

Insights and ideas from working with people and communities

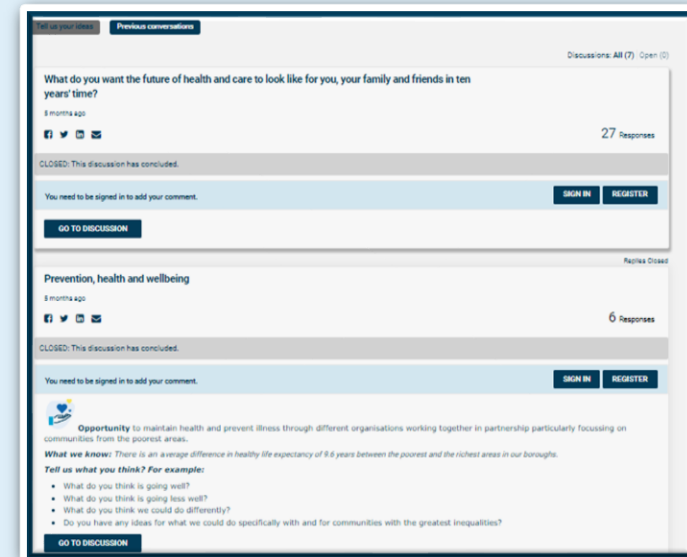
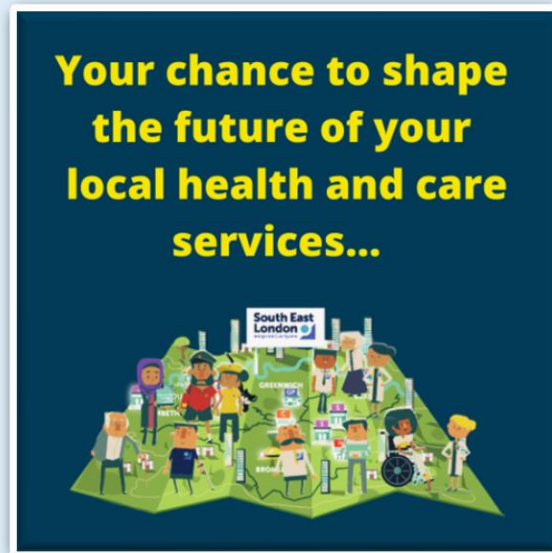
Engagement Assurance Committee

24 January 2023

Chat forum on Let's talk health and care platform

SEL ICS Strategy development chat forum

An [online chat forum](#) was opened on Let's talk health and care platform to offer local people from south east London opportunities to get involved and have a say on the Integrated Care System strategy development.



Promotion of chat forum

Website	Let's talk health and care platform webpage with information about ICS strategy development and chat forum	Total page visits – 1.240 Aware participants – 939 Informed participants – 207 Engaged participants – 35
	SEL ICS website News Article	Total page visits – 309
Newsletter	#Get involved Engagement newsletters	Sent to 1.152 people (SEL residents, SEL community champions, faith leaders, VCSs)
	SEL ICS newsletters	Sent to over 800 ICS stakeholders (e.g. Local MPs and Councillors)
Social Media	SEL ICS Facebook and Instagram paid campaign (7 days)	Reach - 20.054 Impressions – 39.406
	SEL ICS Facebook organic posts	Reach - 1167 Engagements – 38
	SEL ICS Instagram organic posts	Reach - 331
	SEL ICS Twitter – organic posts	Engagement: 290 Impressions – 7.442 Engagement rate: 5.67%

- **SEL ICS Strategy development chat forum – topics proposed for discussion**

▪ What do you want the future of health and care to look like for you, your family and friends in ten years' time?



▪ Prevention, health and wellbeing



▪ Children and young people



▪ Access to good primary care



• People with complex needs



▪ Adult mental health

▪ What is missing from our list of initial five discussion areas?

Note: the priorities areas opened for discussions on the chat forum at the time (summer 2022) with participants were proposed rather than final priorities. Since then, some of the proposed discussion priority areas have changed or further evolved.

