



Shaping Health and Care

Autumn 2017 Feedback Report

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hrccg.accessibility@nhs.net



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1. Introduction

We hold twice-yearly Shaping Health and Care events; reflecting our commitment across our East Sussex Better Together Alliance to put local people at the centre of everything we do. Your views, knowledge and experience are key to how we build a local system to promote and enable good physical and mental health; help people to stay well; offer excellent treatment when they require health or care services; and support people and communities to thrive.

In November 2017, we held a Shaping Health and Care event in each CCG area, offering the opportunity to hear about local achievements and challenges and to inform how we plan and develop services as part of our ESBT Alliance.

Hastings and Rother CCG
Bexhill
Wednesday 1 November 2017

Eastbourne, Hailsham and Seaford CCG
Hailsham
Wednesday 8 November 2017

East Sussex Better Together

During 2016-17 we saw a number of new services launched by our East Sussex Better Together (ESBT) programme and existing services and project went from strength to strength, becoming established within local communities and having a positive impact on the health, wellbeing and lives of local people.

To demonstrate how we are working with partners and the public to re-shape health and social care services for the better, we put together a short video to celebrate our success. You can watch it here; www.youtube.com/watch?v=712_SvGeEHc. Visit www.eastsussex.gov.uk/esbt to keep up to date with the latest developments.

Who came along and how did they take part?

Shaping Health and Care events are one of the ways that we listen to local people, using what we hear to inform how local health and care services are designed. We engage with local people to influence health and care services in a range of ways. If you would like to find out more about how to stay involved please go to section 6 of this report.

We promoted these events through our websites, email, social media channels, patient participation groups, voluntary organisations, community groups and strategic partners. There were around 100 delegates who participated at both events. These included local people and representatives from the community and voluntary sector together with CCG governing body members and local health and social care staff.

Our autumn events were a way for local people to:

- Find out about how the CCGs and County Council had acted on the learning from the previous events in spring 2017
- Hear an update on our ESBT Alliance and our future plans
- Offer suggestions to inform how we design services
- Discuss and share insight into the quality of support services in their community
- Ask questions and raise issues directly to CCG Governing Body members and senior health and social care professionals
- Visit our marketplace to find out about services and support available locally



2. What we talked about

We asked people for their experiences, opinions and suggestions about...

This autumn, following feedback from previous events, we asked attendees to sign up in advance to two group discussions giving them the opportunity to hear about, and have input to topics and areas of interest that matter to them.



Group discussions took place on the following topics;

- Allied Health Professionals in GP practices
- Sustainable Transformation Partnerships – what are they and why do they matter
- Support with Confidence – increasing county wide Personal Assistant resource
- Your integrated Locality Team
- End of Life Care – what matters to you?
- Urgent Care – next steps

Allied Health Professionals in GP practices

Demand for primary care services is increasing and there are not enough GPs to cope. Many practices are recruiting Allied Health Professionals (AHPs) to help manage the rising demand for appointments.

This includes paramedics for urgent home visits and clinics, Advanced Nurse Practitioners (ANPs) for management of long-term conditions, pharmacists for medication reviews and physiotherapists for common musculoskeletal complaints.

Care navigators provide patients with information about local health and well-being services so that they can access the most appropriate service for their needs.

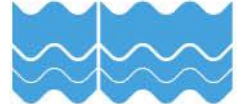
We asked you

As part of this group discussion we wanted to understand people's views on what is important to them when going to their doctor's surgery and how they would feel about accessing appointments with different health professionals in a GP surgery.

What you said

The comments below are a summary of the main points of discussion:

- Care navigation must be developed with the needs of carers and deaf people in mind
- There was universal agreement that seeing Allied Health Professionals instead of a GP where appropriate was a welcome development for primary care services
- Allied Health Professionals must have full access to patient records
- The care navigation process must not become a barrier to accessing primary care



- The online component of care navigation must be intuitive to people's needs
- Care navigation training must be robust and the quality of care navigation provision should be monitored to ensure that all patients are getting good access to services
- Direct access physiotherapy and primary care pharmacy are welcomed as positive developments
- Concerns raised regarding the length of time navigation process takes and the impact this will have on phone lines and ability to get an appointment
- Seeing your named GP is important but if it is urgent most people would be happy to see an alternative GP

How we have used this information

The feedback from the group discussions on the role of other professionals and in particular the feedback on care navigation, have contributed to the further development of this programme, alongside other discussions that have taken place.

A report from both Shaping Health and Care events has been circulated to members of the project group and will shape work as we go forward with these plans.

Sustainable Transformation Partnerships (STP)

The Sussex and East Surrey Sustainability and Transformation Partnership (STP) is a new way of working across health and social care, involving 24 organisations including CCGs, providers and local authorities.

