

Common themes emerging from feedback

Below are the most common themes raised across all known health and wellbeing engagement/consultation events where feedback has been made available

1. Communication, information sharing and advice

Looking at the feedback this is something that is raised on numerous occasions and across all events – it does not appear to be topic specific. It has been split into 2 sections the first around communication, information sharing and advice more generally and the second specifically around shared care records:

- lots of requests for improved advice, information and communication
- establish preferred methods of communication
 - requests for advice and information to be provided in accessible formats (e.g. more in easy read format)
 - issues with communication that allows the deaf community to access services have been raised
 - use a range of channels and technology to present information
- requests to provide information for specific groups (e.g. mental health service users, carers)
- requests for information on specific conditions, on early intervention and on prevention
- information should show options available
- information should be independent, consistent and trustworthy
- educate to enable more effective communication
- improve communication with service users, carers and between providers
- improved communication with the voluntary sector
- better communication and information would allow for co-design of services
- communication needs to improve to break down silo working
- requests for more clarity on emerging plans

- production of plain English fact sheets around emerging topics (e.g. Better Care Fund, Care Hub Model)
- Families and carers need information on what is available in health/social care and across the voluntary network.

1.1. Shared care records

- providers to work towards interoperable information systems
 - sharing of information between organisations is crucial
- clarity on what information can be shared with who
- improve communication with service users, carers and between providers
- must be able to trust that the systems put in place will work whilst retaining patient confidentiality
- sharing data and information between relevant organisations so a person only has to tell their story once
- sharing of information/data should be patient led
- integrated care requires shared patient information
- *'I want my information shared with whoever needs to see it'*

2. Voluntary Sector involvement

Feedback from many of the events requests a much higher involvement from the voluntary sector in service delivery, re-procurement and service redesign:

- many requests for improved voluntary sector involvement at an earlier stage (e.g. in service redesign, re-procurement of services, service provision)
- commission more from the voluntary sector
- ensure that the voluntary sector is included in multi-agency approaches
- statutory organisations need to network and discuss more with the voluntary sector
 - communication and engagement with the voluntary sector should be strengthened
- involve voluntary sector more in continuity of care
- embed partnerships between service users, voluntary sector, carers and statutory agencies

- strengthen partnership working with local voluntary and community sector
- voluntary sector wishes to play a more integral part in service delivery
- communication between GPs and the voluntary sector should be improved
- improved recognition of the voluntary sector and the services they provide
- ensure that the voluntary sector is included as part of the move towards integrated care
- enable capacity building within the voluntary and community sectors

3. Carers

The role carers play featured in virtually all the engagement events held irrespective of the subject matter under discussion:

- there is a need for increased choice and control for service users and carers in decisions that affect their care
 - carers and service users should be more involved in decision making
- understanding and putting to good use the skills, knowledge, expertise and experience of carers
 - carers are integral to the success of integrated care
- improved information for carers
 - information on financial assistance
 - practical help with self care
 - support
 - flexibility
 - respite services
 - condition specific information in an accessible format
- improved communication between carers and service providers
- promote inclusivity of carers in care planning
- access to joint social activities (for both carer and cared for person)
- post diagnostic counselling for carers
- carers should be central and equal partners

- better recognition of emotional cost of being a carer
- investigate ways of empowering carers
- have a holistic approach to service provision, design and delivery that always involves the carer

4. Mental health

As mental health services are currently being re-procured this is the area where a significant amount of engagement has taken place within the last 12 months. Some of the key themes emerging are set out below and all feedback from the various events was taken into consideration as part of the re-procurement process:

- service users and carers should be more involved in decision making
- strengthen peer support services
- challenge traditional existing models of care
- remove the stigmas surrounding mental health and learning disabilities
- improve communication with service users, carers and between providers
- there should be a choice of flexible, responsive services tailored to individual need
- there should be parity of esteem with physical health
- there should be improved access to services
- there should be more support available to carers