

NHS Long Term Plan

#WhatWouldYouDo?

**People from West Yorkshire and Harrogate
and Craven share their views**

April 2019

**West Yorkshire and Harrogate
Health and Care Partnership
Response to Healthwatch
engagement report**



West Yorkshire and Harrogate Health and Care Partnership Response to Healthwatch engagement report

Tuesday, 02 July 2019

NHS Long Term Plan Engagement

West Yorkshire and Harrogate Health and Care Partnership (WY&H HCP) system leadership group welcome the Healthwatch [NHS Long Term Plan](#) engagement report findings. Our thanks go to all Healthwatch partners and engagement colleagues for their hard work in developing and delivering this important, timely piece of work.

We are delighted that Healthwatch colleagues have reached over 1800 people with the local survey on digitisation and personalisation, as well as many others for the long term health conditions national survey. It's also helpful to read further comments gathered on other areas of our health and care work, including the importance of: *'partners working together to make it easier and affordable for people to say fit and eat healthily, as well as 'more pro-active support around weight loss'; and concerns around 'better emergency support for people in mental health crisis' – an area we are working hard to address together.*

It's also heartening to hear that as well as the surveys, local Healthwatch colleagues have coordinated over 15 focus group sessions across the area with seldom heard people, such as those with mental health conditions; dementia and carers. The voice of carers taking part in the focus groups endorses our [programme](#) approach that: *'carers needed more support to keep them safe and healthy including regular health checks, respite care and flexible appointments to fit round caring responsibilities'.*

Our commitment

Our vision for West Yorkshire and Harrogate (WY&H) is for everyone to have the best health and wellbeing possible. Engagement is imperative to the way we work – engagement, particularly with the people delivering and receiving services, results in better outcomes.

We recognise and value the significance of having peoples' voices at the very heart of all we do and remain fully committed to actively listening whilst taking into consideration these views wherever possible. One report example being around preventing ill health which highlighted: *'more awareness for both children and parents of the long-lasting problems from living an unhealthy lifestyle and the benefits of being healthier'* would be beneficial.

We are committed to transparency and meaningful engagement on all our work. This involves meaningful conversations with people (including our workforce), on the right issues at the right time. You can see some examples of how we have done this [here](#).



We also believe that to improve care for people, health and care services need to work more closely together, and in new ways. This means the public, carers, GPs, hospitals, local councils, provider organisations, Healthwatch, the voluntary and community sector and commissioners all coming together to agree a plan to improve local and West Yorkshire and Harrogate health and care services.

Helping people and families to plan ahead, stay well and get support when they need it in the most appropriate way with the resources we have available is key to the way we work. It's interesting to note that people said they wanted to be: *'listened to, trusted and taken seriously as experts of their own bodies'* and that *'a lot of people saw social prescribing as a positive and wanted more access to this support'*. We couldn't agree more and this is central to the work we are doing on [personalisation](#).

Engaging and communicating with partners, stakeholders and the public in the planning, design and delivery of all our work is essential if we are to get this right. The findings set out in this report will help us to achieve this where we aren't addressing this already, for example: *'better use of IT and electronic records'* and *'to have all trusts having the same computer systems or ones that talk to each other'*. You can see examples of the work we are doing to address this [here](#).

Our engagement approach informs the ambitions of our Partnership - to work in an open and transparent way with communities. Effective public involvement particularly those who are seldom heard, will ensure that we are truly making the right decisions about our health and care services. We are delighted that Healthwatch has reached so many diverse groups of people.

What next?

The comments received around quicker appointment times are very helpful. This is a fundamental part of the [primary care](#) and [urgent, emergency care](#) programmes. For example Yorkshire Ambulance Service NHS Trust (YAS) had been awarded the contract for NHS 111 telephony, call handling and core clinical advice service (referred to as IUC) in Yorkshire and the Humber. This will see an increase in clinical advice and direct booking; clinical validation for emergency department referrals and managing dental calls for children under five.

We will be sharing this eagerly awaited report with all our [priority programme](#) leads and asking for their response on how they intend to make best use of the findings in their work plans.

