



Renewing the Joint Health and Wellbeing Strategy for the City of York
Summary of the feedback received from pre-drafting/pre-consultation
engagement with stakeholders and residents



During late 2015 and throughout 2016 engagement took place with stakeholders and residents prior to producing a draft of a new Joint Health and Wellbeing Strategy for York. This has ranged from attendance at specific meetings to focused engagement events and an online survey.

The key engagement events were:

(i). Open Engagement Sessions

Two events were held on 25th July 2016. These events were open to both residents and stakeholders and approximately 60 people attended. The Director of Public Health for the City of York gave a presentation setting out a 'life course approach' for the new Strategy covering the following themes:

Starting and Growing Well

Living and Working Well

Ageing Well

Dying Well

Attendees took part in table discussions based around the following questions?

1	What is great about life in York?
2	What could be done to improve life in York?
3	What do you think the top two priorities are for each of the life course themes?
4	What one thing would have the most impact in narrowing the gap between those with the best and those with the worst life expectancy in the city?

(ii). A discussion at the Healthwatch York AGM

The 26th July 2016 Healthwatch AGM was very well attended. The Health and Wellbeing Partnerships Co-ordinator presented background information at the session that mirrored that of the Director of Public Health at the open engagement sessions. Attendees were asked what they thought the top two priorities were for each of the life course themes.

(iii). A Day in West Offices Foyer

West Offices is the main building for City of York Council and the customer centre is based here. Staff from the Council and from Healthwatch York spent the 4th August 2016 in the foyer asking customers what they thought the health and wellbeing priorities for York were and what one thing would improve their health and wellbeing. This was a very informal day and the number of people that contributed was not recorded. However, approximately 150 comments were received.

(iv). An online survey

An online survey ran from 27 July 2016 to 29 August 2016 and 131 responses were received. The online survey was accompanied by an information pack that reflected the presentation the Director of Public Health gave at the open engagement sessions. The questions asked were:

1	What do you think are the two most important priorities for improving health and wellbeing in York?
2	If you could only do one thing to improve health and wellbeing in York what would that be?
3	Do you have any other comments about the content of our information pack or about renewing York's Joint Health and Wellbeing Strategy?

Over 1200 comments were received in total and a summary of these is set out on the following pages.

