

## Engagement Assurance Committee Cover Sheet

### Item 4 Enclosure D

<b>Title:</b>	<b>Insight from the South East London People's Panel</b>
<b>Meeting Date:</b>	<b>28 November 2023</b>
<b>Author:</b>	Rosemary Watts, Assistant Director of Engagement Iuliana Dinu, Head of Engagement
<b>Executive Lead:</b>	Ranjeet Kaile, Director of Communications and Engagement

<b>Purpose of paper:</b>	To update on the development of <a href="#">the South East London's People's Panel</a> and to share key insight from the first two surveys of the South East London People's Panel.	Update / Information	<b>X</b>	
		Discussion	<b>X</b>	
		Decision		
<b>Summary of main points:</b>	<p>The ICB put in a successful application to NHS England for funding to establish a People's Panel which was match funded by the ICB. This enabled the ICB to appoint Jungle Green, an independent agency, to recruit members via face to face recruitment methods on the street and at community events. The panel is currently made up of 1,050 members of the public broadly representative of the population according to the 2021 Census according to age, gender, ethnicity and borough.</p> <p>The panel enables the ICS to understand the views and experiences of a broadly representative sample of local residents to inform and shape services so they meet the needs of local people.</p> <p>The panel offers a flexible and accessible way for members give us their views and helps us to reach more people, including those we do not often hear from.</p> <p>The first survey was carried out as part of the recruitment process during January – March 2023 and May to August 2023. The second survey was carried out for two weeks during September and October 2023. Key findings from these surveys are outlined below with links to the full survey reports.</p>			
<b>Potential Conflicts of Interest</b>	None			
<b>Relevant to the following Boroughs</b>	<b>Bexley</b>	✓	<b>Bromley</b>	✓
	<b>Greenwich</b>	✓	<b>Lambeth</b>	✓
	<b>Lewisham</b>	✓	<b>Southwark</b>	✓
<b>Equality Impact</b>	Members of the panel were recruited to be representative of the population according to the 2021 census in terms of age, gender, ethnicity and borough.			

	Financial Impact	The ICB received £20,000 funding from NHS England to set up a People's Panel which was match funded by the ICB to recruit members to the panel via face to face street recruitment by an external agency, Jungle Green.
Other Engagement	Public Engagement	The People's Panel is made up of members of the public to gather their experience and insight of residents of south east London to inform the work of the ICB.
	Other Committee Discussion/Engagement	The findings will be discussed at the System Quality December meeting.
Recommendation:	The Committee is asked to note the development of the panel and the insight gained through the first two surveys. Insight from the first survey has been used to inform the Anchor listening exercise. Insight from the second survey is to inform communications activity and campaigns across the year to help people navigate the NHS and	

## First survey

We carried out the first survey of the [South East London People's Panel](#) with a representative sample of 1083 residents across all six boroughs. The first cohort of 590 members was surveyed between January and March 2023 and the second cohort was surveyed between May and August 2023. Participants were asked what is important to them and their families and what actions they need to take to keep themselves healthy and well.

## Key insights

### South east London level

- 31% of panel members reported that they are currently feeling lonely. This was higher amongst 16-24 year olds (37%), people from minority ethnic backgrounds (36%) and people with long term conditions (45%).
- One sixth to one third of panel members gave very poor scores for each of health temperature check questions (health, control of their lives, happiness, loneliness, safe in their environment).
- There was a significant difference between results of panellists with long term conditions compared to other panellists in the following health temperature check questions:
  - 55% feel healthy compared to 89%.
  - 59% feel in control of their lives compared to 86%
  - 61% feel happy compared to 86%
  - 45% feel lonely compared to 25%
  - 79% feel safe in their own environment compared to 87%
- The following issues were highlighted as being at the forefront of SEL residents' minds:
  - 23% highlighted cost of living crisis (rising to 28% in Lambeth and Lewisham and 28% among people from minority ethnic communities)

