

ADULT SOCIAL CARE DELAYS  
**780k**  
days delayed attributed to adult social care in 16/17

Care home

ADULT SOCIAL CARE DELAYS  
**4k**  
fewer nursing home beds than in April 2015

ADULT SOCIAL CARE STAFFING  
**90k**  
staff vacancies across adult social care

Re-ablement

Helping people get back on their feet

ACUTE HOSPITAL BED OCCUPANCY  
**91.4% AV.**  
Highest ever occupancy rates in NHS from Jan to Mar 2017

Hospital care

Returning home

I am 78 years old.  
I have hip and knee problems.  
Sometimes I have difficulty remembering things.  
I live alone and I want to stay independent as long as possible.

What happens if I have a fall?

