

Destination Darlington
A Roadmap to 2020 - Long
Term Conditions and
Older People

20th May 2015

**Darlington Clinical Commissioning Group and
Healthwatch Darlington** hear your views on
YOUR local NHS.

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Introduction

Healthwatch Darlington hosted an engagement event on behalf of Darlington Clinical Commissioning Group (CCG) on Wednesday 20th May 2015 2.00pm to 4.00pm.

The event was held to explore Long Term Conditions and Older People.

The CCG's commitment to meaningful engagement ensures the views of patients, carers and the public are sought at each stage of the commissioning cycle. The CCG believe that by listening to and acting upon the voice of local people they can work together to meet the challenges facing healthcare in terms of financial constraint and high demand, and fundamentally, improve healthcare for the people of Darlington.

Event objectives

- To provide participants with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions
- To obtain participant feedback to assist decision making in ways to improve Health and Social Care Services in Darlington
- To work directly with the public and organisations throughout the process to ensure that public concerns and aspirations are consistently understood and considered in decision making processes
- To partner with the public and organisations in each aspect of the decision including the development of alternatives and the identification of the preferred solution
- To empower participants by placing final decision-making in the hands of the public

The valued discussions and wealth of information received at the event will form part of a rolling year-round programme of engagement ensuring the cumulative identification of priorities and trends, issues and solutions. The CCG will continue to utilise its relationship with Healthwatch Darlington, the CCG Community Council, the Voluntary and Community Sector, patients, carers and the public in ensuring inclusivity of easily overlooked groups, children and young people, the working population and all sections of the local community.

Engagement will be appropriately embedded in all stages of the commissioning flow as follows:

1. **Strategy and planning** - engaging communities to identify health and social care needs, sharing population profile data to enable informed engagement of the public in decisions about priorities and strategies.
2. **Service development and procurement** - engaging people in service design and improvement and developing patient, carer and service user centred procurement and contracting.
3. **Monitoring and review** - developing patient, carer and service user centred monitoring and performance management.

Event Format

The event encompassed a range of activities that were designed to satisfy a variety of engagement interests. The activities included:

1. **Expert Speakers addressed key topics:**
 - **Introductions and welcome - Healthwatch Darlington Ltd**
Michelle Thompson - (CEO)
 - **Destination Darlington - Setting the Satnav - Darlington CCG & Darlington Borough Council**
Andrew Stainer - (Head of Transformation, Andrew Stainer)
 - **Voluntary and Community Sector working with CCG and DBC**
Gillian Peel (CEO AGE UK Darlington) on behalf of MIND and DAD
2. **Information and Signposting:** display boards, explanatory materials and background information to prepare participants for the workshops as well as for future events.
3. **Workshops:** using information supplied by the presentations and event packs, participants held in depth discussions based on each question asked, to develop and identify issues, concerns, strengths and opportunities.
4. **Gamification:** - basic gaming principles were used in the form of felt boards and comments bubbles for workshop feedback.

Attendees

The event attracted around 40 participants. These included members of the public and various organisations:

- MIND Darlington
- Darlington Borough Council
- Healthwatch Darlington
- Darlington Association on Disability
- GOLD
- Mental Health Matters
- Care Vision
- Darlington Clinical Commissioning Group
- Age UK Darlington
- NECS
- Home Instead



Workshop 1 - Your Journey

You are the Voice of the SatNav.

Participants were given 10 minutes to discuss each question and 5 further minutes to note their main points and add them to the corresponding question board.

Question 1

What are your expectations and what reassurances do you need along your journey?



- Will politics prevent working together?
- Tailored services for the individual
- Joined up working across the board - from start to finish
- Want to be in own home
- Communication
- Get more support from MIND then own GP
- Care Home issues - Staff ratio information
- Better signposting of what services are available
- Time
- Expectation (25 years on and it's still the same)
- Service to be skilled and fit for purpose
- Individual package right for that person
- Remove targets on services - treat for what is needed
- Education
- Want confidence and reassurances in these services
- Continuity of care
- Adequate services to get people to appointments after discharge from hospital
- Short term support after hospital discharge
- Better choices for end of life

What might get in your way? What are the obstacles likely to be?



