



**Integrated
Care System**
Nottingham & Nottinghamshire

healthwatch
Nottingham & Nottinghamshire

Insights from local engagement on the NHS Long Term Plan

September 2019

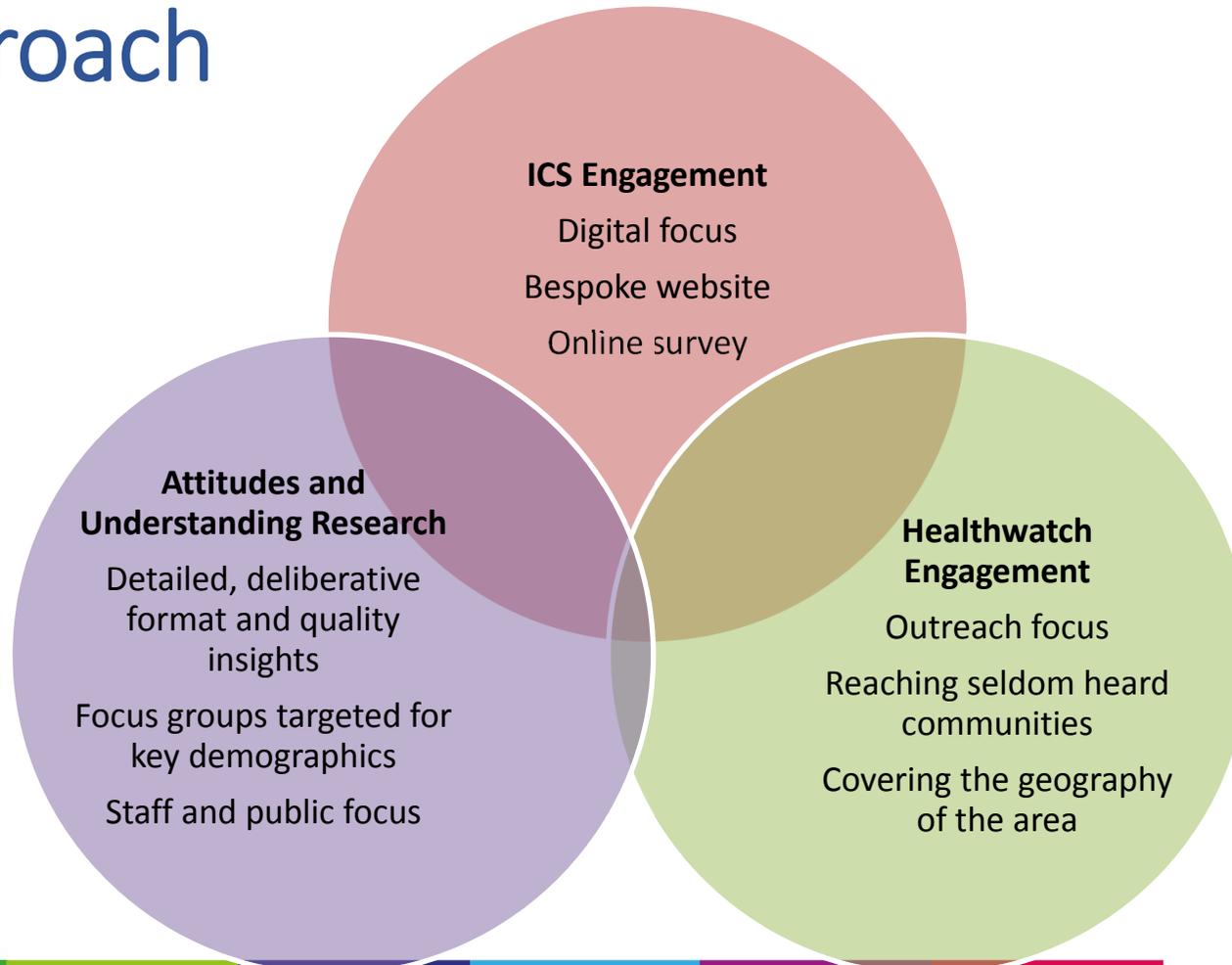
Background

- The NHS Long Term Plan sets out the ambitions of the NHS in England for the next ten years
- Each local area has been asked to develop their own local plan setting out how they will implement the national strategy
- We have undertaken extensive engagement with our local population to understand what matters to local people in their health services and to inform the development of a local system plan – this will be the core plan for the area over the next five years
- We have spoken to over 1,000 people across Nottingham and Nottinghamshire in our engagement about topics such as mental health, urgent care, health prevention and more

Our approach

- The ICS has worked in partnership with Healthwatch Nottinghamshire to deliver an extensive programme of public engagement on the NHS Long Term Plan.
- This includes:
 - a) Public engagement by the ICS communications and engagement team, through digital and face-to-face channels
 - b) Public engagement by Healthwatch through face-to-face channels
 - c) Understanding and Attitudes Research by social research agency Britain Thinks, delivered through a series of focus groups with staff and members of the public.
- While each of these elements includes a different focus, the programme is underpinned by core themes and questions

