



# Shaping Health and Care

## Spring 2018 Feedback Report

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact 01273 403687 or email

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# 1. Introduction

We hold twice-yearly Shaping Health and Care events; as part of our commitment across our East Sussex Better Together Alliance to put local people at the centre of everything we do.

Your views, knowledge and lived experience is 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.

You've told us at previous events that you'd like us to take Shaping Health and Care to new people in new places. So, this spring we held an event in two new locations, one 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  
Ore  
Thursday 10 May 2018

Eastbourne, Hailsham and Seaford CCG  
Seaford  
Tuesday 1 May 2018

## East Sussex Better Together

Eastbourne Hailsham and Seaford CCG, Hastings and Rother CCG, East Sussex County Council, East Sussex Healthcare NHS Trust and Sussex Partnership NHS Foundation Trust are working together with local people and community partners to transform health and social care.

At the last Shaping Health and Care events in November 2017 we spoke about how we were working towards creating an accountable care organisation. We are now using the term 'Integrated Care System' to describe the closer working between our hospitals, GP practices, community care and adult social care through East Sussex Better Together.

We have made significant in-roads across ESBT partners to addressing inequalities and improving access, quality and safety for local people. We have been recognised by NHS Improvement for our consistent performance last winter despite the significant increase in attendances at our local hospitals, and, our marked progress in reducing Delayed Transfers of Care is reflected in our very positive CQC Local Area review.



However, this has not translated quickly enough into reducing either the level of activity or the unit cost and, as with the whole of the NHS, in East Sussex we are under significant financial challenge. We must redouble our efforts to demonstrate we are making these improvements in services for the people of East Sussex in a way that makes the very best use of available resources.

Attendees were given a further opportunity to discuss our financial challenge and how we can create sustainable local health and care services during the group discussions. You can read more about the group discussions in section 2 of this report.

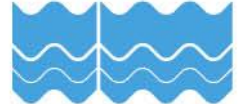
## Who came along and how did they take part?

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 5 of this report.

We promoted these events through our websites, email, social media channels, Patient Participation Groups (PPG), 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 spring events were a way for local people to:

- Find out about how the CCGs and County Council had acted on the feedback given at the previous events in autumn 2017
- Hear an update on our ESBT Alliance and our future plans
- Discuss our challenged financial position and be involved in solutions to address this
- 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 spring, following the positive feedback from our autumn 2017 events where you said you really liked being given a choice of topics, attendees were able to join group discussions on the following topics:

- Shaping the future of our Early Help services
- Urgent Care transformation – extended access GP services
- Being discharged – from hospital to home
- A new model for Primary Care
- Our shared challenge to create sustainable local health and care services

### Shaping the future of our Early Help services

This discussion was led by East Sussex County Council Children's Services colleagues and provided an opportunity to help shape the future of our local children's centres, targeted youth support and family key work services.

#### We asked you

As part of this group discussion colleagues from East Sussex County Council Children's Services shared the scope of the review and asked people if they were aware of the services already, and what their views about them were.

Participants were also given the opportunity to complete a short initial engagement survey with the results of this being used to guide next steps.



## What you said

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

- Most people were unaware of the details of the services currently in place – Children’s Centers, targeted youth support, Early Help Family Keywork Service
- Some people thought that targeted youth support was no longer functioning as a service at all
- Everyone felt that the voluntary and community sector and NHS partners should be involved in the consultation and engagement process, and had a part to play in early help when the new model was in place

## How we have used this information

The feedback from the group discussions resulted in changes being made to the initial engagement survey including some further detail around the services in place and what they are. Going forward, there will be an additional opportunity for people to comment on the options for the new service, when they are developed, in autumn 2018. The Early Help review commissioning outcomes include ‘community resilience’ as a theme.

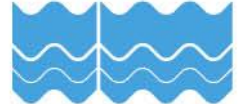
## Urgent Care transformation – extended access GP services

This discussion focussed on our plans for extended access to GP services; giving local people the opportunity to access GP services in the evenings and at weekends.

## We asked you

During this session we asked:

- What information would you like to have as patients so that you know how to access extended access GP services and how to use it?
- How would you feel about the clinicians working in extended access services being able to see your patient notes?



- What might prevent you from using extended access services or what barriers exist?

