

Feedback from Our Dorset Looking Forward Engagement Event held on 25 July 2019

At this event, organised by NHS Dorset CCG, members of the Our Dorset Patient Engagement Group (PEG), PPG members and voluntary sector representatives were invited to have their say on the priorities for the new Plan for improving health and wellbeing in Dorset, which is currently being developed jointly by the local NHS and the local councils. Over 50 people attended.

The Plan is called “Our Dorset Looking Forward”. There are six priority areas:

- 1. Individuals** - enabling people to take more control and responsibility for their care, designing services around a person to meet their individual needs
- 2. Communities** - focusing on other factors that affect our health such as employment, housing and family relationships. Helping all residents get the best start in life, living well into adulthood and ageing well.
- 3. Living well** - providing more care in the community and out of hospitals, so people can get the right care, at the right time and from the right person
- 4. Wellbeing** - improving health outcomes for all residents so we all have equal opportunities to live well, no matter where we live or what our circumstances are
- 5. Workforce** - increasing recruitment and training for staff, with a focus on leadership and mental health and wellbeing. Making public services and the wider health and care sector a better place to work
- 6. Digital innovation** - using digital technology to deliver services in new ways, giving people more and better information about health and wellbeing.

Examples of the feedback provided during the event on each of these 6 priority areas are set out on the next three pages.

Dorset residents were also invited to provide their feedback by undertaking a survey, the closing date for which was 18 August 2019 (PPG members were sent information by email about this survey and how to take part).

Bournemouth University are carrying out the analysis of all the feedback received and producing a report summarising the results.

Further information about the new Plan can also be found at:

<https://ourdorset.nhs.uk/lookingforward/>.

Mrs Margaret Broadhurst (Dr Margaret Guy)
Chair
Swanage Medical Practice PPG

Priority 1 - Individuals	Priority 2 - Communities
Relationships with GPs are important to older people	Loss of POPP teams detrimental
Care needs to be holistic and personal - professionals should have 'health conversation's with patients.	Social housing, specialist sheltered housing, and key worker housing investment needed. Some social housing poor quality.
Address culture issues	More investment needed to build local communities
More funding for exercise referral and support for accessing self-help, eg LiveWell	More health and wellbeing education for children, eg healthy cooking, not smoking - provide in schools
Ensure healthcare professionals know what support is available.	Greater collaboration with voluntary sector
Patient education - who to communicate with to help manage health conditions, where to go (too many access points to NHS) - good social prescribing will be available	Give local people more of a voice on local housing planning. Second home owners are destructive to communities
Patient education - people don't need to see Doctor for everything	There is a disconnect between local councils and Dorset Council. Neighbourhood plans needed.
Dorset Care Record - important that all health and care professionals have access	Universal credit, poverty; people working multiple jobs to make ends meet need more support
Organisational integrated working critical to patient care	Prevention, prevention, prevention
Work more with voluntary sector	Transport
Transport	Health visitors critical for family support
Promote healthy lifestyles and provide education via PPGs - take personal responsibility for own health	Pro-actively encourage participation in sport which should be affordable and sustainable - jointly access funding streams from Sport England for health and wellbeing initiatives and early intervention work.
Waiting times need to be addressed	Connect people with local support services by providing information and take into account literacy.

Priority 3 - Living Well	Priority 4 - Wellbeing
People the most in need of help to improve their health and wellbeing are often too embarrassed to ask for help. Body shaming etc.	Primary Care Networks (PCNs) should share best practice with each other to ensure across the county service. More information/education is needed on PCNs for the public
Education is key to this section - informing children right through the education system on the right path to choose regarding where to go for healthcare. Encouraging parents to help educate children too - so, when they become adults, they are better informed for themselves and are able to educate their children.	Need consistency of services across the county, to improve quality of life/life expectancy, also not just telling people about services it's involving/enabling them to do something about it!
Too many people are living in deprived areas and poor housing conditions which stops them from leading healthy lives	Transport - especially in rural areas
There are still chasms between certain services - eg Hospital will deliver a bed but no-one will remove the old bed or make the downstairs room into a bedroom - so people may stay in hospital longer with a greater risk of infection. Need to work more closely with the CVSs who will remove the bed.	Carers - hugely important we look after them. They should be supported to access activity and social contact for their own health and wellbeing.
Join up budgets to personalise care around individuals	Community diversity culture affects people's willingness to access services. There's a role for PCGs in identifying local needs.
Home helps are needed. Like Health Visitors, they are amazing support for those in a rural setting.	Working with the community and voluntary sector is vital.
Training/family/friends carers - eg managing a person with dementia. Need support for carers	The Health Champions that are currently working with some GP practices should be working more in the community - spreading their contact. Too isolated at GP practices. Only the unwell might access them whereas we are trying to prevent people having to go there!

Priority 5 - Workforce	Priority 6 - Digital Innovation
Make films showing exactly what 'a day in the life of.....' is really like. Not only to show value and appreciation for those already in post but to attract people.	Most of the discussions were around ensuring whatever technology was used, it must be simple and straightforward for the user
Go into schools and use all options to showcase and promote job roles in both health and social care. Not everyone is academic and there are other ways to access jobs not just via higher education and University (eg HCA roles): - could consider volunteering as a first step - Apprenticeships	Not everyone has access to digital. Not everyone will want to use. Yes, it's a great development but shouldn't be main area of development, don't forget those that can't!!
Housing is an issue locally - people cannot afford to live where they work - even newly qualified GPs couldn't afford to live in Purbeck and had to travel a distance to get to work.	111 causes problems and doesn't have public or clinicians' confidence 111 doesn't use trained medical professionals 111 should do virtual consultations and triage patients - seeing someone online can instil confidence
Get into schools at a younger age to educate not only what the NHS covers but how it works - educate!	Monitoring at home can be hugely helpful, eg blood pressure - but can also be isolating; need balance.
Not enough focus, time and resource is put into staff mental health and wellbeing Working in the NHS is portrayed in the media as depressing and not very good Overall narrative about the NHS and working in the NHS is depressing	Local hubs to give people access to a computer for skype consultations in a private room (libraries/community centre etc..)
In Primary Care - could set up of PCNs help with recruitment? Sharing resources?	Skype consultations so people can still see the health professional
Address working conditions in the NHS. Long shifts not good. GP/nurse 10 minute windows for appointments put them under enormous pressure. We need to be doing more to encourage people to use services more appropriately, ie use pharmacies. Communicate this to local press so messages get out there.	Digital Champion in surgeries?