

Shaping Your NHS

Wednesday 5th February, Wigan Investment Centre
Wednesday 12th February, Leigh Sports Village

Summary of Group Discussions

Participants were asked about their initial reactions to the presentation on local proposals for change

- Some scepticism- can it really work?
- The system has to change- but how long will it take?
- Currently no integrated care- not acceptable
- How does this agenda resonate with all members of the public
- Is it all decided? How much is a done deal? Is it all cost driven?
- Need to get wider public support- confidence in the system
- Absolutely fantastic
- Needed
- Concerns about funding for primary care. The focus for change seems to be on more services and delivery through primary care, but will the funding follow?

Participants were asked to identify the top ten priorities that they wanted from their NHS. The following themes were common to both sessions:

Access & Responsiveness of Services

- “I want to be able to access care when I need it and it must be to the same standard”
- Want to be able to see a doctor when I’m ill within a reasonable amount of time.
- 24/7 access
- Care needs to be provided 24/7
- Access to services when needed
- Accurate diagnosis
- Quick referral is needed
- Bring hospital waiting times down (diagnostic & treatment)
- Care to be delivered locally wherever possible
- Getting a same day appointment with my GP
- To be able to get care when I need it and the care to be of a consistent (high) standard
- Better access to GP services/ appointments
- Get an appointment within a reasonable time frame
- Better Out of Hours care/access or better alternative options
- 24/7 NHS
- More flexibility of appointments, both GP and hospital

- Ease of access to the right services at the right time (Not just appointments, face to face, telephone consultation – variability across practices currently)

Quality of Care

- Treated at the hospital with the best clinical outcomes wherever that might be
- Seen by a competent professional
- Get it right first time, every time (where possible)
- Seen by the right person with the right knowledge
- Consistent quality across services
- Better standards of quality monitoring.
- Patient Choice
- Flexibility
- Services that care about me – “Confidence in my team”
- Planned care, including after care – social issues eg. Financial pressures, back to work.
- Mapping pathways from a patient perspective – understanding experience with a role for patient groups

Integrated Provision

- Joined up working across health services
- Continuity of care
- Things done once
- All organisations working together for us, with us, addressing our needs (multi-disciplinary teams)
- Wrap around service
- Continuity of care (telling the story only once)
- Better co-ordination of care to avoid needless duplication and waste
- Co-ordinated communication with all parties (multi way)
- Discharge planning- making sure the right services and care is in place
- Co-ordinating care across acute settings

Mental Health Services

- Good mental health strategy
- More preventative health services for mental health issues.
- Investment in and better co-ordination of mental health services, including dementia services

Young People

- Want to see a focus on the health of young people, all the focus seems to be on older people.
- Would like to see more support to young people with mental health issues – it needs to be the right support (not patronising) and address the stigma of mental health amongst young people.

- More hard hitting presentations and campaigns targeting young people on concerns such as drug and alcohol abuse, under age pregnancies etc. It needs to be ground-breaking in order to be effective.
- More support to young people with mental health issues. Make it a more user accessible/ better environment
- Clearer definition between children and adolescent health

Focus on Prevention

- Tackle social issues from bottom up
- More emphasis on prevention
-

More efficient use of Resources

- Got to work smarter to achieve savings but keep quality
- Need to put money into primary care to support services being moved from secondary care
- Better use of resources
- Reduce wastage!!
- Reduce duplication
- Increased funding for increased primary care
- Make sure we have the capacity and skills set to deliver the changes

Carers Support

- More support for carers and for young carers. Need to acknowledge that carers are people and are also potential patients.
- More connection between providers and 3rd sector groups and organisations.
- Support carers in accessing 'regional' based hospitals to visit their relatives
- Consider carers as people and as potential patients
- Support for carers should be a priority

Support for self-management

- Support for self-care- information, education, community support
- Educating the local population on health literacy
- Better education on self-care (young people- elderly frail)
- Patients taking responsibility for their own health & care
- The patient has to be at the centre- choice & control
- Patient involvement in their own care
- Take notice of family knowledge
- Want professionals to listen to us, family & carers
- Patient education & clinicians' education around patient knowledge
- Professionals to make sure patients understand what they are being told about their condition
- Better patient education about "Own Health Awareness". Make patients aware of the risk of individual lifestyle choices and actions
- Support for self-management (from school age)
- Patients need to be supported and empowered to control their own health
- Health literacy of population

- Patients to be have more accountability for their own health

Voluntary & Community Sector Support

- Voluntary sector input
- Health care providers need to be aware of all the services that are available (from 3rd sector)
- Improve co-commissioning to support locally provided not for profit services
- Independent groups in the borough- supporting patients and offering peer support.
- The value of helping people to share problems and find support from peers.
Building community support infrastructure.
-

Improved Information & Communication

- Knowledge- improving knowledge- what people need to know
- The system is too complicated. Don't understand until been through the system
- Educating people as to why changes are being made- understanding the bigger picture
- Communication of messages in clear and effective ways
- Clarity of information
- Clear channels for feedback
- NHS doctors be open with us and communicate with us
- Plain English – use language that everyone can understand
- Patient information – helping people to navigate the system

Use of Technology

- Open to new innovations
- Need to ensure we use different approaches. Not everyone will access technology.
- Better use of technology for those that wish to use it