

Draft summary of key themes from the audit of recent engagement activity in East Sussex

Theme	Which reports?
<p>Joining up health and care services, partnership working and collaboration</p> <ul style="list-style-type: none"> • People told us we needed to have better co-ordination across the health and care system (pathways, information sharing, joined up working), they also talked about the importance of partnership working and involving the right people and organisations, the ongoing challenges to integration, the importance of collaboration and co-design – for example involving PPGs in commissioning. In the OH&COF engagement people fed back that the creation of multi-disciplinary ‘Health Hubs’ was a great opportunity. 	<ul style="list-style-type: none"> • Healthwatch • OH&COF¹ • SH&C² Spring ‘18 • SH&C Autumn ‘18 • Big Conversation
<p>Communication, access to information, and information sharing</p> <ul style="list-style-type: none"> • People consistently told us we need to improve access to information, and improve communication about services, between staff, between organisations and to patients about their care. People told us we need to have integrated IT systems and record sharing, but that we should consider confidentiality and how people’s information is used. 	<ul style="list-style-type: none"> • Healthwatch • OH&COF • SH&C Spring ‘18 • SH&C Autumn ‘18 • Big Conversation
<p>Digital</p> <ul style="list-style-type: none"> • People gave positive feedback about increasing use of digital services and innovations, and that it could help make best use of resources. They also said we must ensure we don’t exclude people who may not be able to access digital services. 	<ul style="list-style-type: none"> • OH&COF • SH&C Spring ‘18 • SH&C Autumn ‘18
<p>Staffing, resources and funding</p> <ul style="list-style-type: none"> • People acknowledged increased demand for care and appreciate honest conversations, but also emphasised the importance of having more/enough staff, that resources must be adequately planned for the future and for the population (for example where there is new housing), and gave views on where they thought resources should be directed and how to make best use of existing staff. The need for more GPs was a common theme. 	<ul style="list-style-type: none"> • Healthwatch • OH&COF • SH&C Spring ‘18 • Big Conversation
<p>The role of the voluntary and community sector, and social prescribing</p> <ul style="list-style-type: none"> • The importance and value of the voluntary and community sector and social prescribing was highlighted throughout the engagement, and people said that it should be adequately planned and resourced. People taking part in the Healthwatch mental health focus groups said VCS organisations are picking up services no longer provided by the statutory sector. 	<ul style="list-style-type: none"> • Healthwatch • OH&COF • SH&C Autumn ‘18 • Big Conversation
<p>Health inequalities</p> <ul style="list-style-type: none"> • People agreed that there shouldn’t be “postcode lotteries” for care, and said that there are still significant health inequalities to address. The issue of transport and access for rural communities was raised consistently. 	<ul style="list-style-type: none"> • Healthwatch • OH&COF • Big Conversation
<p>Behaviour change and prevention</p> <ul style="list-style-type: none"> • People are aware of, and agree with, the importance of their own choices in living healthy and independent lives, but said that the healthcare system and staff also play an important role in 	<ul style="list-style-type: none"> • Healthwatch • OH&COF • SH&C Spring ‘18 • SH&C Autumn ‘18

¹ Our Health and Care Our Future

² Shaping Health and Care

prevention. People said access to information, education, services and facilities is important, alongside addressing barriers to access.	<ul style="list-style-type: none"> • Big Conversation
Mental health <ul style="list-style-type: none"> • Issues around mental health services include access, waiting times, support to meet people's needs, communication with people about their care and support for those with autism and dementia. • Issues around young people's mental health services include access to and experience. 	<ul style="list-style-type: none"> • Healthwatch • OH&COF • Big Conversation
Holistic and personalised care <ul style="list-style-type: none"> • People highlighted the importance of a holistic approach and more personalised care, including "non-medical" solutions, a joined up system, and support from healthcare professionals to help them make their own or joint choices. 	<ul style="list-style-type: none"> • Healthwatch • OH&COF • Big Conversation
Access to services and experience of services <ul style="list-style-type: none"> • There was lots of feedback about difficulty accessing services. For example, lack of co-ordination in the system, availability and timeliness of appointments, availability of GPs/ HCPs or treatment, continuity of care and gaps in services. As above, support for young people's mental health needs was also a common point of feedback. 	<ul style="list-style-type: none"> • Healthwatch • OH&COF • SH&C Spring '18 • Big Conversation
End of life care <ul style="list-style-type: none"> • People highlighted the importance of better conversations and support around end of life care, including conversations with their GP. 	<ul style="list-style-type: none"> • Healthwatch • OH&COF • Big Conversation
Multiple and complex needs <ul style="list-style-type: none"> • People with multiple or complex needs find it more difficult to access the support that they need. 	<ul style="list-style-type: none"> • Healthwatch • OH&COF

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