

We asked patients what they thought:

## PATIENT FOCUS GROUPS



Then we asked everyone  
else what they thought:

## STAKEHOLDER MEETINGS

Then we wrote a story together  
about how we could do things better:

## UNSCHEDULED CARE STRATEGY



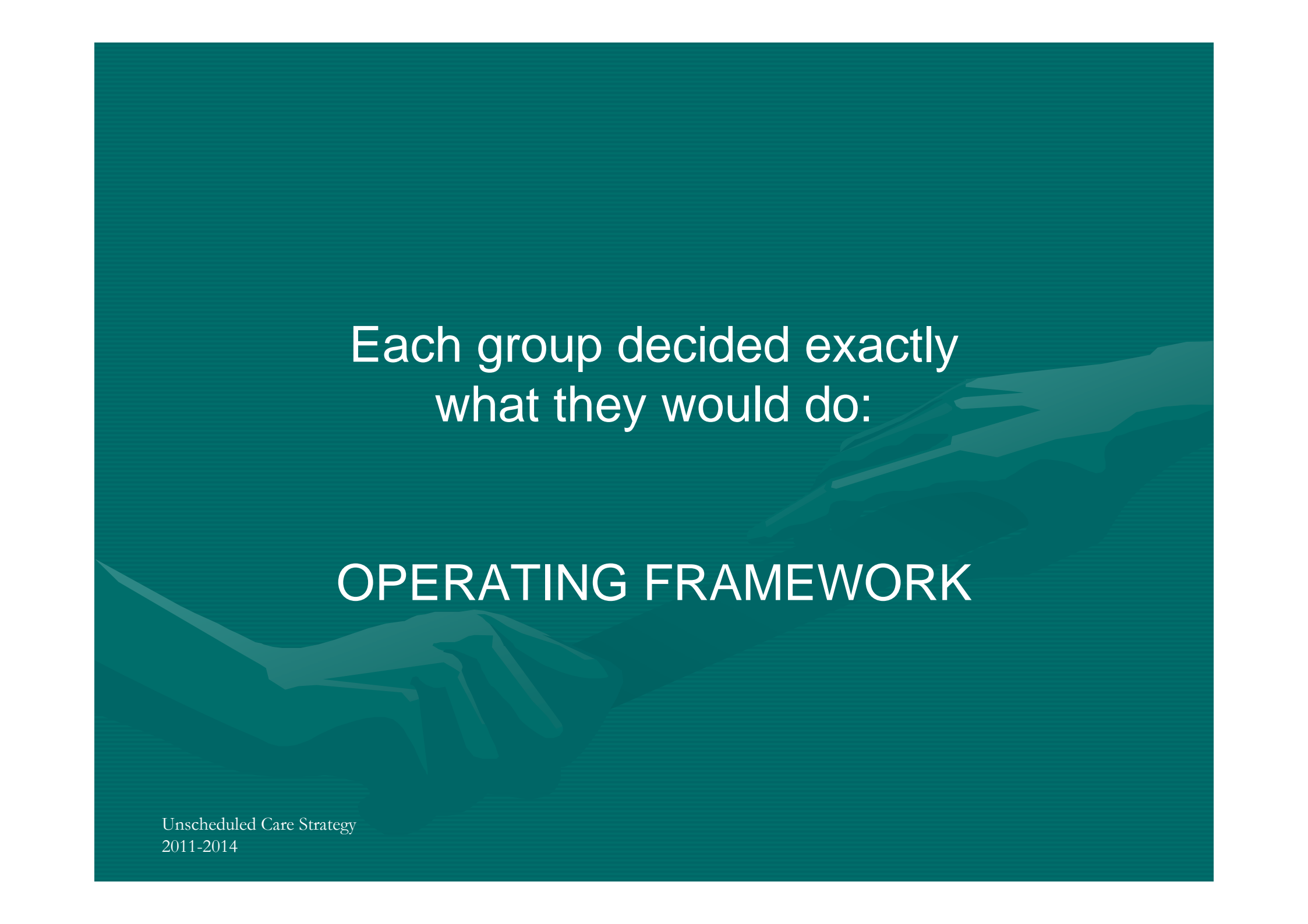
We decided that  
we are all responsible:

# SHARED GOVERNANCE



Then we divided ourselves  
into groups to do the work:

## PROJECT GROUPS



Each group decided exactly  
what they would do:

## OPERATING FRAMEWORK

Now we are working out how to pay for it:

## COMMISSIONING

## Developing the Shropshire and Telford & Wrekin Unscheduled Care Strategy

WHAT WE DID	HOW WE DID IT	WHAT WE ACHIEVED
We asked patients what they thought.	Patient focus groups	Patient statements Continuing patient involvement
Then we asked everyone else what they thought.	Stakeholder meetings	Patient/Provider/Commission alignment Attitudes, Behaviours and Relationships Project Domains
Then we wrote a story together about how we could do things better.	Unscheduled Care Strategy	Whole system narrative Key Principles Project List
We decided that we are all responsible.	Shared governance	Urgent Care Network Urgent Care Stakeholder meetings Project Management Leads Meetings
Then we divided ourselves into groups to do the work.	Project groups	Health & Social Economy representation Task & Finish with 3yr life Clinical leads & Project Managers
Each group decided exactly what it would do.	Operating Framework	Self determining project groups Aims, objectives, metrics and timelines Clinically driven systems plan
Now we are working out how to pay for it.	Commissioning	Financial modelling by Project 'bundling' Commissioning services not organisations QIPP and potential 'Invest to Save'