- 14% highlighted my health and wellbeing and 11% highlighted my family's health and wellbeing (rising to 18% in Greenwich and Lambeth and 20% among those aged 50 – 64 years)
  - 10% highlighted access to primary care (rising to 14% for people with LTCs and those aged 50+), 10% highlighted NHS struggling (such as waiting times) and 7% highlighted support for the NHS (such as funding, pay)
  - 9% highlighted mental health (rising to 14% of those aged 34 and under and 16% for people with LTCs), 4% highlighted social care for the elderly
- 20% of panellists mentioned the need to adopt a different and more positive mindset to enable themselves to make changes and take measures towards keeping themselves healthy and well.
  - Financial stability, better access to healthcare, improved mental health services, an improved local housing situation and friends/family/community support were cited as the areas of support most needed by them to live a happier and healthier life.
  - 51% of panellists reported that they would find it difficult to make the changes they feel are necessary to keep themselves healthy and well (notably better living/ housing conditions, getting more professional help/ advice, losing weight, stopping smoking/ substance abuse, reducing stress, getting involved/ volunteering in the community, reducing loneliness and having more money).
  - Only 24% of panellists feel the necessary changes are quite or very easy to make happen for themselves (notably avoiding becoming overweight, connecting with the community and keeping busy).

## **Bexley**

- Bexley participants scored the highest across south east London in the following health and well temperature checks questions:
  - 85% feel in control of their lives
  - 84% feel happy
  - 88% feel safe in their own environment (joint highest with Bromley)
- For the other keeping well factors (feel healthy, feel lonely), Bexley residents scores are in the middle compared with participants from other boroughs.
- 16% of Bexley panellists selected no comments/no concerns at the top of their mind compared with 13% average across SEL.
- Bexley panel members selected the least number of factors and measures as being necessary to keep them healthy and well and 53% declared that they don't need support.

## **Bromley**

- A high number of Bromley participants (83%) declared that they feel healthy compared with SEL panellists. Bromley panellists had the highest score (with Bexley) about feeling safe in their own environment (88%).

- Bromley panel members selected the least number of factors and measures as being necessary to keep them healthy and well and 64% declared that they don't need support.
- 19% of Bromley panellists selected no comments/no concerns at the top of their mind which is the highest of any borough and compares with 13% average across SEL.

## **Greenwich**

- Greenwich panellist had average scores at some of the keeping healthy and well temperature check questions (feel lonely and feel safe in their own environment). They had lower score in the following areas:
  - 72% feel healthy (the lowest across SEL)
  - 75% feel in control of their lives
  - 70% feel happy (the lowest across SEL)
  - On top of the single most effective action that people can take to keep themselves healthy and well 14% of Greenwich panellists highlighted the need to 'have more money to look after myself better'
- 48% of Greenwich participants declared that they do not need support to live a happier and healthier life.

## **Lambeth**

- 85% of Lambeth panellists rated feeling healthy which is the highest compared to other south east London boroughs
- 33% of Lambeth residents reported feeling lonely which is above the south east London average of 31%
- The following issues were reported as being at the top of Lambeth panellists' minds:
  - 28% - cost of living
  - 18% - my health and wellbeing
  - 6% - environment – compared with 3% for SEL overall
- For the top single most effective action that people can take to keep themselves healthy and well, Lambeth panellists highlighted:
  - better living conditions/improved housing - notably 13% Lambeth compared with 11% in SEL overall.
  - eat more healthily – notably 11% Lambeth compared with 6% for SEL overall

## **Lewisham**

- 83% of Lewisham panel members declared that they feel healthy which is high compared with other SEL boroughs.
- 35% of Lewisham panellists reported feeling lonely which is significantly higher than the south east London average of 31%.

- 28% of Lewisham panel members reported that cost of living is at the top of their mind (e.g. lack of money, mortgage rates, inflation, cost of utilities, food banks, living standards, low income, etc.) which is higher than compared with other boroughs.
- On top of the single most effective actions that they can do to keep themselves healthy and well, Lewisham panellists highlighted:
  - have more money to look after myself better - notably Lewisham 14% compared with 11% in SEL overall
  - better living conditions/Improved housing - notably Lewisham 15% compared with 11% in SEL overall

