

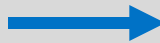
1. CONTRIBUTING TO THE CCG COMMISSIONING STRATEGY

How did we seek your help?

- 'Shape your NHS' workshops in Wigan and Leigh (82 people)
- 'Big Changes' roadshow at shopping centres and voluntary sector groups (1300 people)
- 'Shape your NHS' questionnaire (128 responses to date)

YOU TOLD US...

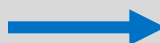
Access to primary care services (getting an appointment with a GP) can be problematic.



There is a lack of co-ordination between services.



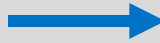
It is difficult for patients to find their way through the system



Patients require greater support and opportunity to manage their own health (information, access to care records etc.)



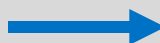
We need to improve access to and information about voluntary & community sector services



There should be greater emphasis on improving mental health



More support is needed for carers



WE...

Shared messages with CCG Governing Body & Senior Leadership Team

Incorporated key priorities into Commissioning Strategy & Integrated Care Strategy

Integrated Care plans include development of 'Care Navigators' to support patients

Progressing request for funding to increase self-management support through patient information, education and peer support.

A new role is being developed in primary care to connect people to local voluntary and community support services.

A Mental Health Strategy for the borough is being developed with further input from patients.

We are working with Wigan Council and patients/carers on a revised Carers' Strategy

Related Reports and Information:

Appendix 1.1: Shape Your NHS Group Discussion Summary

Appendix 1.2: WBCCG Shaping Your NHS Engagement