What do you want the future of health and care to look like for you, your family and friends in ten years' time? (26 responses)

The key themes from the chat forum:

- NHS improving the 'basics'
- Inequalities
- Joined up, person-centred, holistic care
- Responsive, proactive, preventative care, empowering
- People to take charge of own health
- Continuous care and improved transfers of care
- Infrastructure

“

‘Integrated Systems that speak to each other and share resources and data. Easy to access for all. With fast interventions. ‘

Chat forum participant

‘Joined up thinking about improving health outcomes involves not merely medical provision, but, for example, education in schools and action from councils on traffic...’

Chat forum participant

What do you want the future of health and care to look like for you, your family and friends in ten years' time?



'I want details of my treatment to be communicated swiftly and accurately to all concerned in my care.'

Chat forum participant

'I want to know of all options available to provide me with the best care possible.'

Chat forum participant

'Direct intra and inter hospital/specialty referrals particularly for people as they get older and their diagnostic and care needs become more complex and interrelated.'

Chat forum participant

'...improving coordination within the NHS. This would seem a good way to improve the service and reduce costs.'

Chat forum participant

'Joined up pathways between community and hospital and not the going back and forth...'

Chat forum participant

'Better transition between hospital and aftercare not just signed off by hospital and handed over to await pickup by next agency...'

Chat forum participant

What do you want the future of health and care to look like for you, your family and friends in ten years' time?



'Room for conversation on what the person needs and commitment to find the best solution for them.'

Chat forum participant

'...good communication, listening to patients'

Chat forum participant

'Easy access to emergency care, quick access to elective care...'

Chat forum participant

'...high quality holistic/joined up care.'

Chat forum participant

'Clear, co-ordinated 'pathways' which can be tweaked to fit the needs of each individual, starting from the person's first concern that 'something is wrong', initial clinically skilled assessment of the likely causes of the problem (by someone who really listens to the patient and also reads between the lines enough to recognise possible underlying additional issues), and leads to any necessary diagnostic tests, in- or out-patient treatments, care support etc.'

Chat forum participant



The key themes from the chat forum (6 responses)

- Reinforce community and primary care with more funding, more workforce, better resources, multidisciplinary.
- Make GPs accessible and reduce waits for scans and treatments. London appears to be worse than the rest of the country.
- Food banks and school meals, targeting schools, nurseries and out of school hours services for school children need extra funding
- Improve support for children
- Improve air quality
- Emphasis on nutrition, less toxic environment and food
- Lack of accessible green space
- Reduce obesity



‘Air quality is very important, too many pollutants in our lives from the food we are eat, to drinks, creams and products we use at home...’

Chat forum participant

‘...Need better evidence about what works in changing lifestyles?’

Chat forum participant

‘Schools, nurseries and out of hours services for school children need extra funding and nutritionist input to improve children’s diets.’

Chat forum participant

‘Good quality care should be based on prevention is better than cure...’

Chat forum participant



The key themes from the chat forum (2 responses)

- Reduce waits for mental health services, including ASD and ADHD
- Occupational therapists in short supply, and could be doing more to monitor children and connect children to other services they may need
- Improved awareness of mental health issues, or ASD and ADHD in schools (improve training and pay of learning support assistants)



‘We need shorter waiting times for referrals for mental health services as well as referrals for assessments such as asd and adhd.’

Chat forum participant

‘The support with schools needs to be a lot better.’

Chat forum participant

‘The occupational health therapist's are hard to get and they should also keep in contact with children on their system ...’