## Southwark

- Southwark panellists reported lower scores for the keeping healthy and well tracker questions overall compared to other boroughs:
  - 74% feel healthy
  - 70% feel in control of their lives (the lowest across SEL boroughs)
  - 71% feel happy
  - 36% feel lonely (the highest across SEL boroughs)
  - 78% feel safe in their own environment
- 6% of Southwark panel members selected 'housing' as their top of the mind important issue.
- When looking at measures to improve health and wellbeing Southwark panel members selected the greatest number of issues compared to the other boroughs members (e.g. have more money to look after myself better, eat more healthily, better living conditions/improved housing, be more active, reduce stress in my personal life, etc.).
- Southwark panellists highlighted the following as the single most effective things that people could do to keep themselves healthy and well:
  - have more money to look after myself better - notably Southwark 13% compared with 11% in SEL overall
  - better living conditions/Improved housing - notably Southwark 21% compared with 11% in SEL overall

[Read the complete report with the combined results from both periods of recruitment to the South East London People's Panel \(January – August 2023\).](#)

[Read the survey report of the first cohort of the People's Panel members \(January - March 2023\).](#)

## Next steps

The insights collected via both groups of People's Panel members and more engaged people help us to have a better understanding about the issues that are in people's mind and any actions that people want to take to improve their health and wellbeing. These key findings, along with feedback from other engagement activities (focus groups, listening sessions, outreach, etc.) will help inform the work we are doing in partnership with Citizens UK to understand what actions different

institutions such as: NHS, local councils, universities, etc. can take to support people and communities to thrive.

[Read more about Anchor Programme Listening Campaign and next steps.](#)

## Second survey

The second South East London (SEL) People's Panel survey was carried out between September and October 2023. We wanted to understand how people are getting health and care help, advice and information when they need it. The survey also included the regular temperature check questions regarding health, happiness, control of life, loneliness and safety in people's environment.

At the time of this survey in autumn 2023, there were 1050 panel members from across all six boroughs in south east London. The survey was open to panel members for two weeks and a total of 233 responses were received, representing a response rate of 23%.

### Outline key insight

83% of respondents said they feel healthy and 82% feel happy with 79% feeling in control of their lives. However, 29% report feeling lonely.

When in need of help and/or advice when unwell or injured, the most common call of action chosen by respondents was:

- self-care and their medicine cupboard (41%),
- followed by going to their local pharmacy (34%) and Google/the internet (34%).

76% of respondents said that they have never contacted 999 followed by 68% who have never used NHS 111 online, with 10% of respondents not knowing about this option. Only 7% of respondents said they did not know about Urgent Treatment Centres (UTC)/Minor Injuries Units (MIU).

Respondents said they would turn to their medicine cupboard for self-care or use their local pharmacy for their own minor health conditions or those experienced by any children they are caring for (e.g. (52%) for stomach ache, (44%) fever/high temperature, (46%) vomiting/being sick).

People also gave feedback that they face barriers in accessing GP support or NHS 111 by phone and highlighted: waiting times, difficulty in getting appointments and language barriers when using online or phone services.

Survey responses show that people are generally confident in knowing where to go for different medical conditions and symptoms, based on the urgency and severity of the condition. There are a range of different factors which influence this decision with the risk and severity of symptoms being an important factor (for 56% of people), positive/negative personal experience, ease of access, the need for reassurance – professional advice for children, barriers of accessing other services (e.g. GP, NHS 111)

89% of survey respondents said that they have used A&E and in 70% of these cases it was not for a life-threatening emergency. The most frequently mentioned health conditions were related to accidents, pain, broken bones, breathing problems, chest pain and pre-existing medical conditions.

The key reason for choosing to go was that they would be able to diagnose and treat these problems.

Preferred ways of receiving/finding information are from the NHS website (43%), text message (39%), a leaflet through the letter box (21%), poster leaflet at NHS services (20%).

Preferred places to get information about health and care are from local pharmacies (80%) as well as other places in the community local libraries (50%), supermarkets (43%).

### **Impact and next steps**

This insight will inform our year-round campaign to help people navigate the NHS. This will be centred around the needs of the public and the benefit to the individual when using different services.

We will continue to work towards prioritising first port of call messaging to assist people in getting the right care at the right place.

We saw responses that people may contact their GP or go to A&E so they can speak with a healthcare professional for reassurance. Our communications will also highlight the role of local pharmacists being healthcare professionals on the high street. It is also apparent that we could better advertise the offer from walk-in centres, NHS 111 online and Urgent Treatment Centres. The campaign would highlight public priorities: reassurance, quicker and at a convenient location.

[You can download and read the full report here.](#)