Lack of communication, understanding and buy - in.

- Support for Carers
- Separate agendas
- Centre of Excellence but local after care and rehab
- Obstacle - Non sharing of information
- Need joined up services - having to tell story several times
- Protection of own organisation, refusal to share....or co-operate, give data
- Shortage of experienced staff
- Governance
- Access to 24 hr expertise services (Consultants)
- Health and Social care staff working towards agreed standards
- Discontinuation of important service
- Duplication of services
- Funding
- Lack of choice
- Too much reliance on Voluntary Sector - potential shortage of volunteers as people are expected to work.
- Housing services need to be delivered as a social service e.g. advocacy support for those with mental health issues

Question 3

Do you expect people who care for you and your loved ones to already access to your personal records with up to date and appropriate information?

- Yes - Health Professionals use not sharing info as a cop-out and more of a barrier.
- Yes to medical personnel
- Yes if consent is given
- Yes - So whoever is on duty has records
- Yes/No - Depending on the circumstances

- Yes - Timely and Effective
- Yes- It on hand to easy access
- Yes - Proactive, better outcome
- Yes - Timely and Effective



Workshop 2 - The Destination - What does your destination look like?

Question 4



- Communication, Cooperation
- Personal plans tailored to the individual
- Generic 'working with people skills' for staff interfacing with the public

- decision
- 2020 - Services working together good signposting
- Confidence

Question 5

How could others help you to stay happy at your destination?

- Support
 - Named Contact
 - Pharmacies texting when prescriptions ready
 - Volunteers
 - Community volunteers, groups
 - Befriending
- Appropriate communication
 - GP Appointments - Shouldn't need to explain yourself to justify if you need to see them
 - Cooperating, communicating to ensure the best outcome for the individual.
 - Allowing individuals to remain in control on as much as possible.

Question 6

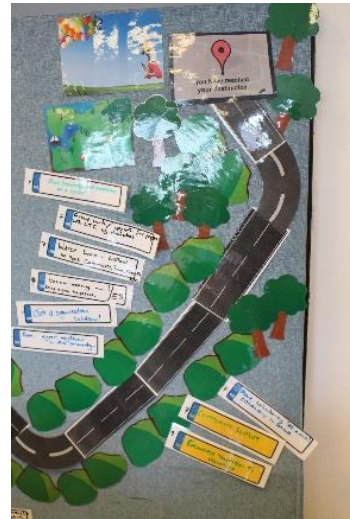
How could you help yourself to stay happy at your destination?



- Being involved in...
- Support to allow you to self - manage
- Knowing's what out there, other services, information.
- Peer Support
- Community Pharmacy
- Trying to keep fit
- Increase knowledge of condition and acting upon it
- Looking more at technology. Access to online information
- Self-management - weight education - signposting
- Pets
- Community Spirit, Social Interactions Maintained, personal involvement
- Self - Management

Question 7

How can you support others? Would you be willing to help others?



- Community Support
 - Citizenship in schools.
 - Consideration for others
 - Use nature to help people to cope
 - Peer support
- and country etc.
- Group work/support for people with Long Term conditions e.g. Diabetes
 - Share knowing and experiences on to others

CCG Considerations

Healthwatch Darlington successfully conducted the second of our themed events to ensure patients and the public have the opportunity to comment on our direction of travel with regard to discussions about new models of care. The CCG would like to thank those who gave their valuable time and attended the event and appreciate the effort and views that were provided on the day. This information has been collated by HWD and will be further analysed by the CCG to inform changes and decision making moving forward.

This valuable source of information will be combined with the evidence base and along with clinical input to provide a rounded picture to enable sound commissioning decisions moving forward. The information provided will also form part of an on-going dialogue across the next few months to further inform the direction of travel in the development of new models of care and service delivery, such as more services being provided from general practices and the increased utilisation of other parts of the health and social care system, such as community pharmacy, physio and pain management in the community.

To ensure this is not a one off event, the CCG will be planning future events to engage with patients and the public to continue the ongoing dialogue. The CCG will ensure a 'you said-we did' approach is adopted, so participants can see how their input is included in decision making and to further develop service delivery moving forward.

Dr Andrea Jones
Chair, Darlington Clinical Commissioning Group