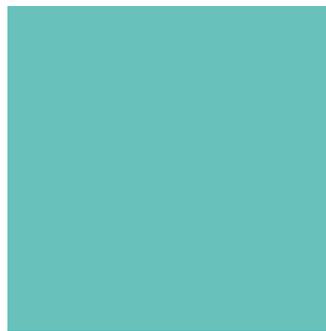


Report to the Blackburn with Darwen, Blackpool, and Lancashire Health and Wellbeing Boards

From the Healthier Lancashire Listening Event

Edge Hill University

16th April 2015



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Purpose of this Report

At the 14th May 2015 Lancashire Transformation Executive, which receives updates from Healthier Lancashire, it was suggested that a report to the three Lancashire Health and Wellbeing Boards from the 16th April Healthier Lancashire 'Listening Event' would be appropriate, as the boards had suggested conversations with the public should begin.

The publication of this report has been delayed until now to accommodate 'Purdah', as the outcomes stated in the report could be viewed as 'new information'.

Foreword

At a meeting between Healthier Lancashire and the three Lancashire Health and Wellbeing boards on 17th February 2015 it was agreed that there was a need to start discussions with the public on how to achieve a 'Healthier Lancashire' and that 'Listening Events' should be offered in all localities of Lancashire. All CCGs across Lancashire have a robust programme of public engagement on their strategic priorities which will be useful conduit for future engagement on a 'Healthier Lancashire'. So as not to conflict with any of these engagement programmes, an invitation only recruitment process was followed from provider services including the Third Sector. Participants were briefed that attendance was as a member of the public and not in their professional role. This enabled Healthier Lancashire to test out the methodology for the 'Listening Event.' As the event was held during Purdah, NHS England approval for the meeting was sought, to ensure the approach was within guidelines, and the final report was not published until after the 8th May 2015.

The Healthier Lancashire Team would like to thank the following people who made a valuable contribution to planning and facilitating the event:

- Professor John Diamond for offering use of the room and facilities at Edge Hill University.
- Danny Harkness from Edge Hill University for logistical support for the event.
- Meg Pugh, Head of Communications and Engagement for West Lancashire Clinical Commissioning Group
- Bob Minto, Engagement Officer for West Lancashire Council for Voluntary Service (CVS)
- Tim Mansfield, Associate Director, Healthier Lancashire
- Ian Treasure, Stakeholder Engagement Manager, Healthier Lancashire

And the participants who attended and contributed:

- Nicola Adamson, Associate Director, Central Manchester University Hospitals NHS Trust
- Charles Addie, Volunteer, West Lancashire Connect4Life
- Sue Blundell, Volunteer, West Lancashire Connect4life

- Alan Boon, Case Worker, Rossendale Citizens Advice Bureau
- Paul Cotterill, Volunteer and Carer
- Dr Nisanthe Dolage, Consultant Psychiatrist, Lancashire Care Trust
- Peter Forster, Regional Co-ordinator, British Medical Association
- Neil Greaves, Communications Manager, Healthwatch Lancashire
- Terry Mears, Chief Executive, Sue Ryder Care
- Greg Mitten, Chief Executive, West Lancashire Council for Voluntary Service
- Christina Morley, Communications Officer, Healthwatch Lancashire
- Max Oosman, Staff Governor (Nursing Support), Lancashire Care Trust
- Janet Parry, Care Home Liaison Nurse/Community Mental Health Nurse, Lancashire Care Health and Wellbeing NHS Foundation Trust
- Helen Quinn, Social Prescribing Co-ordinator, Help Direct Lancaster
- Diane Roscoe, Outreach Adviser and Case Worker, Rossendale Citizens Advice Bureau
- Lisa Rose, Deputy Team Manager, Mental Health, Lancashire Care Trust
- Jacqui Sutton, Public Governor for West Lancashire, Lancashire Care
- Jo Thompson, Co-ordinator (Third Sector), One Lancashire
- Marjorie Twist, Volunteer / Lancashire Care Trust Member
- Mike Wedgeworth, Chief Executive, Third Sector Lancashire
- Naz Zaman, Chief Officer, Lancashire BME Network

Executive Summary

The 'Listening Event' on the 16th April 2015, the outputs of which are contained in this report, saw the beginning of dialogue with members of the public on what a 'Healthier Lancashire' could look like. The recruitment of participants focused on front line health and social care services from all sectors, patient participation groups and foundation trust membership schemes. The meeting was invitation only and not a 'public meeting'.

The detailed findings are contained in this report. The methodology used proved successful in eliciting information in relation to health and social care services.

Methodology

The methodology was to stimulate open discussion, which was achieved. The 'Listening Event' had three stages:

1. Introductions and why people made time to attend (these appear at appendix 1)
2. Sharing of Patient Experience Stories.
3. Review of experiences through 'Goldfish Bowl' methodology.