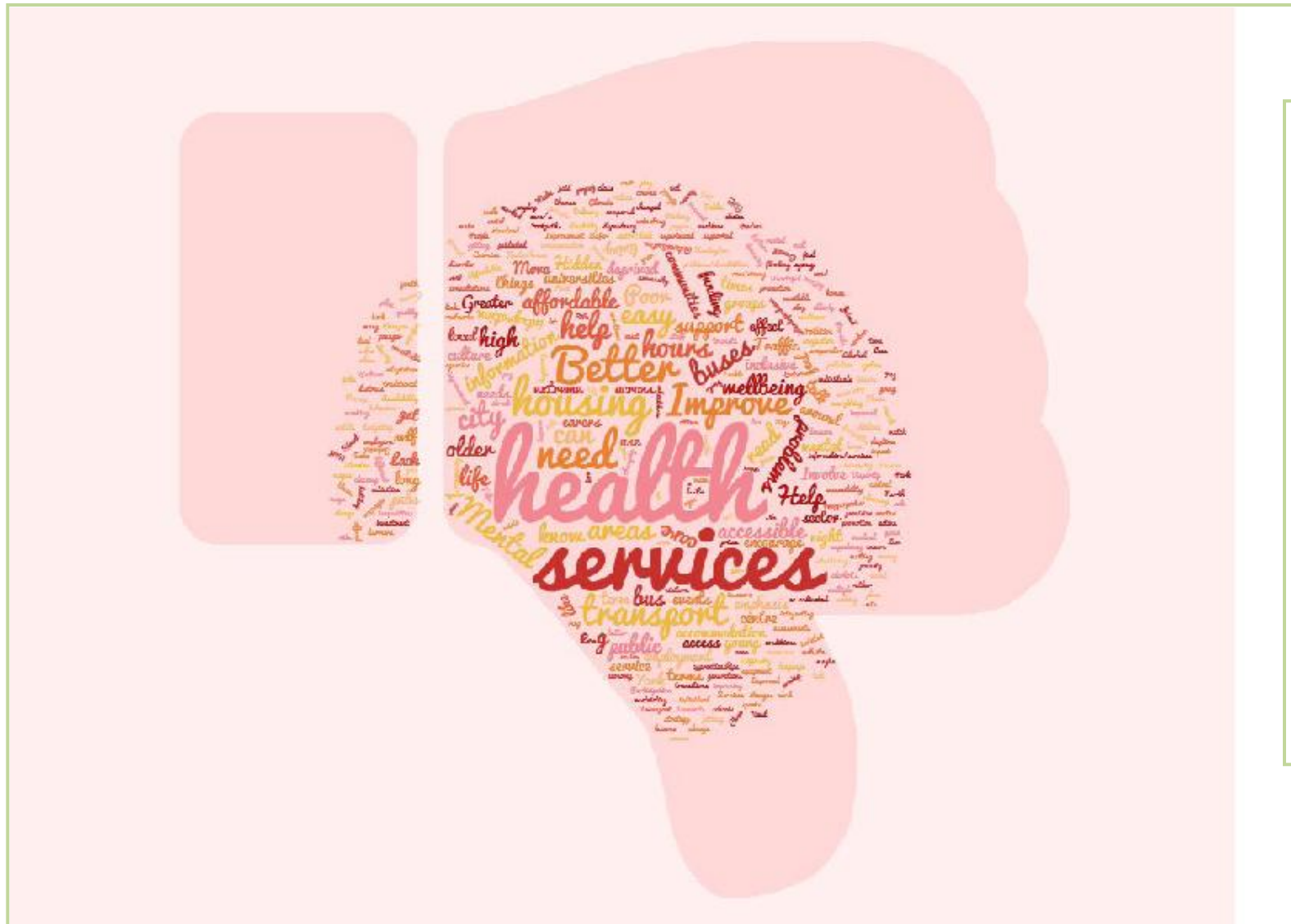
What is great about life in York?



Some of the things people said were good about living in York were:

- ❖ Friendly & safe city
- ❖ Low unemployment
- ❖ Relatively low inequality
- ❖ Rich in culture & history
- ❖ Good location with road and rail links
- ❖ Beautiful and attractive city
- ❖ Good health services
- ❖ Good open spaces

What could be done to improve life in York?



Some of the things people thought would improve life in York

- ❖ Better health services
- ❖ Improved public transport
- ❖ More support & information
- ❖ More affordable housing
- ❖ Improved inclusivity & access for all
- ❖ Less reliance on the night time economy
- ❖ Tackling traffic, congestion & air quality

Starting and Growing Well

Many people agreed that the Starting and Growing Well theme should be a key priority for the City, with children's health and wellbeing highlighted as being extremely important. Wellbeing for children and young people comes through as being particularly important including access to physical exercise, a range of activities, good diet and good emotional and mental health

What you said was important:

Educate children and young people about health, wellbeing and personal responsibility

More activities and physical exercise opportunities for children and young people

Tackle physical inactivity of children and families

For young people to understand the benefits of exercise and healthy lifestyles

Encourage exercise and healthy eating

Education for children, young people and families around healthy eating

More green spaces

Keep children's centres open and review Sure Start

Mental health support for all children and young people

The social determinants of health

Target key services to families in poverty

More school nurses and health visitors

Support for expectant Mums and easy access to maternity services

Early intervention and family support close to home

Good and affordable nursery and childcare provision

Broad themes

- ❖ Children & young people (including maternity)
- ❖ Education, skills & training
- ❖ Support & supportive communities
- ❖ Wellbeing
- ❖ Environment
- ❖ Emotional & mental wellbeing
- ❖ Early intervention & prevention
- ❖ Information & advice

Living and Working Well

There were five themes that came out very strongly when this theme was discussed

What you said was important:

Housing

Housing was one of the most frequently mentioned themes in this section, particularly affordable housing for all. In addition to this support for those that are homeless and appropriate accommodation for those with specific or complex needs and mental health problems was high on the list.