Chat forum participant



The key themes from the chat forum (6 responses)

- Innovate the workforce e.g. nurse led GP services. Not enough GPs.
- Appointment system is failing and needs to change especially for urgent/same day appointments
- Need to improve triage
- Prevention is better than cure (to take pressure off of GP and hospital services)
- Improve access to hospitals for some problem (circumvent GPs) given there are hospital services nearby in SEL, and for many urgent care centres work better than going to a GP



‘Access to appointments online good - but only works if there are appointments available to book! Could work well for advance appointments if more available... *Chat forum participant*

‘Improve by triage by telephone before appointment granted so only those who need get limited number of announcements available?’
Chat forum participant

‘Need to have some innovation in the workforce - why not nurse led GP services with referral to medics as necessary?’
Chat forum participant

‘It's difficult to get an appointment and we must make that easy again.’ *Chat forum participant*

‘Primary care is key. GPs need more resources and more workforce.’ *Chat forum participant*

‘...New roles can support GPS (advance nurse practitioners, physician associates, pharmacists, etc)’
Chat forum participant



The key themes from the chat forum (3 responses)

- Quality assurance for care home services
- Need better resourced district nurses, community AHP services to provide proper support in the community and regular/speedy access
- Need shared care records between services
- Better join up between social care and health
- Pay/support carers



‘Need a much better resourced district nurse service and community AHP service to provide proper support in the community, including speedy and regular access. Need to resource council social care properly and have more joined up care. Better shared records between services. Pay family members to look after their loved ones with complex health needs.’

Chat forum participant

‘Quality assurance for care at home services’

Chat forum participant



The key themes from the chat forum (6 responses)

- Improve community services for people with ASD, and reduce numbers in psychiatric beds – move away from seeing autism as a mental illness
- Waiting times and triage services need addressing (designed to filter people out, delay and deny services, unfriendly, unfeeling).
- Need to improve prevention – currently only support when situation “explodes”
- Means test budget and allocation to ensure those who need it the most get maximum benefit
- Need to talk about it more/destigmatise it
- Carers need more support e.g. respite. “Lack of carer leads is hitting mental health carers hard”
- Ethnic communities are suffering particularly with regards to mental health – need to engage with community leaders
- Need a more integrated approach and improved care planning, particularly for patients with complex needs e.g. psychosis (nb. really interesting personal story shared on platform).



‘I believe that Mental Health Services needs a more integrated approach, having been a carer with my wife for our son...’

Chat forum participant



The key themes from the chat forum (6 responses)



‘Ethnic communities suffer a lot, especially on mental health. There needs to be a link with community leaders on engagement.’ *Chat forum participant*

‘You will have to be creative, think out of the box, see what other ICS are doing, although I am aware some problems are postcode specific.’

Chat forum participant

‘...Using Mental health education freely and openly whilst taking care not to gaslight individuals or families is important to support the services...’ *Chat forum participant*

‘We need to improve community services for autistic people and do more to ensure they do not take up beds in psychiatric hospitals simply because they are responding autistically to their environment. Autism is not a mental illness.’ *Chat forum participant*

What is missing from our list of initial five discussion areas?

The key themes from the chat forum (6 responses)

- End of life related issues
- Women's health generally (broader than maternity). Disappointed to not see something aligned to government's vision/plans for women's health strategy.
- Services for hard of hearing/audiology services
- Focus on dementia/Alzheimer's
- Greater focus on providing more services in community e.g physio services for fractures/joint replacements
- Greater focus needed on rehabilitation across areas to support people to regain independence.



'End of life related issues...'

Chat forum participant

'... women's health'

Chat forum participant

'Need a much greater focus on rehabilitation - in hospitals and the community. In all areas - eg stroke, COVID, heart attacks, frail elderly falling, trauma and brain injuries. Need to support people better to regain independence.'

Chat forum participant

What is missing from our list of initial five discussion areas?

The key themes from the chat forum (6 responses)



The strain both physically and mentally on an unpaid carers is immense. There will be a cost to the ICS if the carer becomes unwell, eg heart attack and for supporting the cared for. ‘

Chat forum participant

‘...prevention and social care are key priorities. Given this I believe there is a very cost-effective and practical simple idea that would have significant impact in the health and & wellbeing of our residents in the next decades and this has not yet been addressed...’