Patient Stories

Patient Experience Stories were shared via a round circle where participants were asked to share a patient story in an allocation of 3 minutes. This was entirely voluntary although all attendees participated. Key themes were noted down during the time the stories were shared.

Goldfish Bowl

The Goldfish Bowl consisted of a circle of chairs with 4 chairs in the centre of the circle. Participants were invited to sit in the centre of the circle and challenge each other on what elements of care were positive and how their experiences could have been more positive overall. Key themes were also noted down during this session.

Key Themes – Patient Stories

Participants were asked to share their own patient story. There were no verbatim notes taken, however key themes from the patient stories were:

Positive themes

Overall clinical performance	17
Information & Patient Involvement	3
Positive communication with patients	2
Access to elective care	2
Access to emergency care	2
Involving carers	2
Links to social care	1
Provision of a total service	1
Using advocates	1

Causing concerns

Poor quality of ward care, including clinical and communications	14
Access to hospital, waiting times or transport delays (urgent)	3
Access to GP	1
Administrative delays	1
System failures when moving through services	3
Triage concerns affecting speed and quality of service	3
Discharge problems	2
Social care	2
Extent of social and community care	1
Involving cares	2
Not using advocates	1
Inconsistency in staff and service provision	6

Key Themes – Goldfish Bowl

The 'Goldfish Bowl' exercise was facilitated with good levels of participation from all. A summary of the points and suggestions made during 'Goldfish Bowl' were:

1. Pilot schemes that work need to be made permanent.
2. Prevention is a huge factor in reducing future costs and illness and this needs to start earlier. Prevention is all about changing the mind-set of the individual that they are empowered to prevent conditions like certain types of dementia.
3. Empowerment is something all people can realise, even if it's only small steps.
4. There is so much focus on the elderly but what about middle aged people who aren't ill yet?
5. Schools need to focus on how young people can respect themselves and look after their health.
6. Local people know where the good health and social care services are in their local area, they also know where the not so good ones are.
7. It (Health services) seems too much like a business. We seem to have forgotten how to address each other. We need to care about the people in front of us and not the auditors.
8. How about 'community'? What about your neighbour, what do we really know about them?
9. Third sector could really help with prevention (e.g. brief interventions).

Next Steps

At the end of the session the following was agreed to shape 'Listening Events' in the future:

1. Healthier Lancashire to finalise report by Friday 24th April 2015, and then send out to all participants (all to comment and identify if there is anything missing from the report).
2. As part of the follow up, Healthier Lancashire will ask participants if they would like to continue to be involved with Healthier Lancashire events.
3. As there was some real enthusiasm in the room, participants will be asked if they would like to share their patient story in detail, which will involve a follow up meeting with Healthier Lancashire.
4. It was also agreed that at future events a longer allocation of time is needed for discussions.

Ad Addendum

5. It was requested at the 14th May 2015 Lancashire Transformation Executive that a report from the event be sent out to the 3 Lancashire Health and Wellbeing Boards.

Conclusion

The 'Listening Event' gathered some useful insight into the effectiveness of the methodology employed during the event and perceptions of Health and Care services. The Healthier Lancashire Team would welcome the opportunity to discuss these findings with the Health and Wellbeing Boards to plan further engagement work going forward.

Reasons for attending

Participants were asked “why have you given up your time today to be here?” and offered the following responses:

Neil – HealthWatch Lancashire – Listening and gathering public voice

Lisa – MH Team Lancashire – Grateful to be invited – here to listen

Dr Dolage – How can we help with things?

Jo – 3rd Sector Lancashire – identify important themes and current

Christina – HW Lancashire – communications and to collect patient stories

Greg – CVS West Lancashire – how can this work get to helping residents

Alan – CAB Rossendale – Listen and offer ways of helping people with their health

Diane – CAB Rossendale – Accessing health and benefits – people experiencing problems and how to help

Peter – NW BMA NW Social Partnerships – listen and then feed back to the partnerships

Helen – Lancaster and Morecambe – Participate and feedback

Mike Wedgeworth – 3rd Sector Lancashire – how to deliver 5 year forward view and these things take time

Marjorie – Volunteer – Want to catch up on what’s happening

Charles - c4life West Lancashire – What can help on the ground

Sue – c4life West Lancashire – how can we connect with each other and make life better

Max – Nurse East Lancashire – how can we help downstream and upstream

Bob – CVS – how can we get it right?

Tim – Healthier Lancashire - Committed to improving health outcomes and health professionals to improve lives for the better

Ian – Healthier Lancashire – Want to get people working together – shared ownership – change with sustainability