Employment

Employment was fairly high on the list too:

- Focus efforts on the 4 wards where the 50% of York's unemployed are
- Good and well paid employment opportunities for all
- A robust Strategy & more job opportunities for those with disabilities.

Wellbeing

Wellbeing was also high on the list when this theme was being discussed – physical activity, healthy eating and obesity being mentioned the most. There were mixed opinions on how to achieve this – whether it should be through supported programmes, self help or resilience in communities. People clearly felt that wellbeing was very important.

Health and Social Care

Health, social care and primary care services were clearly important issues for people. There were a wide variety of comments around this theme but good mental health services and support systems, access to GP appointments and shorter waiting lists at hospital were the comments that came up most frequently.

Environment

Environment (including transport and culture) was something else that was clearly important to people. Tackling poor air quality, more open and green spaces, less cars in the city and improvements in public transport (particularly buses) were the most common issues raised.

Ageing Well

This was another theme that people felt should be a key priority for the city.

What you said was important:

Support & Supportive communities - Make York a friendly city for ageing - accessibility, community support, groups & engage the old; build community resilience; more support for carers; subsidise facilities to encourage community sessions; support for those without families; support to manage long term conditions; independent living for the elderly

Health care in the community – an improved approach to care in the community

Easier access to GPs – less waiting time

Supportive health and social care

Holistic physical and mental health care for the elderly

Dementia should be a priority - More support for people with dementia; more care places for people with dementia and Alzheimer's disease

Accommodation - More Council run care homes with reasonable care fees; more sheltered housing and home support after discharge from hospital

Plan ahead - Ensure better care for the elderly and plan ahead for a longer living population with more elderly residents and care requirements

Join up those services! For older citizens it is about joining up services to provide a coherent simple service designed to meet the patient's needs; co-ordination of services across providers and sectors so that people quickly get all the support they need

Wellbeing – tackle loneliness and isolation; fund voluntary bodies to tackle social isolation; increase social prescribing – this issue was raised by lots of people

Wellbeing – more help for older people to keep fit; specific exercise classes; affordable exercise

Quick Fix - Early intervention and prevention – the simple, quick fix installation of a grab rail versus hospital admission

Supporting and treating mental health issues is very important

Sustain independence for York's older residents

Dying Well

This emotive topic highlighted a number of areas that stakeholders and residents felt were important

What you said was important:

- Full range of options and support available to facilitate where people want to die
- Services that mean people don't need to die in hospital
- Social care and resources to prevent hospitalised deaths
- Starting conversations about end of life early
- More information about Power of Attorney, end of life wishes, Advanced Directives and DNACPR
- Clear, explicit and accessible information about death and dying and encouragement to make person centred end of life plans
- Individual has a good death in their chosen location
- Dignity and respect when at the end of life
- Clear end of life pathways
- McMillan type nurses for non-cancer end of life care
- This priority should be included within the ageing well priority
- Support for the bereaved

Cross Cutting Themes

There were a number of issues raised that cut across all age groups with emotional and mental health being the issue that was raised the most throughout the entire engagement period.

What you said was important:

Early Intervention & Prevention

- Improve information to enable residents to make better choices
- Increase proactive early intervention programmes to prevent hospital admissions
- Invest in prevention

Top Priority Raised

Emotional & Mental Health & Wellbeing

- Re-open mental health inpatient facilities in York
 - Better mental health service provision
- Mental health needs to be at the forefront of the new Strategy.
- Raising awareness, then signposting onto support services and ensuring there are fully functioning and empowered services
 - Access to good mental health care
- Not enough priority given to mental health which directly impacts 1 in 4 adults and indirectly impacts the majority of people who live in York
 - Appropriate support for individuals

Health Inequalities

- Health Inequalities data should drive the prioritisation of focus for each section
- Reducing poverty and health inequalities should feature highly in the new strategy
- It's difficult in a prosperous city to make sure the issue of poverty doesn't get lost
- Focus on the most deprived wards



If you require further information then please contact the Public Health Team:

TE: 01904 551714

E-mail: healthandwellbeing@york.gov.uk

Public Health Team
City of York Council
West Offices
Station Rise
York YO1 6GA

This document was produced during November 2016