Chat forum participant

Key themes from the July and November webinars

What we heard regarding our vision – July 2022 webinars

Care and treatment is provided in the most suitable environment, close to where people live

High standard of care for everyone

Joined-up/coordinated, integrated, responsive services, underpinned by an integrated digital infrastructure

Equitable services, no matter where you live, that are easy to access - no one gets left behind

A greater focus on the whole person and a 'whole family' approach to health (person-centred services)

Staff morale is high, turnover is low, and staff are well trained/capable

Children are thriving, and living healthier, happier lives

A focus on wellbeing and the wider determinants of health – responding to poverty and deprivation

Local people feel heard, and we focus on great outcomes that matter to local people

There is a focus on prevention and early intervention, to stop people becoming ill or getting worse

What we heard about the five engagement topics – July 2022 webinars

Prevention, health and wellbeing

- Make every contact count, working across different organisations (e.g. care homes, voluntary and community organisations)
- Address social and environmental issues (e.g. air pollution)
- Develop trauma-informed and demographic-informed approach
- Understand what matters most to people, advocacy and empowerment
- Education, improve communication & access

Children and young people

- Address waiting times for mental health services
- Improve services available, that children, young people and families want, and are culturally sensitive and trauma informed
- Partner with schools, FE and HE, police on wider determinants of health
- Improve services for autism & ADHD
- Improve transition from young people services to adults

Adult mental health

- Access to early support (prevention) and responsive services: more neighbourhood based services, review access requirements (no wrong door), improve crisis and psychosis services
- Trust and experience of care: i) diverse workforce; ii) more culturally sensitive services, iii) improve transition between services and organisations
- Support carers

Primary care

- Current services don't meet people's needs, and people are struggling to access services
- Explore social prescribing, prevention and digital solutions to reduce demand on GPs
- Improve triage and onward referrals
- Workforce: i) New workforce models; ii) sensitivity training; iii) increase number of GPs and practice nurses

People with complex needs

- Lack of proactive care, or access to additional support in community
- Better join up needed between social care and health (need shared records)
- Make it easier to access services, help people navigate to get support and care they need
- Support carers
- More resources needed in community

What we heard is missing

- Maternity services and women's services
- End of life care
- A focus on dementia
- Social care integration
- Children's social care
- Systemic racism, racial disparities and inequality

What we heard regarding the five priorities - November 2022 webinars

Prevention

- More proactive care, and take targeted action to prevent long term conditions
- Make it easier for people to access and navigate the system if expect people to take up preventative services
- Improve communication and information on services so people make an informed choice and more likely to engage with a service
- Work with the VCSE sector to engage and target communities that experience health inequalities

Early years/best start in life

- Significant variations in experiences and outcomes depending on where you live, ethnicity, race and socioeconomic background
- Improve health visiting offer
- Improve support for young mothers
- VCSE sector often plugs gaps in services in this area but demand is too high, need to build capacity

CYP's mental health

- Address long waits and develop new referral routes e.g. not only through GP
- Need a whole person and family approach
- Develop an interim mental health offer and safe spaces whilst CYP waits for support/care
- Increase support in community and develop new lower-level support services, working with VCSE and schools to do so

Adult mental health

- There is a big gap between what a GP can offer and specialist mental health services
- Inconsistent service offer across SEL
- Develop a recovery based model moving clearly between defined stages so there isn't a drop off in care and people don't become unwell again
- Develop more community-based, holistic mental health services
- Education and awareness raising needed

Primary care and complex needs

- Flexibility of primary care offer has worsened since the pandemic
- People with learning disabilities, older people and people with dementia need more support and advocacy than currently available
- Getting care navigation role right is vital, or simplify the system
- Should explore use of AI and predictive technology

Enablers

- **Workforce:** The ICS must address workforce shortages and empower staff to make changes
- **Digital and data:** Need shared digital records and have interconnected IT systems
- **Ways of working:** Must develop partnerships beyond health and care services e.g. with the police. Move to true partnership working, and reduce bureaucracy and avoid silos.