

# Healthier Together



Improving health and care in Bristol,  
North Somerset and South Gloucestershire

## Healthier Together Conference 2019: Our Five Year System Plan, 17 October 2019

### Summary report



# Report contents

- Purpose of event and attendance
- Event format
- Links to presentation, summary video and tweets
- Summary of workshops
- Event feedback
- Canvas artwork from the day
- Next steps



## *A message of thanks...*

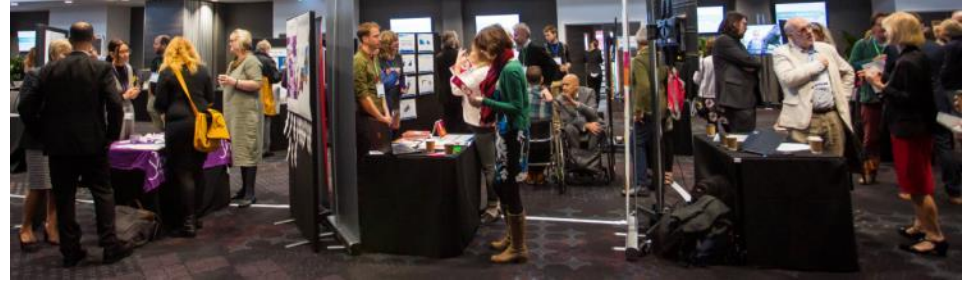
We'd like to say a big THANK YOU to everyone for their time and input at our Healthier Together Conference 2019.

It was a great opportunity to share our thoughts around plans for the future of health and care services in Bristol, North Somerset and South Gloucestershire.

Most importantly we valued hearing from so many people – your feedback has really helped us to develop our Five Year Plan and we look forward to working with you over the course of the coming years to make the plan a reality.

# Purpose of event and attendance

Around **300** people joined us on the 17 October 2019 at Ashton Gate Stadium, Bristol for our Healthier Together Conference 2019.



The event had an overall theme of happiness and wellbeing and centred on our **vision for health and care** in Bristol, North Somerset and South Gloucestershire. It was an opportunity to **seek feedback** from attendees to help the development of plans.

The event was open to anyone to attend and included representation from; members of the public, voluntary and community groups, patient participation groups, councillors, chairs, non-executive directors and staff from across our partnership.

# Event format

The day included a number of talks and presentations including an overview of some of the health and care issues we are trying to tackle as a system and our developing Five Year System Plan.

A series of workshops took place providing an opportunity to discuss some of the key topics in greater detail.

Happy City Chief Executive, Liz Zeidler, provided an inspirational talk on the importance of wellbeing in everyone's lives and a question and answer session also took place with some of the leaders and subject matter experts from across the Healthier Together Partnership.



# Links to slides, summary video and tweets

The presentation slides from the day are available on the [Healthier Together website](https://bit.ly/37ulg9g): <https://bit.ly/37ulg9g>

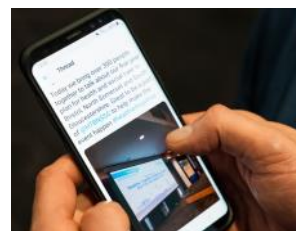


The Healthier Together Conference 2019

A short video summarising the day is available on [YouTube](https://bit.ly/2rXQ5ma): <https://bit.ly/2rXQ5ma>



Take a look at our Twitter moment summarising tweets from the day: <https://bit.ly/2D4pAhf>



Ellie Gooch @elliejgooch · Oct 17

Most significant take away for me so far at @HTBNSSG #healthiertogether conference is moving from 'what's the matter with you?' to 'what matters to you?' Subtle shift but asking this powerful open question will undoubtedly lead to improved conversations and outcomes 🗣️



1



4



14



Bristol IMHN @BristolIMHN · Oct 17

A full house at #HealthierTogether's Annual Conference.

We're looking forward to hearing so many perspectives about mental health.

