

Agenda Item: 9.0

<h2 style="margin: 0;">Governing Body</h2> <h3 style="margin: 0;"><i>held in public</i></h3>	<h2 style="margin: 0;">Report</h2> <p style="margin: 0;">Date of Meeting: 18 July 2019</p>
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Report Title	Healthwatch NHS Long Term Plan BLMK Healthwatch NHS Long Term Plan Area Reports BLMK 'What would you do'		
Report Author	Presented By	Responsible Director	
<u>Healthwatch Central Bedfordshire, Bedford Borough, Luton and Milton Keynes</u>	Jane Meggitt	Jane Meggitt Signature:	
Purpose for presenting report	This Healthwatch report (in two parts - at scale/ at place) summarises feedback from engagement with the public, patients, service users and carers from across BLMK, regarding the NHS LTP and includes recommendations for consideration by BLMK ICS partners.		
Action Required:	For information only		
Approval Route:	This report was reviewed in current state (draft) by the BLMK ICS CEOs on Thursday 4 July.		
Further Assurance:	No		
Which Strategic Objectives does this report provide evidence for?			Please Tick √
We will commission high quality, safe and sustainable models of care that deliver effective clinical outcomes and patient experience using evidence based decisions and best practice			
We will ensure that there is a financially sustainable and affordable healthcare system in Bedfordshire.			
We will lead, engage and operate as an effective place based and STP wide system partner to achieve greater integration of care delivery.			√
We will support local people and stakeholders to have an influence on services we commission to ensure our decisions are informed and shaped by local views and insights.			√
We will operate and manage our Governing Body to the highest standards of accountability and transparency.			
Implications/Assessments	Yes	No	N/A
Have any financial implications been signed off by the Chief Finance Officer?	<i>[please tick if appropriate]</i>		√
Have any quality implications been signed off by the Director of Nursing & Quality?			√
Have any privacy implications been signed off by the Head of Information Governance?			√
Have any conflicts of interest implications been signed off by the Corporate Office?			√
Have any public engagement implications been signed off by the Head of Communications & Engagement?	√		
Has an Equality Impact Assessment been carried out?			√
Key Risks			

Executive Summary

Local Healthwatch across BLMK, were commissioned by NHS England (via Healthwatch England) to engage the public in shaping the local delivery of the NHS Long Term Plan.

Between March and April 2019, Healthwatch Central Bedfordshire, Healthwatch Bedford Borough, Healthwatch Luton and Healthwatch Milton Keynes talked to people throughout BLMK about how they would like to see the changes set out in the NHS Long Term Plan implemented. The plan sets out a number of ways in which NHS care needs to improve, so local communities were asked to have their say about what those changes should look like – both in person and via an online survey. Across BLMK they generated over **820** responses to the national survey (both General and Condition Specific) and held 12 focus groups with the local community on general health care, cancer and mental health services.

They asked people to share their views about how the NHS can better support their overall health, how it can improve care for specific conditions, give them more control of their care, help them to stay healthy, and provide better support. They also shared their views about how the NHS can better support people affected by cancer and mental health.

Healthwatch will use the insight gathered to monitor evidence of the patient voice being acted upon, in the design and delivery of future health and social care services across Bedfordshire, Luton and Milton Keynes, as local plans are shaped and developed. BLMK ICS are using the findings from this report to help target further engagement and to inform the BLMK Plan.

Introduction

NHS England and NHS Improvement funded the Healthwatch network to carry out engagement with communities across the country to establish how the Long Term Plan (LTP) should be implemented locally. This report (in two parts – at scale and at place) contains an analysis of feedback received from engagement with the public, patients, service users and carers from across Bedfordshire, Luton and Milton Keynes (BLMK).

Background

The Engagement work local Healthwatch across BLMK has done is integral to the development of an engagement approach and ensuring the BLMK ICS response to the NHS Long Term Plan reflects the views of local people. Our aim is for the BLMK Plan to be informed and co-designed by those living in this area and focus on what matters 'at place' for our populations as well as local priorities. The ICS has reviewed the feedback from the local Healthwatch report, and the outcomes of the engagement activity undertaken across BLMK over the past two years. This gap analysis has also been triangulated with work undertaken by planning leads, in each of the four places, to understand local priorities. This highlighted where the gaps are for undertaking targeted engagement to inform the BLMK Plan

Discussion

The findings from the Healthwatch engagement reinforced that many of the priorities that we have identified and are working on e.g. better access to services and support 24/7; more integrated and personalised care, particularly for people with multiple/ complex medical conditions; broader and improved communications and an increased focus on prevention/ early intervention, are the things local people would like to see improved.

The Healthwatch report is a reminder of what we need to plan services/ pathways from a patient perspective and presents an opportunity to continue to focus on making improvements. One area we need to look at closely is better communication and signposting, which was a key theme throughout.

The BLMK ICS have plans to investigate particular elements of the local Healthwatch report further, however, will look at the gaps highlighted and take what we have learned and consider this alongside our local priorities. Based on this we have determined activity and the further engagement to be undertaken.

Prior to publication of the report, Healthwatch presented a copy of this initial draft report to ICS colleagues to establish where and how they will be using the insight provided and how this is influencing decisions. Upon publication (planned for 16th July), the report will also be shared with NHSE and NHSI.

Recommendations in the Healthwatch report (listed below) relate to cancer, mental health and general health and care services:

- The feedback given in this report representing the 'voice' of local people, across BLMK, is clearly visible in future commissioning decisions and in pathway redesign.
- Local Healthwatch across BLMK are commissioned by BLMK ICS to undertake more engagement with the public, as local plans are developed, over an agreed and feasible timescale.
- BLMK ICS develop local plans that can demonstrate improved access to services (outside of normal working hours), with shorter waiting times and an increase in local provision.
- Healthcare professionals to give more consideration to a holistic and joined up approach to care and treatment, not just through changes to digital communications which may take time to implement, but through taking actions now for the benefit of their patients.
- Patient information and advice about all services should be mapped and revised to be more visually engaging and considered in presentation, with due consideration to 'Accessible Information Standards', for both written and electronic information, and local plans need to reflect the need to vastly improve signposting services to prevent patients from bouncing, and falling, between services.
- The BLMK ICS to urgently review their screening processes and eligibility criteria – we are all living longer and age restrictions for screening processes should be revised for certain conditions. Also, expand health education campaigns, so it's not just about screening but survival rates and new treatments.
- Local plans to clearly demonstrate how provision of early intervention and prevention support will be increased for people with mental health conditions to prevent many people escalating into crisis; to see a clear increased investment in prevention and parity of delivery between crisis and prevention services.

Recommendation

In its response, the ICS committed to discussing the findings in the local Healthwatch report at key BLMK forums, including CCG Governing Body meetings and taking into account the findings from the BLMK Healthwatch report to inform the BLMK Plan.

BCCG Governing Body is asked to note this report, the findings and recommendations.