The STP is not one single separate plan it brings together area plans from partners across the STP with the aim to:

- Improve health and wellbeing
- Improve health and care services
- Make the best use of available resources

What we talked about

This discussion was an opportunity to find out more about STPs, their aims, objectives and what it means for us in our area.



We discussed the priorities for our STP in 2017/18 with a focus on clinically effective commissioning which is a programme of work focussed at reducing clinical variation across the STP.

This work is being led by clinicians and local people are being asked to get involved as patient representatives in specialist workshops. Reducing variation across our STP will give greater equality of access to treatments for patients, give better value for money and improve clinical outcomes.

The programme is working towards streamlining policies for a variety of procedures across the STP. These have been split into three tranches of work:

- The policies in tranche 1 have broad consensus clinically and are consistent across the CCGs with minimal variation
- For the tranche 2 and 3 policies, specialist workshops are being held with key specialists and CCG stakeholders including CCG clinical leads, GPs and lay representatives

Broader public engagement will develop from these workshops once the clinical work is complete. This may include formal consultation where appropriate.

You can find a copy of the presentation for this session on our ESBT website, www.eastsussex.gov.uk/esbt

Support with Confidence

This discussion was led by the Support with Confidence team and explored the value of the Personal Assistant (PA) role and how they can support people with more complex needs.

What you said

The workshop attendees had varying levels of knowledge of the Support with Confidence scheme, ranging from no knowledge to experience of using or applying to the scheme.

Following a general overview of the scheme by the workshop facilitators, there was an opportunity for attendees to discuss how their work can link with the scheme's aims and the services scheme members are offering, in particular the Personal Assistant role.



The workshops also provided an opportunity for the attendees to share their experience and ideas on how the scheme can be further marketed and promoted across the county, both to the general public and relevant services.

How we have used this information

The Support with Confidence team will be exploring the ideas that were shared within the workshops, incorporating as many as possible into the scheme's ongoing recruitment campaign and project plans for the next year.

Your Integrated Locality Team

As part of our East Sussex Better Together programme we have put in place Integrated Locality Teams (ILTs) and associated community services to ensure people receive proactive, joined-up care, and are supported to live independently and achieve the best possible outcomes.

Our ILTs in Eastbourne, Seaford, Hailsham and Polegate, Bexhill, Hastings and St Leonards and Rural Rother bring together current community nursing, social care staff and therapists under a single line manager for each area. The teams provide person centered care, work in an integrated manner and form networks with primary care.

This group discussion was an opportunity to meet members of an ILT, find out more about the services they offer and our plans going forward. It was an opportunity for the ILT teams to discuss their roles and answer any questions.

You can find more information about your ILT and the services they offer here;

<http://news.eastsussex.gov.uk/east-sussex-better-together/2017/10/05/integrated-locality-services-explained/>

What you said

The group discussed opportunities for raising awareness of Health and Social Care Connect (HSCC) and support services available in the community. Suggestions included; pharmacies displaying information or distributing with medication, using PPG newsletters or local newspapers and ensuring practice managers and practice nurses in GP surgeries are informed.

The group gave examples of positive experiences of HSCC and community services including a patient who had been supported at home by the Crisis Response Team and that this had avoided a hospital admission. It was also acknowledged that positive steps had



been taken with Adult Social Care and Community Nursing staff being able to access each other's IT systems.

Representatives from the voluntary and community sector were interested in finding out how the ILT would work with them. A discussion also took place regarding information sharing and could we consider an information sharing agreement with an opt-out for people who did not want their data shared.

How we have used this information

Our Locality Link Workers will engage with Patient Participation Groups to highlight services in each locality. They will also continue to engage with voluntary services to develop links and promote the wide range of services available to support health and wellbeing.

Integrated working across health and social care will continue to be developed with an aim to support adults telling their story once, timely assessment for those requiring support and their carers, and reducing the number of 'hand offs' between different professionals and services.

End of Life Care

End of life care supports people who are in the last months or years of their life. The best end of life care helps people to live as well as possible until they die, and then to die with dignity. Those professionals providing care should ask about an individual's wishes and preferences, and take these into account as they work to plan care. Professionals should also support an individual's family and carers.

People who are approaching the end of their life are entitled to high-quality care, wherever they're being cared for. During this session we wanted to explore the expectations that local people have about end of life care, both for themselves and their loved ones.

We asked you

- What will be important in the care you receive when you reach your last year of life?
- What will be important to you about the care of a loved one when they reach the last year of their life?



