

OUR HEALTH & CARE Our FUTURE

Phase 1:

SUMMARY REPORT

Over the period February – April 2019, twelve public events were held across Sussex and East Surrey to hear and listen to the views of patients, the public, staff and stakeholders on the NHS Long Term Plan. Whilst the events were organised by the SES Engagement Team, they were also attended by Local Authority colleagues, and providers including GPs and members of NHS Trusts.

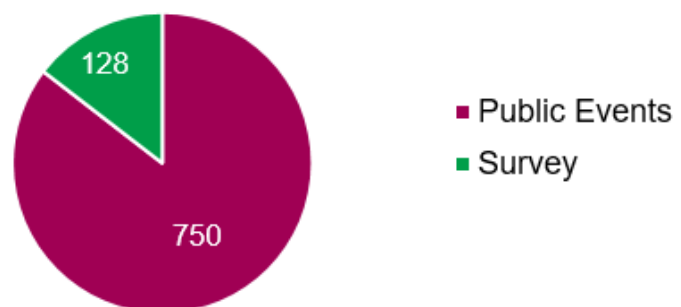
We also attended a number of local events to engage and communicate with the local population on the priorities and ambitions for the years ahead.

In addition, an online survey provided opportunities to gather wider views and feedback.



We heard from over 850 people; 750 of them through the series of public events and 128 via the Our Health and Care...Our FUTURE Surveys.

Figure 1: Breakdown of the number of people engaged with at the public events and through the surveys.



Key areas of feedback

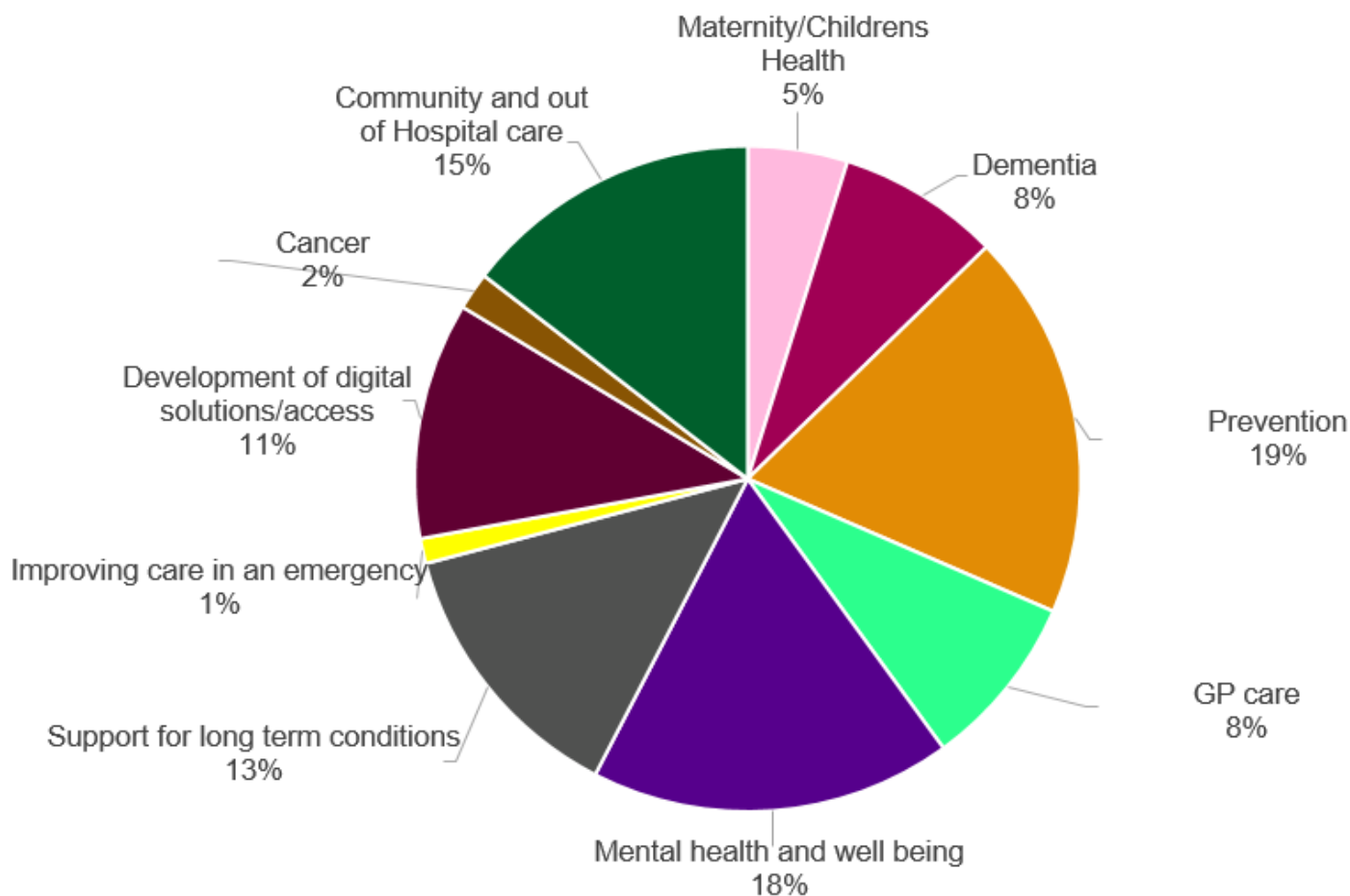
A significant amount of feedback was received from our population, which has been collated into a full report – accessible via the [Our Health and Care, our FUTURE webpages](#).