## What you said

When we asked about what information local people would like about this new service and how to use it, you told us:

- Information needs to be available before the service launches and using a variety of methods including bus adverts, radio and local television
- Information in 'community bumping' places where people bump into each other and chat, supermarkets or the Post Office for example
- Information needs to be accessible and easy to understand
- There needs to be clear instructions about how patients access the new service and what the benefits are for them

When we asked how people would feel about those working in the extended access service having access to your notes and medical history, you told us:

- It is essential for clinicians to be able to view patients' notes, especially as they are unlikely to be seeing their own GP so they will not have that knowledge of you and your conditions
- Those working in the service must be able to add notes to your records so that your registered GP practice are able to see what was discussed, especially for those with long term conditions
- People felt they should have to give their consent and clear protocols around data sharing and confidentiality would need to be in place

When we asked what might stop you from using extended access services or what the barriers might be, you told us:

- The location must be accessible – there must be adequate parking and links to public transport
- The service needs to have enough appointments available to meet demand and ensure that access to GP services is improved



- People said that seeing a different clinician may be a barrier to using the service but said this could be helped by being clear that they will have access to your notes and medical history

## How we have used this information

Your views, comments and feedback will inform how we promote extended access GP services to local people and the range of communication methods we use. We will be clear that extended access is about improving access to GP services and giving people more choice over when they access services.

We will be clear with potential service providers and GP practices around the importance of sharing notes and that having access to patients' medical history is essential to provide a safe and effective extended access service.

As we look to appoint a provider to deliver extended access services we will ensure potential barriers such as location and accessibility are taken into account and where possible solutions found.

## Being discharged – from hospital to home

This discussion was led by colleagues from East Sussex Healthcare NHS Trust and provided an opportunity to discuss what a successful transition from hospital to home looks like, what is important for us to consider when a person is leaving hospital and how can information provided to people and their family be improved.

## We asked you

Whether a patient is leaving hospital to go home, to intermediate care, or to a residential care home – we want to improve their journey. Studies have found that improvements in the way we plan for a patient to leave hospital can dramatically improve their health outcomes.

During this session we asked:

- What information should we offer people being discharged from hospital?
- How should we communicate this information to them?





## What you said

When we asked people what information people should be offered when being discharged from hospital participants said they would like information on the following three main areas:

- Information that helps people understand what to expect when they leave hospital, including what they might be able to do, what do they need to be careful of, what should they expect in the initial hours, days and weeks after leaving hospital
- Information about how to access additional advice and support including services in the community, general practice and other health settings
- Information about their condition and what that might mean for them in the future

When we asked people how they would want to receive this information participants said that it should be available in different ways and in a way that was accessible to that person. Information should also be made available for specific audiences, for example children and young people or those with disabilities. Information should be available both online and provided as a hard copy so that people can access it at different times and in different ways.

## How we have used this information

The feedback, comments and views from the discussions have been shared with the 'Discharge Improvement Group' at East Sussex Healthcare NHS Trust. This group is currently reviewing the discharge process and looking at how we can improve people's experience.

## A new model for Primary Care

As part of our East Sussex Better Together programme we are developing a Primary Care strategy. At the heart of our strategy is the move towards a new model for Primary Care. We aim to foster a Primary Care system that revolves around the needs of the individual to enable them to get the care they need, as directly as possible, delivered by the most appropriate person.

## What you said

The group discussed 'a new model for primary care' specifically focussing on our ambition for improved awareness and access to the wider range of primary care services. An infographic was shared as well as information about care navigation which is being introduced in some of our GP practices to support people in seeing the right person first.



Your views and feedback has been grouped into the following key areas:

- Communication - people felt that there was a real need to better communicate to local people the wider range of services and support available. Many people were unaware of some of the other services available such as the Minor Eye Condition Service or our integrated lifestyle service, One You East Sussex
- Digital - many people highlighted the importance of digital services and tools. There was recognition that many people now access health information and services digitally so our new model needs to digitise and harness the potential this can offer in improving access and support. This was caveated with the need to ensure we consider those who do not have access to the internet or digital technology with the recognition that there was an opportunity for communities and libraries to support people in enhancing their digital skills.
- Information sharing - people highlighted sharing of information and access to patient notes as a key priority; they felt that this was essential with people only wanting to tell their story once.
- Reducing barriers - many people felt that whilst they recognised the need to change behaviours and attitudes of local people, there was an equal need for professionals and services to change the way they operate and the processes they follow. For people to access the wider range of primary care services they need to have direct access and we need to look at the current barriers which prevent people from accessing these services, such as the need to be referred via your GP.

## How we have used this information

The views and feedback from these discussions will be incorporated into the next version of our strategy with the proposal to include a specific section around what people have told us and what delivery of the strategy will mean for local people.