@HTBNSSG @BNSSG\_CCG @IMHNTweets



# Summary of workshops

The following pages summarise the workshops that took place during the event. These include:

- Value based healthcare
- Prevention
- Improving digital access to primary care
- Diverse workforce – primary care
- Urgent and emergency care services
- Mental health



## Moving from “What’s the matter with you?” to “What matters to you?”

Number of people that took part in workshop activity (approx. total throughout day): 70

### Question(s) posed:

- What preparation/thinking do you do before you go for a medical appointment?
- During a consultation/appointment does the Health Care Professional generally ask you what matters to you?
- If this did or didn't happen, how did this feel?
- In the NHS, we have made the assumption that we should be considering treatment options based on what matters to you. Do you think this is the right approach or should the decision lie with the clinician?
- Written exercise: “What matters to you?”

### Summary of feedback provided:

- A mixed response was received; some people expressed that they wanted to lead on the decisions made around their health and social care whereas others felt they wanted the clinician to use their expert opinion to lead the decisions.
- Key themes around what matters to people: being listened to, continuity of care, not having to repeat their story, having all of the information to be able to make an informed decision (benefits, risks, alternatives, doing nothing, time frame for intervention etc.)

### Feedback will be taken into consideration in the following ways:

Feedback will be taken into consideration to help shape the Value Based Healthcare programme for BNSSG.

Feedback will also help to inform the following chapters within the 5 Year System Plan:

- Systematic delivery of value based care
- Shift to personalised, integrated, proactive and preventative care.

## Prevention

**Number of people that took part in workshop activity (approx. total throughout day): 60**

### **Question(s) posed:**

- What does being healthy mean to you?
- If you didn't have/do these things how would it impact on your health and those around you?
- What does this mean for how we as individuals, families, communities and a health care system can promote health and wellbeing, prevent disease and reduce health inequalities?
- What priorities would you want to see in our future Healthier Together prevention planning?

### **Summary of feedback provided:**

- Health is much more than the absence of disease or provision of effective treatment and care services, although these are important.
- Being healthy means being part of a community, having friends and family who can help us when needed.
- Where we live impacts on our health and wellbeing – need a safe warm home. Access to green space important – space to be active, somewhere for children to play safely. Availability of healthy and unhealthy food in our neighbourhoods influences our choices.
- Money worries are a huge cause of anxiety for some.
- Social prescribing welcomed as an approach to enable people to have time to talk with someone “what matters to me” but community support might need required investment.

### **Feedback will be taken into consideration in the following ways:**

- Taken into account in finalising the prevention aspects of the Five Year System Plan
- Discussed with members of the Prevention Expert Advisory Group which oversees the current prevention workstream
- Incorporated in to future planning of developing Population Health, Prevention and Inequalities workstream



## Improving Digital Access to Primary Care

**Number of people that took part in workshop activity (approx. total throughout day): 49**

### Question(s) posed:

Evaluate which digital consultation tool (AskmyGP or Doctor Link) is best suited to enable GP practices to empower their patients to have 24/7 access, manage demand, enhance patient experience and let doctors deliver clinically prioritised care.

### Summary of feedback provided:

- Positive that request can be logged 24/7 to avoid queuing.
- Software solution must safeguard timely care & extend patient choice or people will revert to phoning the surgery.
- Triage information collection tool shouldn't be too basic or involved and must incorporate progress tracking functionality (info received/read, estimated response time).
- Must address functionality for patients experiencing literacy/language, visual impairment or other access issues.
- Patients could 'game' the software to improve their position on the priority list by inflating their clinical symptoms.
- Not linked to clinical record so have to repeat info to GP.

### Feedback will be taken into consideration in the following ways:

Outputs from the three engagement workshops generated evidence to supplement findings from previous stakeholder events as part of a wider evaluation piece to assess the potential benefits offered by online consultations. This feedback (both quantitative and qualitative) will be incorporated into the Long Term Plan submission and the Primary Care Strategy.

## Diverse workforce – Primary care

**Number of people that took part in workshop activity (approx. total throughout day): 40**

### **Question(s) posed:**

The groups reviewed a number of scenarios and then took a moment to review profiles for new roles and workforce before discussing the following:

- Which, if any, of the practitioners do you feel would be best placed to help address these individuals health and care needs?
- What would these individuals see as the benefit of seeing these different practitioners? What, if any, concerns would they have about seeing these practitioners instead of a GP or nurse?

### **Summary of feedback provided:**

- Most people responded positively to the new roles and were comfortable with the idea of seeing these professionals instead of GPs in certain situations.
- Perceived benefits included easier access, specifically the ability to see the right person, first time and also specific expertise and knowledge of new workforce (e.g. pharmacists for medication related concerns, physiotherapist for MSK etc.)
- However concerns emerged around the continuity of care (due to introduction of multiple different individuals into primary care) and triage / referral pathways (including who would be the gatekeeper and escalation).

