

Engaging with the Long Term Plan



Background

June 2018 – PM announces funding boost for the NHS and asks for 10 year plan to be drawn up by end of the year.

Healthwatch shares 85,000 people's views and experiences to help shape the plan.

- 45,000 on primary care
- 34,000 on mental health
- 6,400 on A&E and 18 week RTT
- 5,500 carers
- 700 homeless people
- DTOC and Emergency Readmissions

How LTP aligns with what people want

January 2019 – LTP plan is published but what does it say:

- Increased focus on fixing access in primary care
- Increased focus on mental health, especially CYP
- Greater support for carers
- Oral health in care homes
- Performance measures based on patient experience

What did NHSE ask us to do?

- Provide local NHS systems with a strong evidence base to support LTP implementation.
- People's experiences and expectations
- Different communities (geographic and demographic)
- Public's success criteria for LTP

Unprecedented scale

- 30,000 people shared their views
- 500 focus groups with a specific focus on seldom heard groups
- 1,000 events festivals, carers' cafes, shopping centres

Technology

What does the LTP say about technology:

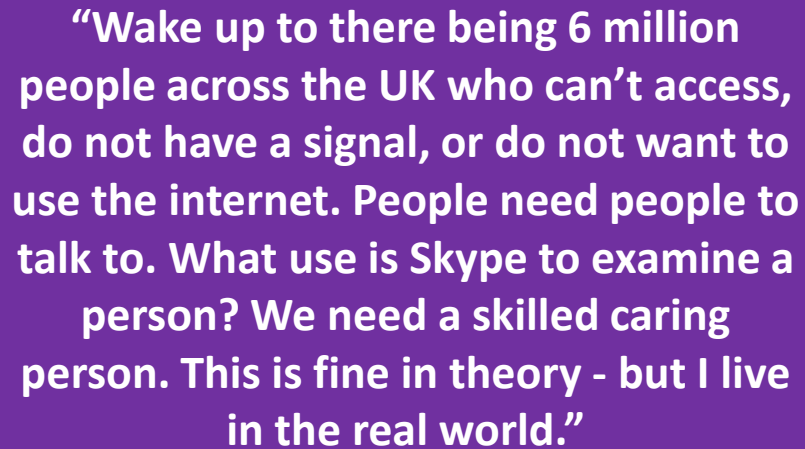
- Digital NHS 'Front Door' via NHS app
 - Digital-first primary care will become a new option for every patient
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Technology

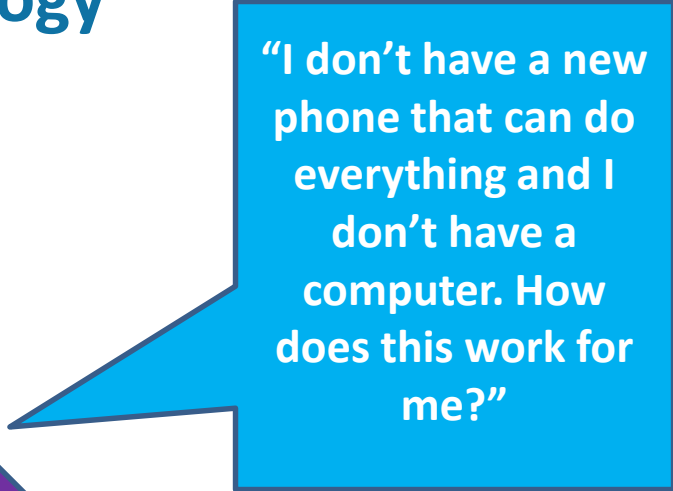
“It would be helpful to be able to Skype or Face time. Sometimes it’s really not necessary to be in the room with my epilepsy nurse. These are just reviews - and travelling all the way to the poly clinic is a pain.”

“As a patient with myeloma I would like to be able to access my blood test results online and not have to wait for clinic appointments. It can be an anxious wait at crucial times in my disease.”

Technology

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“Wake up to there being 6 million people across the UK who can’t access, do not have a signal, or do not want to use the internet. People need people to talk to. What use is Skype to examine a person? We need a skilled caring person. This is fine in theory - but I live in the real world.”

