Notes from PPF discussion about Strategic Plan

General comments

- Would prefer it if the plan didn’t just categorise people by client group – people move from one group to another, too service-based
- Prefer the way that the consultation feedback is categorised i.e. by issues that cut across client groups
- But... some group members acknowledge that people may only want to read the section that applies to them
- Agreed having both would be best i.e. pages for different client groups and pages that deal with cross cutting issues
- The plan is very comprehensive

The group used the consultation outcomes as a structure for discussing the plan.

Access and Equality

- There should be reference within the plan to what support there will be for people with additional needs / communication difficulties to access services, especially with the increased use of phones to access appointments
- Access to advocacy should be included in the plan

Support close to home

- The potential reduction of the out of hours service at the Community Hospital goes against the strategy of providing more support closer to home
- More needs to be done to communicate what is already available at the community hospital
- There also needs to be more communication about where to go with what problem – a guide to accessing services
- Do we know what unused capacity there is at the Community Hospital?

Direct access to services

- There needs to be more information about direct access to physiotherapy
- Could pharmacy be used more? Realise there is a limit but want to use pharmacy to its full potential.
- There needs to be more information about minor ailments etc.
Access to Primary Care

- More education is needed about who to see within the primary care team
- More consistent signposting needed – rather than reception staff asking what is wrong, could they instead say something like “did you know that the practice nurse can see you for..... Would that be suitable for you?”
- Physiotherapy needs to be included – access to this takes too long and needs to be improved

Person-centred care

- Can we set up a mechanism for collecting routine feedback from patients / service users? Something quick and easy e.g. “5 minutes of your time”
- Complaints need to be positively dealt with – how will complaints procedures be integrated?

Increased awareness

- There needs to be consistency in messages about health and social issues

Better information

- This needs to be linked to access and equality
- Information needs to promote equality of access – be easily understood, use visual communication etc.
- The directories of services are very good – need to do this for health and care?

Links to voluntary sector

- Need to raise the profile of volunteers within the NHS

Coming in and out of hospital

- Good to hear about the new Red Cross assisted discharge service
- What is in place for people who aren’t inpatients e.g attend A&E and then return home but with additional support needs

Reducing isolation

- Transport is an issue and it is not clear how the plan is tackling this
- This is also about links with the voluntary sector and improving those
Peer support and self management

- Access to benefits and how health and social care are mitigating the impact of welfare reform should be emphasised more

Recovery and rehabilitation

- This maybe needs more emphasis – it is highlighted as a key objective, but there is not much in the content regarding how this will be achieved other than through enhancing peer support

Keeping healthy

- Maybe more specific examples are needed of how the partnership will support people to keep healthy
- More direction from GPs would help – some people have positive experiences of this but we need consistency
- This should be linked to person-centred care – the plans made to support individuals should always include how to keep healthy

Holisti c / joined up care

- There is no reference to having a single-point of contact for health and social care services. Is this an ambition or is it something that is not achievable?

Community engagement

- Plan should include use of new technology and social media to connect people

Other issues

- Will new / enhanced training for staff mean that staff are paid more and has this been budgeted for?
- How will the partnership address sickness and absence levels?
- Will staff grievance procedures (along with complaints as mentioned previously) be integrated?