What you said

People said that what was most important for end of life was the same for themselves as for a loved one. The responses below reflect the comments that seemed most important to people:

- People want a choice of where to die; hospitals are not a good place to die
- People want a comfortable death
- We are all different and want different things, this needs to be accommodated more
- Families need to be empowered and feel they have a genuine say in the end of life care of a loved one
- People felt that often too many people are involved, they would like a smaller group, who know the individual and their plan well
- We often avoid talking about death and grief but there was a recognition that we all need to 'own' our own end of life care plan and actively talk to loved ones about it
- People wanted more awareness of services available to support individuals and families with wills and lasting power of attorney (LPA)
- We need to provide better support for those left behind, especially those who lose children
- Mandatory staff training on advance care planning and end of life care is needed
- We need to make better use of community support such as religious organisations and charities
- People felt we should put in place 'death cafes' to begin conversations
- Empathy is more important than sympathy
- People said that language is important and those involved need to understand this

How we have used this information

We will use your comments, feedback and suggestions as part of our review of end of life care practice across our ESBT Alliance. We are also working with colleagues to implement 'ReSPECT' as part of a wider review of advance and anticipatory care planning.

ReSPECT is a process that creates personalised recommendations for a person's clinical care for a time when they may be unable to make or express a choice. It provides health and care professionals responding to that emergency with a summary of recommendations to help them to make immediate decisions about that person's care and treatment. For more information, please go to www.respectprocess.org.uk



Urgent Care

We've previously spoken to local people about our plans for urgent care. This was an opportunity to find out what's happened since and how our plans are progressing.

This discussion focused on urgent care improvements we are making across our ESBT Alliance and our transformation plans for people who require same day health or social care advice, care or treatment.

What we talked about

We began by giving everyone the opportunity to speak about their experience of urgent care and specifically NHS 111. Many of those who took part in the discussion were able to bring a professional perspective from the service they work for and those they work with.

People generally felt positive with the NHS 111 service and were grateful for the support and assistance provided. However, all agreed that the service needed to be more direct and reduce the amount of questions asked by the call handler which were not always appropriate to the person calling in.

As part of the discussion we talked through the results from the NHS 111 survey as well as providing additional detail regarding our ambition for the new service:

- Call handlers will have heightened clinical support, they will actively input into calls to ensure that people are able to get clinical advice
- There will be more nurses, paramedics and social care trained staff to support patients via NHS 111
- We will develop NHS 111 online to allow people to access an online symptom checker
- The service will remain a free number, open 24 hours a day, 7 days a week, 365 days a year
- The service will operate on a Sussex wide level, allowing for increased local knowledge
- The service will be able to 'consult and complete' ensuring people can access the right advice quicker
- Call handlers will have access to your summary care record

A number of people were keen to understand how the service works with and supports those with a mental health need and whether the current provision creates additional barriers for vulnerable patients.

There was also had a discussion about increased engagement with patient forums particularly Patient Participation Groups as they are able to reach local people.

How we have used this information

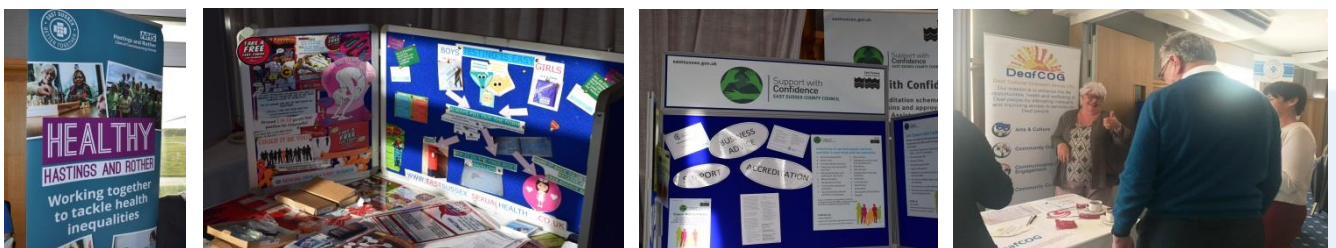
This group discussion was an opportunity to feedback to local people what was said during a recent NHS 111 public survey. Through the survey we wanted to explore with local people what their priorities were for the NHS 111 service and what they wanted to see in the new service. A full copy of the report can be found here;

<https://www.coastalwestsussexccg.nhs.uk/?action=download&item=11251>

Additional comments made during this discussion at Shaping Health and Care will continue to help shape the new service as we look to award the new contract to run a local NHS 111 Clinical Assessment Service in Sussex by April 2019.

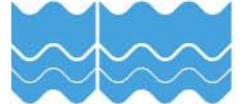
3. Marketplace

Our marketplace provides organisations and colleagues across ESBT Alliance with the chance to promote their work, canvas support and network with other organisations, whilst also providing useful information to local people about local health and care services and support that is available.