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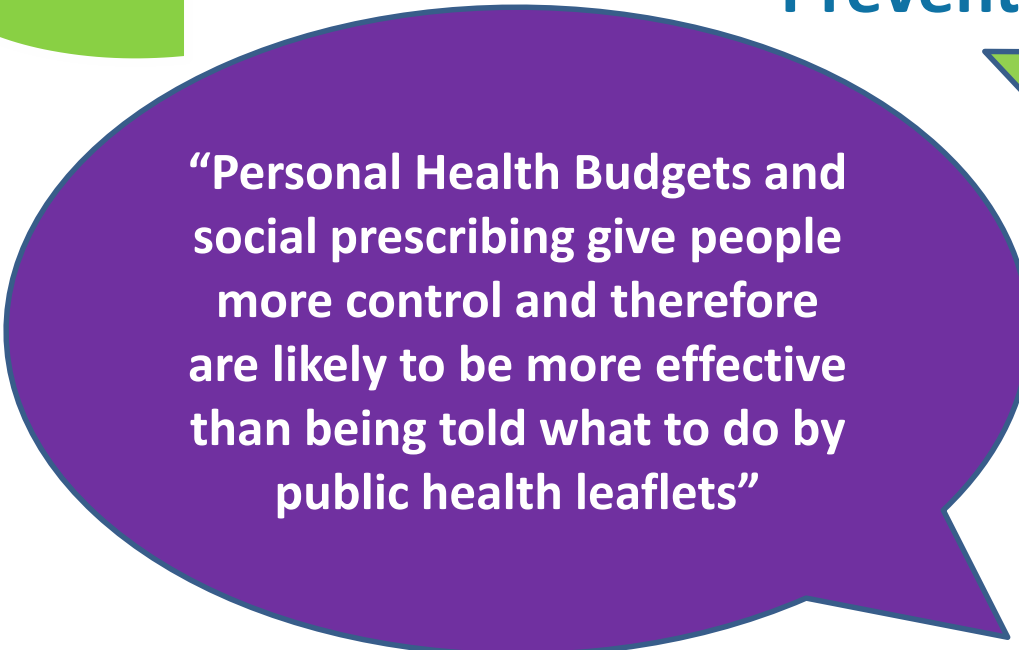
“I don’t have a new phone that can do everything and I don’t have a computer. How does this work for me?”

Prevention

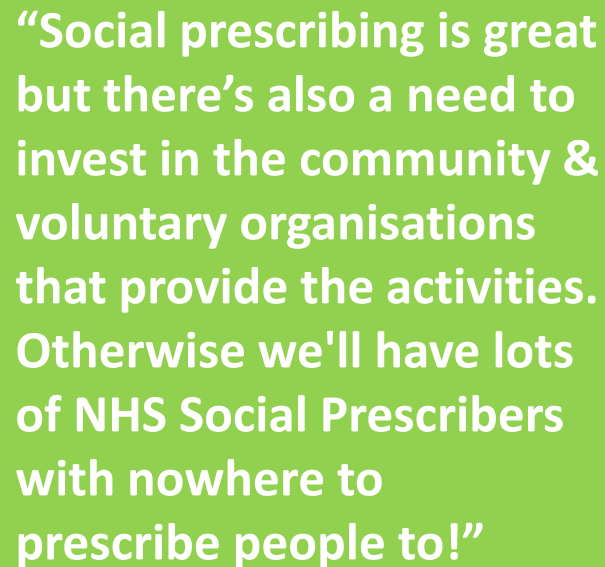
What does the LTP say about prevention:

- Sets new commitments that NHS itself will improve focus on prevention.
 - This needs to go hand-in-hand with comprehensive approach to preventing ill-health - working with individuals, companies, communities and national government to ensure health is hardwired into social and economic policy.
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Prevention

