

## **‘What Would You Do?’: Public responses to the NHS Long Term Plan**

### **Purpose**

1. This report describes the work undertaken by our Healthwatch to produce ‘What Would You Do?’<sup>12</sup>, work all Local Healthwatch were commissioned to do by NHS England in support of the NHS Long Term Plan.

### **Key issues**

2. Details of the work are explained in sections 7 to 9. Our Healthwatch was commissioned to carry out the engagement work in both Healthwatch areas; Cambridgeshire and Peterborough, as well as analyse the findings and write a report. The sum received for this was £7,600 in total.
3. A summary of what people told us is in section 10.
4. The plans for using the findings of the report are described in sections 11 to 13.
5. The publication of this report was supported by a wide range of communications activity. There are a number of resources available to help with ongoing promotional work including summary reports, an Easy Read version and a presentation.

### **Action required by the Board**

6. The Board is asked to:
  - Note the report
  - Support dissemination of the findings.

### **Author**

Sandie Smith, CEO

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<sup>1</sup> <http://www.healthwatchcambridgeshire.co.uk/news/what-would-you-do>

<sup>2</sup> <https://www.healthwatchpeterborough.co.uk/what-would-you-do/>

*Engagement activity*

7. Healthwatch England designed two surveys to ask people about what is important to them to keep healthy and how they want their NHS to look in the future.
8. During March and April this year our Engagement Team, supported by other members of staff and sessional workers, helped local people complete these surveys through a number of engagement and communications activities. Altogether 757 people completed the surveys. The STP asked us to target a number of hard to reach communities, which we did through working with voluntary and community sector groups and organisations.
9. We also held five focus groups across Cambridgeshire and Peterborough which 43 people attended. We also analysed 1,100 pieces of feedback that we had received in the previous year.

*Summary of findings*

10. The themes identified were:
  - a) People we heard from want faster, easier access to primary care services, particularly to GPs;
  - b) People are interested in self-help and are asking for support to access information and appropriate services to help them keep well;
  - c) Support is not always offered; people often look for support themselves sometimes whilst coping with illness or another's illness. They find that information is in lots of different places, often not current, and often not accessible;
  - d) Carers with long-term conditions often have the additional challenges of caring for others. People often experience poor communication between services and as a patient. Often the patient / carer has to co-ordinate it themselves and chase to get anywhere;
  - e) Patients want to be listened to, especially people with long-term conditions who are often 'experts' in their condition and able to recognise when their health changes;
  - f) People with conditions over a long time told us they experienced worsening services;
  - g) Care can seem to be service-centred rather than person-centred. We heard this particularly of autism and mental health services;

- h) Care is often not joined-up – especially for people with long-term or multiple conditions. People told us they wanted to be seen and treated holistically. The experience was of systems not ‘talking’ to each other, and people not understanding how the system works;
- i) There is a ‘digital divide’. Not everyone does or can use the internet, but there is awareness of its potential and
- j) Travel and transport difficulties continue to be barriers to effective health care. There is some evidence of willingness to travel and the limits on this for some aspects of care and some groups.

### *Next Steps*

- 11. Our STP will be using the findings of the report to inform the development of our local response to the NHS Long Term Plan.
- 12. The Public Health team have confirmed that they will be using the findings to influence the new Health and Wellbeing Strategies for Cambridgeshire and Peterborough.
- 13. We are keen to maximise how this data is used for local planning, so we are also:
  - Giving presentations to a range of groups and forums to continue to raise awareness of what local people think their NHS should look like in the future;
  - Offering local organisations raw data to support service improvements.