

The NHS Long Term Plan

In January 2019 the NHS in England published a Long-Term Plan setting out how they plan to improve health and social care services over the next ten years.

The Plan sets out the areas the NHS wants to make better, including:

- People receiving help more easily and closer to home
- Helping more people to stay well
- Making care better
- More money invested in technology.



What did we do?

We gathered the views of local people about how the changes in the Plan could be implemented locally. We visited groups and organisations across the county.

We spoke to 250 people about the following topics:

- Local, out of hospital care
- Prevention and self-care
- Specialist services
- Emergency care
- Mental Health care for adults
- Health inequalities
- Digital technology
- Learning Disability and Autism
- Mental Health care for children & young people



What did people tell us?

Local, Out of Hospital Care

- Better access to support, services and information is needed.
- There will be an increased pressure on unpaid carers. Support and information for carers must be increased. Carers must be involved in decision making.
- Services will need to communicate better with each other, co-ordinate themselves and become consistent in the services they provide.
- Services need to be able to share patient information efficiently.

Prevention and Self Care

- Increase opportunities and safe places for people to come together, considering cultural differences, age and requirements of people with certain conditions and disabilities.
- Access to support is difficult due to the rurality of the county.
- Clearer and wider reaching messages are needed. Health professionals, schools and pharmacies could play a role in this.
- Use Expert Patient Programmes to support the management of conditions.
- Increase peoples understanding of their condition to encourage and support self-help.



Specialist Services

- Accessibility and availability of public transport - Worcestershire is a rural area so this impact on people's access to transport.
- Centres of Excellence will have implications for patients and carers which need to be considered - Cost, time, emotional impact, physical impact.
- Support for Centres of Excellence as people receive a complete package of care from skilled surgeons under one roof.
- Sustainability and Transformation Programme footprints do not necessarily make sense to patients. For example, Hereford to Coventry - 4hrs, Hereford to Cardiff - 1.5hrs.
- Better workforce planning is required.
- Where and how follow up care will be delivered must be given consideration.



Emergency Care

- There needs to be clarification about which service to use and when in order to reduce the number of people attending A&E.
- People don't know where services are, the opening hours, what they are for and the facilities they have.
- Increase access to GP appointments, Minor Injury Units and Walk-in Centres.
- Concerns NHS 111 is risk averse and sends people to A&E unnecessarily.

Mental Health - Adults

- There needs to be increased access to crisis support. 24hr walk-in facilities and overnight places of safety would be helpful. Improving access to GP appointments would help prevent crisis in the first place.
- Access to crisis cafes, safe places and drop ins which are self-referral.
- Volunteer led peer support and access to a wider range of lower level support to prevent crisis.
- The rurality of the county impacts on the support and services people have access to.
- Non-medical therapies can be very beneficial, so increased access to therapeutic approaches would help.
- Agencies need to work better together to prevent people experiencing a mental health crisis being arrested.








Mental Health - LGBT+

- The NHS makes assumptions people are heterosexual.
- Support groups are aimed at heterosexuals.
- The feeling of being judged stops people accessing services.
- Concerns people are being told they have mental health problems because of their sexual identity.








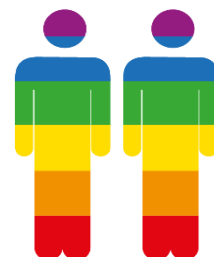
Mental Health - Children and Young People

-  Access to CAMHS appointments needs to be much quicker.
-  There is a lack resource in schools to adequately support children and young people with mental health issues.
-  There needs to be consistency of professionals supporting the young person and a range of therapies should be considered to meet individual need.
-  There is a lack of support for parents.
-  There needs to be continuity during transition from child to adult services.



Mental Health - Children and Young People LGBT+

-  GPs play an important role as they are the first point of contact, but they don't indicate they are LGBT+ aware/friendly and there are concerns that GPs might break confidentiality and tell parents.
-  There needs to be more information about mental health support in places where children and young people go.
-  Increase youth groups for LGBT+ with links to mental health services.
-  More support for parents and carers is needed.
-  Training and support for teachers needs to be increased.



Health Inequalities



- Issues with access to information and support.
- NHS needs to go into communities in order to get an understanding of needs and issues.
- Important to identify who within communities can communicate with people i.e. Police, Fire Service, Postal Service, Bin Collectors.

Digital Technology

- Cannot assume everyone will be happy to use technology.
 - Mobile signal strength is an issue in many areas.
 - Technology can create more barriers.
 - Opportunity to use Facetime and Skype for appointments.
 - Certain technology and gadgets can be very helpful. For example: Alexa can be helpful for people with physical disabilities and sensory impairments.
 - Alarms to remind people to take medication.
 - Apps to enable people to source support and information.
 - Could be used to improve information sharing in the NHS.
- App linking people to their GP - self monitoring can be useful as you don't have to attend appointments.



Thank you to all the individuals and groups for taking part in the focus groups. Your feedback will be used by local decision makers to inform how the NHS Long-Term Plan is implemented in Worcestershire.

A more in depth report covering all of the engagement and survey results for Worcestershire and Herefordshire can be found on our website:

www.healthwatchworcestershire.co.uk