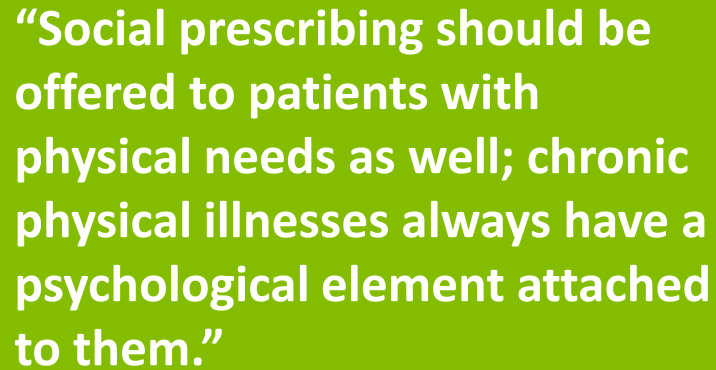
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“Personal Health Budgets and social prescribing give people more control and therefore are likely to be more effective than being told what to do by public health leaflets”

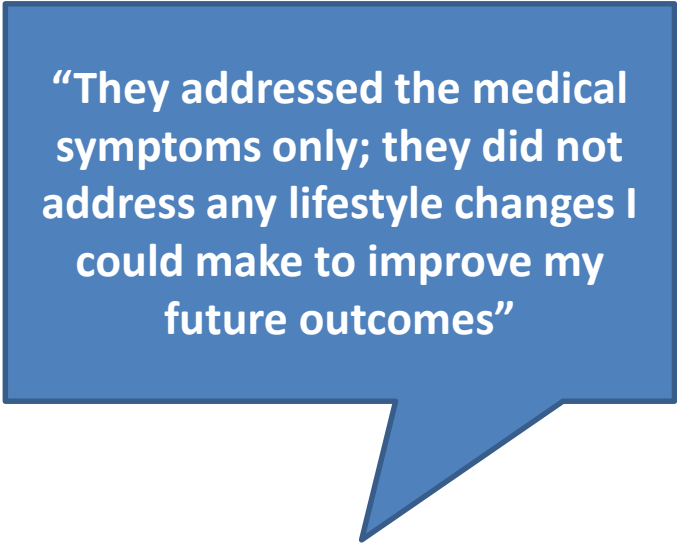
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“Social prescribing is great but there’s also a need to invest in the community & voluntary organisations that provide the activities. Otherwise we’ll have lots of NHS Social Prescribers with nowhere to prescribe people to!”


Prevention

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“Social prescribing should be offered to patients with physical needs as well; chronic physical illnesses always have a psychological element attached to them.”

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“They addressed the medical symptoms only; they did not address any lifestyle changes I could make to improve my future outcomes”

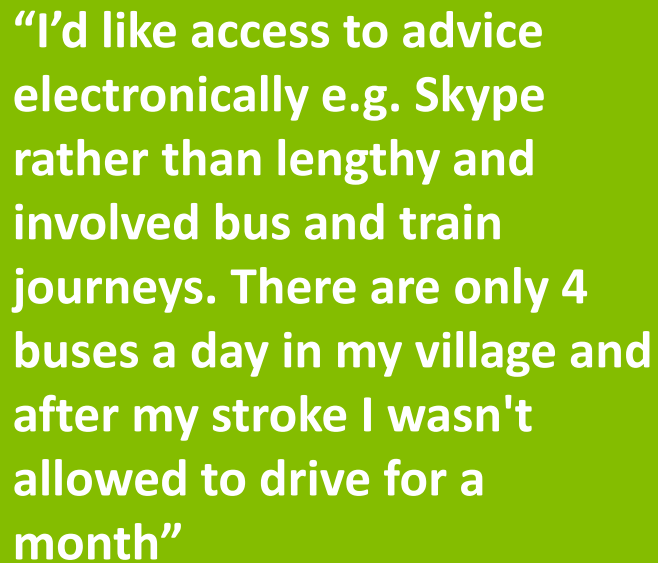
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Transport