Key findings are below:

- **Services need to change** to respond to the pressures on healthcare services and the changing and increasing demands of the population.
- **Mental health and wellbeing** services were identified as a key issue.
- **Partnership** working between statutory, voluntary sector and private sector services and companies was felt to be key to a new approach.
- **Integration** of health and care services was a key area for improvement.
- **Health inequalities** still exist across the area, with some communities and geographies affected more than others are.
- **Workforce capacity** was seen as a priority.
- The creation of “**Health Hubs**” was felt to be a great opportunity, and helps respond to the need for a “one stop shop” approach.
- **Communication** between local health and care services and the patients and public needs to improve.
- The **hospital discharge** process needs to be reviewed; people are staying in hospital too long in some cases whilst they wait for arrangements to be made.
- **Social Prescribing** was identified as a key factor in transforming services, but it was recognised that the community and voluntary sector needs to be resourced adequately.
- **Information on the range of support services** needs to be collated and shared, both with patients/public and health professionals.
- Clinical policies, treatments, procedures and waiting times should be **standardised and equitable** across the area.
- **Moving investment** from hospitals into primary care, community services and prevention was supported.
- The use of **digital technology** will support effective use of resources, and will help respond to need.

Prioritisation Exercise:

As part of the engagement process, participants were also asked how they would prioritise funding, based on key areas on the Long Term Plan; note that this is indicative only, and will not be used in isolation to prioritise NHS funding or service delivery. The outcomes of this exercise are outlined below:



The responses to the prioritisation exercise did reflect the population profile of those attending events, and local priorities, to some extent, but in general the same key areas were seen as priorities.

In addition, those attending events reported:

- 95% of respondents had a **better understanding of the challenges** facing the NHS and need for change.
- 81% felt that they were **able to contribute and get involved in discussions**.



Next Steps

We will be continuing these conversations across Sussex and East Surrey, with more focus on targeted groups and communities, and geographical areas. Areas of focus will be:

- Working age people – including NHS staff
- Young people (16+)
- Equalities groups and communities
- Neighbourhood groups (with a focus on rural communities and areas of deprivation)

This feedback will be collated and included in our final report and will help inform developments in services as well as the development of our local plans.

Further information about the feedback gathered, can be found on the [Our Health and Care...Our FUTURE webpages](#).