

## Health and Wellbeing Board

**Meeting Date:** 14<sup>th</sup> November 2019

**Item Title:** Healthwatch Shropshire and Healthwatch Telford & Wrekin NHS Long Term Plan Engagement Report (March – May 2019) – Key Messages

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### 1. Summary

Following the publication of the NHS Long Term Plan in January 2019, NHS England asked all regional Healthwatch to give people in their community the opportunity to have their say on how the national plan is delivered locally so that their views could be fed into the development of the NHS plans in their area. NHS England and Healthwatch England made it clear from the start that this piece of work should complement and support the public engagement conducted/planned by the NHS.

Local Healthwatch were asked to work within their Sustainability & Transformation Partnership (STP) area and so Healthwatch Shropshire worked with Healthwatch Telford & Wrekin between March and May 2019 to complete this engagement. Healthwatch Shropshire acted as co-ordinating Healthwatch. Healthwatch England provided support, including a Research Lead who quality assured our final report.

In Shropshire, Telford and Wrekin we worked with the STP team to agree our local priorities and approach. We decided to use a variety of methods to gather people's views to give them as many ways as possible to answer the question 'What would you do?' while also giving them the chance to share their current experiences of health and care services and voice their thoughts on how these services could be improved.

We chose to:

- Use two questionnaires designed by Healthwatch England; one focusing on the main priorities of the NHS Long Term Plan and the other focusing on specific health conditions (e.g. dementia, learning disability, autism, diabetes, arthritis, mental health, cancer, heart and lung disease) and multiple conditions
- Hold two public events; one in Shropshire and one in Telford & Wrekin, asking the broader question 'What would you do?'
- Run focus groups across the country with people with dementia and their carers and adults with learning disabilities and their carers

We heard the views of 641 people. Healthwatch Shropshire heard from 376 people and Healthwatch Telford & Wrekin heard from 265 people.

# Key messages for the Shropshire, Telford & Wrekin Sustainability and Transformation Partnership

To achieve the following priorities people told us they want the NHS and social care to:

## 1. Improving how the NHS works so that people can get help more easily and closer to home

- Give us access to help and treatment when and where we want it
- Give us easier and quicker access to GPs
- Have enough staff, including specialist staff, to help us get a diagnosis and receive treatment more quickly
- Provide us with appropriate, clear and timely information and advice, e.g. from a single point of contact
- Let us know what support is available so we understand our options, including support from the community (e.g. advocacy support and support/social groups)
- Help us to stay in our own home for as long as it is safe to do so, including access to financial support, practical support and independent living aids
- Help us when we have to travel, including giving us information about transport and convenient ways to travel. (Remember some of us might be willing and able to travel further if it means getting a quicker appointment, diagnosis and treatment)
- Consider the timing of appointments so you take into account how we are going to get there and remember that some of us need to be supported to attend appointments, e.g. due to a health condition, including anxiety. Remember some of us might be willing and able to travel further/longer if it means getting a quicker appointment
- Give staff access to resources, training and research so they understand our needs, the full range of services and support available to us and can make appropriate referrals (e.g. to other parts of the NHS, social care, community support)
- Make sure services work more closely together, including sharing information and communicating better to avoid confusion and misunderstanding

## 2. Helping more people to stay well

- Make sure the information you give us is reliable and consistent and we can easily understand it (including following the NHS Accessible Information Standard), e.g. about how we can stay well and what to do when we first feel unwell
- Help us to make the right decisions that will keep us fit and healthy longer, including helping us to get good food, use gyms and have health checks (e.g. Annual Health Checks for people with learning disabilities)
- Contact those of us who are socially isolated and vulnerable to make sure we have equal access to information, advice and services

## 3. Making care better

- Make sure all staff take a person-centred approach to our care, that takes into account our individual needs and those of our family/carers, including information and support to make real choices (e.g. about end of life)
- Treat us all with compassion and see past a pre-existing condition to make sure other health problems are not missed, e.g. when treating those of us with a mental health condition or learning disability/autism
- Provide us with consistency to build our trust, including consistency of staff, information and advice, e.g. known carers, use of 'This is me' and the Butterfly symbol for people with a dementia diagnosis/confusion, across services and departments

- Make sure our care plans are created with us and our family/carers and that they are useful and meaningful

#### 4. Investing more money in technology

- Use shared digital records, including care plans, that can be accessed by all professionals involved in our care
- Support us to use technology but also recognise that we don't all have access to a computer or smart phone and we can't all use technology in this way (some of us don't want to)

The full report and detailed appendix (including all comments received) can be found on our website at:

<https://www.healthwatchshropshire.co.uk/report/2019-07-15/what-would-you-do-nhs-long-term-plan-shropshire-telford-wrekin-report>

## 2. Recommendations

That the Health and Wellbeing Board notes the content of this report.

<b>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</b>
<b>Cabinet Member (Portfolio Holder)</b>
<b>Local Member</b>
<b>Appendices</b>