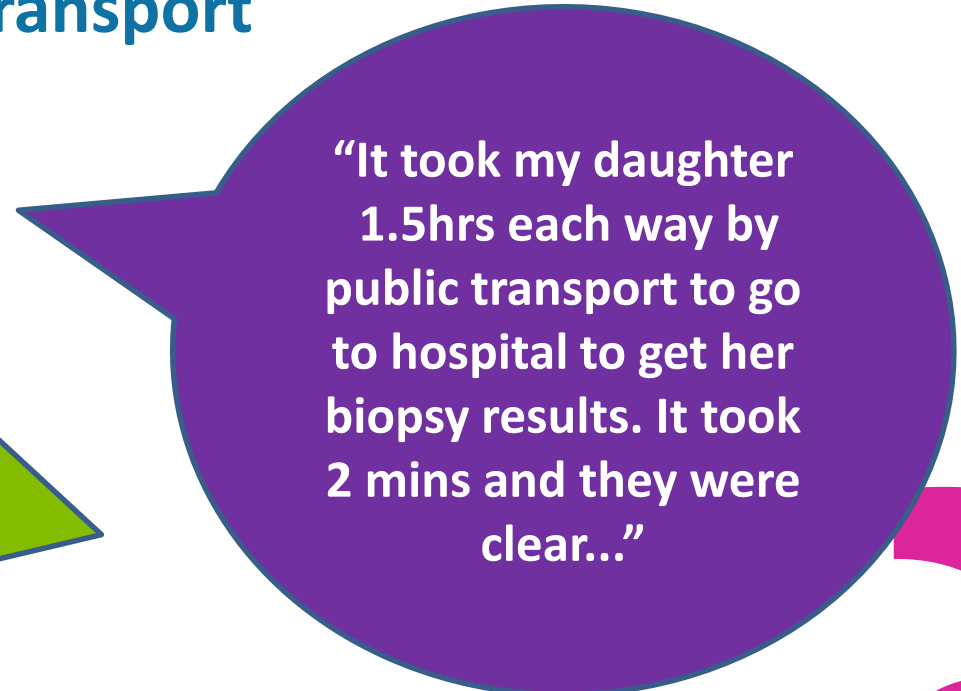
What does the LTP say about transport:

- Online 'digital' GP consultations, and redesigned hospital support will be able to avoid up to a third of outpatient appointments - saving patients 30 million trips to hospital, and saving the NHS over £1 billion a year in new expenditure ...

Transport

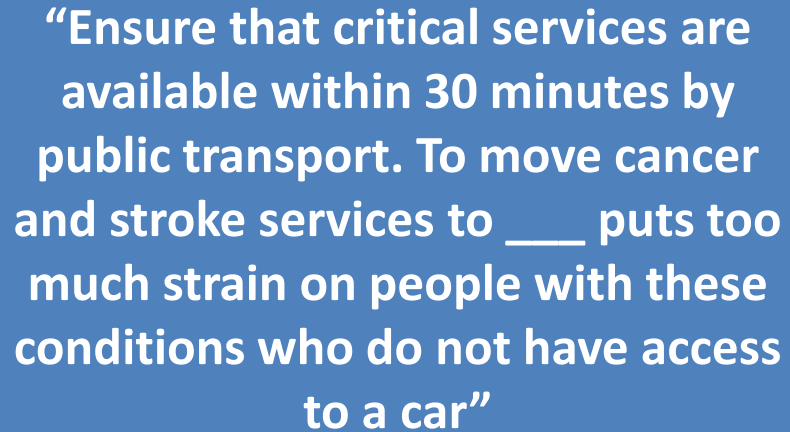
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“I’d like access to advice electronically e.g. Skype rather than lengthy and involved bus and train journeys. There are only 4 buses a day in my village and after my stroke I wasn’t allowed to drive for a month”


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“It took my daughter 1.5hrs each way by public transport to go to hospital to get her biopsy results. It took 2 mins and they were clear...”

Transport

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“Ensure that critical services are available within 30 minutes by public transport. To move cancer and stroke services to ___ puts too much strain on people with these conditions who do not have access to a car”

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“A friend is currently having to make 110-mile round trip daily for six weeks”

Panel discussion

- **Roger Davidson** – Director of System Partnerships, NHS England
- **John Taylor** – Chair of Healthwatch Walsall and Healthwatch England LTP Project Manager
- **Lucy Nicholson** – CEO of Healthwatch Luton and research secondee to Healthwatch England
- **Simmy Akhtar** – Chief Officer of Healthwatch Stoke and co-ordinating Healthwatch
- **Anna Collins** – Associate Director of Communication and Engagement, Staffordshire and Stoke on Trent STP

