



## **HEALTH AND WELLBEING BOARD**

### **14<sup>th</sup> November 2019**

# **ITEM 12**

Report sponsor: Steve Studham, Chair,  
Healthwatch Derby.  
Report author: James Moore, CEO,  
Healthwatch Derby. Helen Henderson-Spoors  
Healthwatch Derbyshire

## **Healthwatch Derby – NHS Long term Plan Derby and Derbyshire**

### **Purpose**

- 1.1 The purpose of this report is to provide the Health and Wellbeing Board (HWB) with an overview of Healthwatch Derby and Derbyshire's report that was commissioned as part of a National public engagement into the NHS Long-Term Plan (LTP).
- 1.2 The report undertaken by Healthwatch was to raise awareness of the NHS LTP as well as provide information locally to feed into the Joined up Care (STP) as well as Nationally as a whole.
  - The NHS has produced a LTP, setting out all the things it wants health services to do better for people across the country.
  - The Healthwatch network was commissioned by NHS England to support public engagement around the NHS LTP within each Sustainable Transformation Partnership (STP) footprint. Therefore, between March and May 2019, we engaged with people across Derby and Derbyshire about what people think should happen in order to make care better for people in the community.
  - The LTP sets out what the NHS wants to do better, including making it easier for people to access support closer to home and via technology, doing more to help people stay well, and providing better support for people with cancer, mental health conditions, heart and lung diseases, long term conditions, such as diabetes and arthritis, learning disabilities and autism, and for people as they get older and experience conditions such as dementia.

### **Recommendation**

- 2.1 To consider the content of the report and the key messages within it.

### **Reason**

- 3.1 To ensure that the HWB is aware of what the people of Derby and Derbyshire commented about the LTP and what they said. This supports the HWB in its role in

improving the health and wellbeing of the local population

## **Supporting information**

4.1 Below is a summary of the report's key findings:

- People want to feel listened to by professionals when they first raise concerns about their health.
- Carers want to feel listened to, and included in early conversations (where appropriate), about their loved ones health.
- People felt education should be increased around where people can go to access information and advice, as it isn't always necessary to book a GP appointment (i.e. could visit a pharmacy).
- Quick and easy access to the relevant help and treatment was seen to be vital.
- It was felt that patients and professionals should make joint decisions on any health or care treatment.
- People should receive sufficient information in an understandable format to help them make choices about their health and care treatment.

4.2 A high proportion of people found it difficult to access ongoing support once they received their diagnosis.

- Support from specialist professionals was highly valued i.e. Macmillan nurses.
- Most people explained seeking help for more than one condition was much harder.
- The importance of timely communication was seen to be paramount.
- It was seen to be important for people to have the confidence to know their personal data is managed well and kept secure.
- People want to be able to stay in their own home for as long as possible with the right support.
- People want to feel well supported at the end of life.

4.3 The Early findings from the National report have led to the NHS England committing to do a review into Patient Transport Services.

4.4 The full report is attached for information.

## Public/stakeholder engagement

- 5.1 To collect consistent information across the county, a questionnaire developed by Healthwatch England was used.

The questionnaire was promoted online and our engagement team and volunteers also promoted the questionnaire through attending events and groups.

In terms of our engagement, we gathered views through:

- Surveys - we received 458 responses.
- Focus groups with the Black Minority Ethnic (BME) Community, a mental health group, a learning disability group and an elderly group.

## Other options

- 6.1 None considered.

## Financial and value for money issues

- 7.1 None.

## Legal implications

- 8.1 None.

## Other significant implications

- 9.1 None.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal Finance Service Director(s) Report sponsor Other(s)	Steve Studham, Chair – Healthwatch Derby	