## Our shared challenge

We want to ensure that local people are aware of and understand the issues facing our local health and care services so that we are transparent about our shared challenge to sustain and provide high quality health and care services in an affordable way.



## We asked you

This discussion was an opportunity for participants to find out more about our challenged financial position and for us to share information around how we spend our money to see if it was easy to understand and use.

We shared graphs showing how much we spend and the financial challenge facing the CCG as well as information on the average cost of some routine health interventions like hip surgery and outpatient appointments.

## What you said

People told us that they found the discussions very useful and they were often surprised at some of the costs for care; for example on medicines. They also said that being more aware of the position helped them to further understand the importance of integration, prevention and self-care.

Many of those who joined these discussions said they were keen to be involved in helping to find solutions, with local community groups explaining how their activities were helping to keep people well.

## How we have used this information

The feedback on the information we shared was really helpful and has been used to inform the putting together of a toolkit (including the further creation of a number of materials with local people that can support our conversations; for example diagrams and videos). There were some key themes and questions across both events and these will be used to create a 'frequently asked questions' document to support our shared challenge conversations going forward.

We will also look at the use of infographics and glossaries to help people understand and be able to play an active role in the conversations. We will aim to ensure these conversations involve clinicians, other staff and stakeholders directly responsible for delivering or using our health and care services.

We will now be looking to:

- Establish a co-design group to further develop our toolkit
- Develop an action plan to ensure meaningful ongoing conversations with local people



## 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.

This spring we partnered with Seaford Town Council who held a ‘Health and Social Care Matters’ event at the library following our Shaping Health and Care event. The free drop-in event included information on services, talks and free NHS health checks. As a result, our Seaford Shaping Health and Care event did not include a marketplace but attendees were able to join a health walk down to the health and social care matters event at the library.

### Seaford ‘health and social care matters’ marketplace stands

- East Sussex Community Network
- Association of Carers
- Beat the Street
- Care for the Carers
- Diabetes UK
- East Sussex Association for the Blind
- Elder Abuse Recovery Service
- Elderly Care
- Seaford Library
- East Sussex Community Network
- Stroke Association
- Gig Buddies Stay up Late
- Health in Mind
- Health Navigator (SCDA)
- Health Walk Seaford
- Horder Health Centre
- Marias Home Care
- Age Concern
- STEPS
- Sexual Health



## Ore marketplace stands

- Healthwatch East Sussex
- One You East Sussex
- Advice & Community Hub
- Hastings Dementia Action Alliance
- East Sussex Community Pharmacy
- The Conservation Volunteers
- Rural Rother Locality Network
- Care for the Carers
- SCDA
- Age UK
- Home Works
- Isobel Blackman Centre
- Your Integrated Locality Team
- Healthy Hastings and Rother

## 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 around 100 people attending including those in the marketplace. Most of those who completed an evaluation form said they were there representing a group or their practice's Patient Participation Group. The single most common way of finding out about the event had been via the CCG or ESCC. Others had found out through a group or organisation or online.

## Rating sessions and activities

Attendees were asked to rate sessions at both events. All of our group discussion sessions were popular with the majority of people rating them all as excellent or good. None of the group discussions received a poor rating. Both the urgent care and shared challenge sessions received the highest number of excellent and good responses. The majority of people felt that there was a good opportunity to ask questions and the venues received positive ratings.

## Future events and attending similar events

Across both events, all those who completed an evaluation form and expressed a view said they would attend a similar event in the future. No one said they would not attend again. The group discussion format received a number of positive comments but people said they would have liked these to be longer as they didn't have enough time to properly delve into the discussion.

With regards to topics for future events, people said they would like to know more about the wider range of primary care clinicians such as Paramedic Practitioners and Advanced Nurse Practitioners. A request for more information and a focus on preventative services was also received.

# 5. How to stay involved

We strongly believe in working in partnership with local people to help us build a local health and social care system that supports you and your local community to thrive and stay healthy.



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.

## Subscribe to our ESBT newsletter

Sign up to receive health and social care updates and news stories from the ESBT area: you can do this at our website: <https://news.eastsussex.gov.uk/east-sussex-better-together/get-involved/>

## Have your say

Our aim is to make it easy for you to have your say so that you can influence our work. We need you to help us ensure the people we serve remain at the centre of everything we do.

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/](http://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 experience of local health services and play an active role in supporting and improving your own GP surgery.

If you're not a member of your PPG and would like to join, contact your local GP practice manager to find out more.