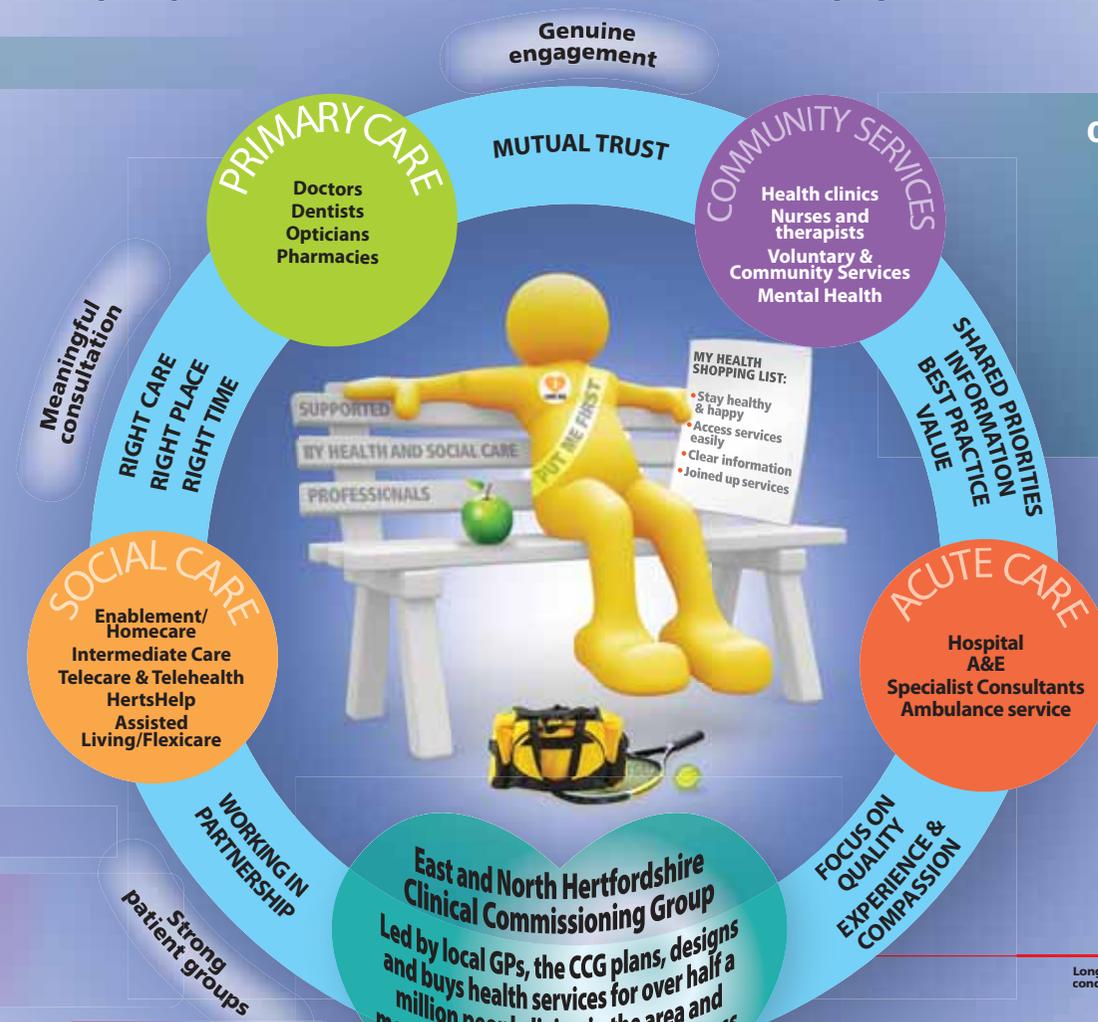


Over the next five years, we will make a positive difference to the people of East and North Hertfordshire by empowering them to live well and as healthily as possible. Together we are using our expertise and resources to put in place services which are centred around the needs of the people we serve.