This engagement report will also be discussed at our leadership meetings, including the Clinical Forum; [West Yorkshire Association of Acute Trusts](#) (hospitals working together); [The Mental Health, Learning Disability and Autism Collaborative](#); and [Joint Committee of the Nine Clinical Commissioning Groups](#); as well as the [Partnership Board](#) which meets in public in September 2019. Members of all leadership groups are keen to read the report and to act on the findings wherever possible.

Key to all of the above is our next steps. I'm sure colleagues working in Bradford District and Craven; Calderdale, Harrogate, Kirklees, Leeds and Wakefield will find the report very useful when planning any further engagement work needed at a local level as we will for the West Yorkshire and Harrogate priority programmes. The engagement findings are an important part of developing our Five Year Strategy.



Our Five Year Strategy

Our partnership published [‘Our Next Steps to Better Health and Care for Everyone’](#) in February 2018. The document describes the progress made since the publication of the initial WY&H plan in November 2016, and sets out how the partnership will improve health and care for the 2.6 million people living across the area in 2018 and beyond. This was produced in partnership with all our partners.

Over the coming months we will be developing the second edition of this publication, also known as our Five Year Strategy. The Healthwatch report will help us to identify further engagement needed.

Alongside our current priority programmes, which include cancer, urgent care, mental health, and maternity, the strategy will include a stronger focus on supporting carers and preventing ill health. It will also set out how we intend to support children and families more, whilst tackling health inequalities and improving the lives of the poorest, the fastest. This will ensure our existing work aligns fully to the ambitions of the NHS Long Term Plan.

One clear theme worth noting is that people want us to work: *‘towards stopping folk getting ill rather than curing illnesses’*. This message of preventing ill health, early help and intervention is consistent with the conversations held at the Partnership Board meeting in public in June.

The importance of joining up services for people at a local level in Bradford District and Craven; Calderdale, Harrogate, Kirklees, Leeds and Wakefield will remain at the heart of local and West Yorkshire and Harrogate Plans. All decisions on services are made as locally and as close to people as possible.

With this firmly in view, our Five Year Strategy (which we hope to publish at the end of the year) will describe how the health and social care workforce of over 100,000 in West Yorkshire and Harrogate is changing to meet the current and future needs of the 2.6 million people living across the area – the approach we will take is in line with the recently published [‘Interim NHS People Plan’](#).

Our strategy will recognise the huge contribution community organisations and volunteers make; and the vital role of the 260,000 unpaid carers who care for family and friends day in day out and whose numbers are more than that of the paid workforce. All significant areas mentioned in this helpful engagement report.

As work on the strategy gets under way, ambition must be joined with realism, transformation and sustainability. Framing the ambition around improving people’s health and a new deal with the public offers the best opportunity for the future – having the Healthwatch engagement report to hand will help us develop this further.

People’s comments around self-care, communications, and the personalisation agenda will be well received - for example the West Yorkshire Cancer Alliance Focus Group said: *‘they wanted communication to be improved between primary and secondary care and time between follow up appointments to be reduced’*.

The wider determinants of health, for example housing, employment and household income are ever present in our Partnership approach and it’s helpful that this is an identified theme in the report.



Our engagement approach

Our response to this engagement report will be to work in partnership and build on existing communication and engagement work already in place at a local level – rather than developing new engagement mechanisms and channels solely for the purpose of WY&H HCP.

This approach is central to our [communications and engagement strategy](#). It's important to note we are not starting from scratch. [WY&H engagement and consultation mapping documents](#) and [timelines](#) have been updated and there is a wealth of other expertise via our WY&H and local place engagement networks, for example patient, public assurance groups, patient reference groups, and community champions - an asset based approach. We need to keep this firmly in view and make sure we maximise all existing engagement mechanisms without duplication of effort and cost, whilst making the very most of this Healthwatch engagement report. We also need to identify where there may be gaps to ensure we reach all protected groups as defined by The Equality Act 2010.

All of the above will stand us in good stead as we develop and implement the Five Year Strategy.

Finally, and importantly, we would like to reassure all those reading this report that we will be taking the findings very seriously and will endeavour to do all we can to make sure people's voices remain at the heart of all we do and we build on the excellent work Healthwatch partners and engagement colleagues have done to date.

To find out how you get involved in our work visit our www.wyhpartnership.co.uk

Yours sincerely



Rob Webster, CEO Lead for West Yorkshire and Harrogate Health and Care Partnership on behalf of the System Executive Leadership Group