Value added through a mixed approach



Engagement questions

- Within all of our engagement we have discussed the priorities within the NHS Long Term Plan in three ways:
 - a) Understanding how important each priority is to people;
 - b) Understanding what matters most to people within each priority;
 - c) Discussing the priorities in terms of hypothetical ‘trade-offs’ e.g. investment in prevention versus investment in treatment, to generate debate.
- We also asked people ‘What do you think is the best thing about the NHS?’ to understand people’s priorities without prompting or context

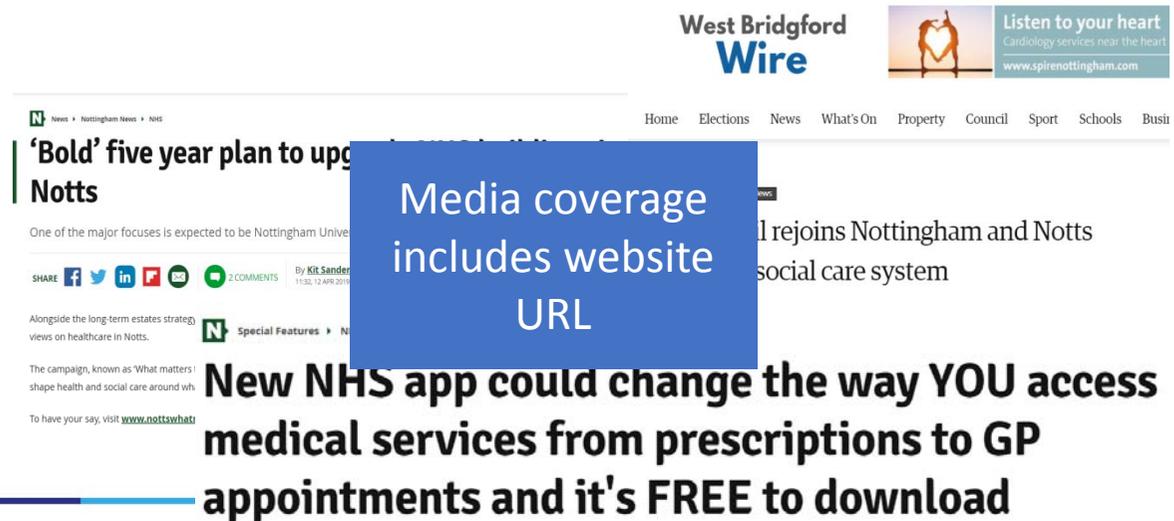
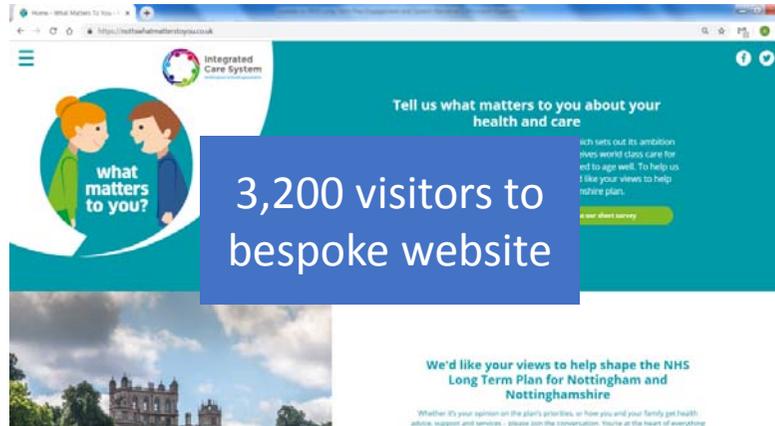




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Engagement Activities





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Responses and reach

- 1015 Survey responses
- 50 Community events
- 58 in-depth interviews/focus groups participants
- 3,200 website visitors
- Social media reach of >70,000

Over 1000 responses from members of the public, patients and staff to inform and validate our choices.

Key learning points

- Protecting free-at-the-point-of-need healthcare and support for staff are the key things people want to see from the NHS
- There is clear support for two of the system's proposed top priorities: Urgent and Emergency Care and Mental Health
- People understand the need for financial control but also perceive that the system is under pressure and has diminishing resources
- There is some support for the Prevention agenda but this needs to be balanced with messages around treatment improvements too and reassurance around effectiveness
- Some people like the idea of choice and control of their healthcare but this is dependant on context
- Workforce is a critically important theme that needs to be front and centre of our plans
- There is less support for digital transformation – it is the least supported and least well understood of all the priority areas discussed



Developing the local system plan

resources.



Focus for the first 2 years

Service priority	Our focus in 2019/20 and 2020/21
Prevention, inequalities and the wider determinants of health	Inequalities Smoking Alcohol
Pro-active care, self management and personalisation	Managing long term conditions pro-actively Multi-disciplinary Teams coordinating care
Urgent and emergency care	Integrating the urgent care system Integrating discharge from hospital
Mental health	Improve access to IAPT services Improve access to services for children and young people Improve adult crisis services
Value, resilience and sustainability	Continue to develop evidence based pathways and interventions Best use of assets and capital investment Reduce administration costs through CCG merger

Next steps

- Work is ongoing to develop the full local system plan
- A draft of this plan will be submitted at the end of September
- A final plan will be submitted and published at the end of November
- We are talking to local partners throughout the process, sharing our plans and getting input
- We are interested in feedback on the process to develop the plan and its priorities and focus