Marketplace stands

- ESBT Alliance
- Health and Social Care Connect
- Healthwatch East Sussex
- New Hailsham Primary Care Centre
- DeafCOG
- Local Pharmaceutical Committee



- Healthy Hastings and Rother
- One You East Sussex
- New roles in GP surgeries
- South Downs Health and Care GP Federation
- Cancer Awareness Project
- Sexual Health – East Sussex
- Your Integrated Locality Team
- Support with Confidence

4. Your feedback from the events

As usual we asked for your feedback on several features of the event through our evaluation form:

- We invited you to rate your experience of each session or activity at the events
- We asked whether there was anything about the events you particularly liked or did not like
- We encouraged suggestions on how future events should be run or on future topics to cover
- We asked would you would attend similar events in future
- We asked for any other comments or feedback

Who attended, and how did they learn of the event?

Across both events we had 89 people register to attend our events. Most of those who completed an evaluation form said they were there representing a group. In Bexhill this was 17 of the 21 people who answered the question and in Hailsham it applied to 11 of the 15 who answered.

The single most common way of finding out about the event had been via the CCG or ESCC with 22 of the 36 people who answered across both events choosing this. The remaining people had found out through a group or organisation or online.

Rating sessions and activities



Across both events attendees were asked to rate sessions. The 'format of the day' received the best scores with all those completing an evaluation form scoring it as excellent or good. The ESBT Alliance presentation received a number of positive comments including 'good explanation of where we are now' and 'clear, simple not too long and friendly'. All of our group discussion sessions were popular with the majority of people rating them all as excellent or good.

Future events and future topics

Mirroring some of the comments above many people said that they preferred the new format of smaller group discussions and would be keen to see this continue. Suggestions on future topics included further information on our planned accountable care organisation, GP federations, urgent care and our Sustainability Transformation Partnership.

Attending similar events

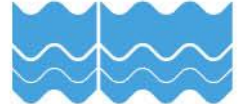
Across both events, all 36 people who expressed a view said they would attend a similar event in the future. No one said they would not attend.

Any other comments or feedback

Only a small number completed this question but feedback included a number of positive comments regarding the sessions and progress made with East Sussex Better Together. Two people also said that would prefer the event not to have been held in the evening.

5. Going forward together

This autumn we also wanted to give people the opportunity to have their say on our Shaping Health and Care events. These have been a great way of engaging with people and stakeholders over the last several years but we want to make sure we continue to get things right.



We recognise that as our ESBT Alliance develops local people are increasingly getting involved in different ways. Our Locality Networks are now in place across ESBT and these are just one example of how people can continue to shape health and care services.

We asked people the following questions, a summary of their answers are included below:

- What would you change and/or improve?
People said they would like to know more about the difference their involvement has made as well as more time to talk and discuss.
- What has been the most useful about Shaping Health and Care events to date?
Answers included the opportunity to network and meet people, discussions with professionals and clinicians as well as being involved in shaping the structure and direction of health and social care.
- Do you think we are reaching the right people? If not, who else could we reach and how?
There was a recognition that these events tended to attract the 'usual suspects' and those already interested or engaged with the challenge being how we can continue to engage and involve the wider community including young and working age people.
- What is your preferred format?
The majority of people felt that having focused table discussions worked best but more time was needed as it often felt rushed.
- Tell us about the types of content, workshops and agenda items you would like to see at future events?
Suggested topics include; health inequalities, the voluntary sector and their role in promoting health and wellbeing, examples of success, topical workshops, outcomes, mental health and the opportunity to meet clinicians.
- What would you change/improve/add to the marketplace?
People made positive comments about the marketplace and said we should continue to offer a variety of stalls covering health and wellbeing including mental health and children's services.
- Other thoughts (frequency, location, timing)
Positive comments were made around the frequency, location and venue of events. As above, people would like to see more members of the public attend as well as having the opportunity to speak to GPs and other clinicians.

We will use your views and suggestions as we plan our engagement activity and events going forward.



6. How to stay involved

Your views and input helps us as we continue to shape and develop our health and care services. Information collected at our events has been shared within the CCGs and social care so that the lead managers responsible for commissioning services can consider your ideas as they design services. We look forward to continuing our work together going forward.

Subscribe to our ESBT newsletter

To receive news briefings: you can do this at our website:

<https://news.eastsussex.gov.uk/east-sussex-better-together/get-involved/>

Have your say

We want you to have your say and influence our local health services. When major changes are being considered, we need to know what local people think and your views are integral in helping us make decisions.

Consultations and surveys give you the opportunity to let us know how you feel about suggested changes and by taking part, you can help us to improve the NHS services we commission. You can find details of current consultations and surveys relating to both local and national health services at www.eastbournehailshamandseafordccg.nhs.uk/get-involved/have-your-say/

Join your local Patient Participation Group

Patient Participation Groups (PPG) are an excellent way to feedback your experiences of local health services and play an active role in supporting and improving your own GP practice team. If you're not a member of your PPG and would like to join, contact your local GP practice manager to find out more.