### **Feedback will be taken into consideration in the following ways:**

Feedback will be discussed at the Primary Care Workforce Development Sub Group and will be reported to the Primary Care Oversight Group (PCOG) and Local Workforce Action Board (LWAB). The findings will be incorporated into our ongoing programmes. We will use the feedback to evaluate the new roles in Primary Care and identify enablers and barriers to implementation.

## Urgent and Emergency Care Services

Number of people that took part in workshop activity (approx. total throughout day): 50

### Question(s) posed:

Right care, right place, right time: how can we all make best use of urgent and emergency care services?

Three scenarios were used in each of the workshop sessions to explore how UEC services are currently accessed, the scope for improving this, and to capture concerns.

### Summary of feedback provided:

- General agreement that pharmacies would be the right place for minor issues rather than the Emergency Department (ED), eg for a swollen insect bite, but not all people knew that pharmacists could provide a consultation.
- Most wanted the reassurance of a clinical assessment for minor injuries (which could be via a telephone discussion), and some concern expressed about using 111 in this context reflecting mixed experiences of using 111.
- Trusted 'front door' wanted, but concern about where to go in the first instance, with limited knowledge of how to access Out of Hours (OOH) services.
- Some concern about helping frail elderly people who have fallen in case they are injured, and issues with how to find who could help (single contact requested for health and social care help).
- Very variable levels of perceived risk. Reminder that strong family/friends /neighbours networks can provide good advice, self-help and support.

### Feedback will be taken into consideration in the following ways:

The feedback received at the workshops will be used to shape the development of the UEC front door model of care, and proposals for specific projects within this including Urgent Treatment Centres.

## Mental Health

**Number of people that took part in workshop activity (approx. total throughout day): 100+**

### Question(s) posed:

1. What can we do more of to support people to manage their mental health and emotional wellbeing and reduce crisis?
2. Tell us what do you think emotional wellbeing and mental health services should consider and provide, in order that they meet the needs of young adults, (16-25 year olds), in particular.
3. Are there any groups we need to think about and bear in mind when setting our priorities?

### Summary of feedback provided:

1. Crisis: rapid, seamless access to services; prioritise prevention and primary care – moving resource from secondary and acute; addressing equalities, diversity and inclusion and health inequalities (class, poverty and disadvantage); social prescribing
2. Young people: better connection to education when children and young people are coping/suffering with mental health illness/unwell; more competence at working with young people with autism spectrum disorder; support for families.

### Feedback will be taken into consideration in the following ways:

The feedback will be used to inform the implementation of all eight mental health workstreams of the Five Year Plan, the mental health contracts review, the Mental Health Strategy and the Long Term Plan, as well as other relevant commissioning work in mental health.

# Event feedback

- ¾ of attendees rated the event as good or very good
- 60% of attendees felt they had a better understanding of our healthcare plans as a result of attending
- 80% of attendees felt they had a chance to express themselves
- People wanted more time for workshops and the Q&A
- Parking was unfortunately a problem for some attendees due to another large event taking place at the venue
- Some people found it hard to hear in some of the workshops

Your feedback is really important to us and will help us to improve our future events – thank you!



# Next steps

- The Bristol, North Somerset and South Gloucestershire Five Year Plan for health and care is likely to be published early in the new year (January 2020)
- We will make the plan available on our Healthier Together website
- A short printed summary document will also be made available
- We hope to continue the conversation and work with local people and communities as we start to put our plans into action
- If you'd like to get involved, please let us know providing your contact details and particular areas of interest: [bnssg.healthier.together@nhs.net](mailto:bnssg.healthier.together@nhs.net)

# Healthier Together

Improving health and care in Bristol,  
North Somerset and South Gloucestershire



## Contact us:

Healthier Together Office, Level 4, South Plaza, Marlborough Street, Bristol, BS1 3NX

0117 900 2583

[Bnssg.healthier.together@nhs.net](mailto:Bnssg.healthier.together@nhs.net)

[www.bnssghealthiertogether.org.uk](http://www.bnssghealthiertogether.org.uk)



@HTBNSSG