Key priorities in East and North Hertfordshire

- Modern, high quality facilities at QEII and Lister hospitals to meet your changing needs**
- Caring for you at home when it's the best option**
- 24 hour medical advice on getting the best health care for your needs**
- Caring as much for your mental health as we do about your physical wellbeing**
- Helping you to be as healthy as you can throughout your life**
- Putting the right support in place to help you when you need it**
- Giving you and your family the care and compassion you need at the end of your life**



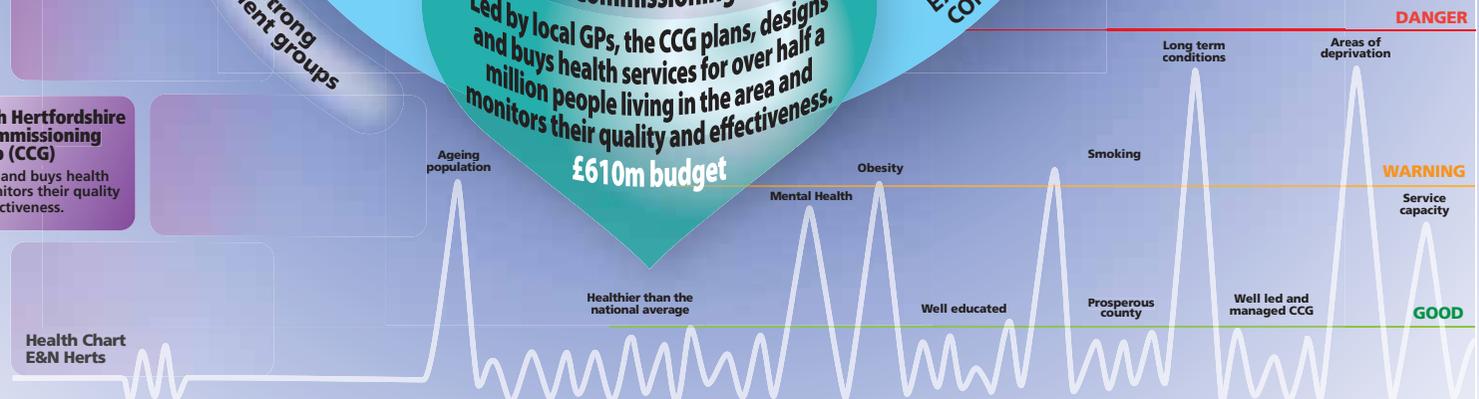
Our Guiding Principles

- Evidence based
- Clear priorities
- Stakeholder involvement
- Collaborative working
- Improved outcome/result
- Patient stories
- Evaluation
- Benchmarking
- Within available resources

Working together for healthy communities

- NHS England**
Works with various organisations to improve the health of people living in England.
- Health and Wellbeing Board**
Representatives from health and care system work together to improve the health and wellbeing of local population.
- Community and voluntary sector**
Non-profit making organisations which support local communities.
- Patient and carer groups**
Volunteers who share their experiences with health professionals to help shape future services.
- East and North Hertfordshire Clinical Commissioning Group (CCG)**
Plans, designs and buys health services and monitors their quality and effectiveness.
- The Joint Commissioning Team**
Makes decisions about services for people with mental health problems, learning disabilities and problems with substance abuse.
- Local councils**
Led by elected politicians, councils provide services including public health, social care and housing.
- Healthwatch**
Representing the needs of everyone who uses health and social care in Hertfordshire.

East and North Hertfordshire Clinical Commissioning Group
Led by local GPs, the CCG plans, designs and buys health services for over half a million people living in the area and monitors their quality and effectiveness.
£610m budget



Why we're planning ahead The population of East and North Hertfordshire is changing. The birth rate is increasing and people are living well into their old age. At the same time, improvements in health care mean that people in the county are able to survive longer with complex conditions. Public demand for specialist treatment has increased and expectations of what our health services should provide are high. This increasing demand cannot be met with the funding we receive. Unless we change the way we provide services, we would have a funding shortfall of £13 million in 2014/15 alone. The general health of the population will deteriorate, there won't be enough beds in our hospitals and deaths from preventable illnesses will increase. **This is the challenge we face.**