

Title of Report	NEL ICB BIG CONVERSATION - What does good care look like to people in Hackney?
For Consideration By	Health and Wellbeing Board
Meeting Date	25/01/2024
Classification	Public
Ward(s) Affected	All
Report Author	Sally Beaven <i>Executive Director, Healthwatch Hackney</i>

Is this report for:

<input checked="" type="checkbox"/>	Information
<input checked="" type="checkbox"/>	Discussion
<input type="checkbox"/>	Decision

Why is the report being brought to the board?

This in-depth engagement work gives a deep understanding of what matters to residents of Hackney when thinking about receiving or accessing care. The learning from this report is far reaching and we feel it may influence the way in which a wide range of services are delivered to local people.

We urge stakeholders to consider the full report and make use of the four pillars of good care to evaluate their services and identify any areas where improvements could be made, in response to what residents have told us matters to th

Has the report been considered at any other committee meeting of the Council or other stakeholders?

The Hackney specific report is being shared first with the Health and Wellbeing Board. We will share and showcase this work with a wide variety of Boards and forums between now and 1st April.

1. Background

Healthwatch Hackney, working in collaboration with the NHS, asked local people open-ended questions about what good health and care means to them. At community events and in focus groups we helped local people to draw out what their own vision of good care would look like.

The resulting framework, informed by what local people said, can be used by stakeholders to develop their own success measures and evaluation tools. We took what they told us and started to identify themes, these themes eventually developed into four pillars of good care, or four aspects of what makes the difference between good care and inadequate care. We also looked at the wider issues that impact good care at a society level - the wider determinants.

A) Drawing on what resident told us, the NEL Healthwatches (local Healthwatch groups working together) created a framework consisting of four pillars of good care:

- Accessible
- Competent
- Person-centred
- Trustworthy

B) This report considers these four pillars against the NEL ICS priority areas, which are as follows:

- Babies, children and young people
- Long-term conditions
- Mental Health
- Workforce

C) A brief overview of what residents told us good care looks like:

- Appointments for acute issues AND routine check-ups are available within a reasonable timeframe
- Health and care services both RESPOND TO and ANTICIPATE people's needs
- Patients get REASSURANCE that they are well
- Health and care services are ACCOUNTABLE to patients and local people
- Patients' WORRIES and CONCERNS are understood and addressed
- CULTURAL DIFFERENCES in expectations of what care should look like are taken into account

- Patients understand how care decisions are taken and believe professionals are providing good treatment
- There is CONSISTENCY of care, quality of care does not vary based on individuals and staff turnover.
- There is CONTINUITY OF CARE between services and within services
- Services work well with each other, at community level, beyond just health and care
- Patients get to make appointments and be seen in a way that works for them
- Services are interconnected around the patient, not just centred on a condition or specialism
- Barriers to accessing care are understood and addressed eg. disability (physical, sensory, or mental), language barriers, IT literacy, knowledge barriers, costs including hidden costs

D) Wider determinants

We feel of particular interest to the Health and Wellbeing Board are what residents told us about the wider determinants of health - and **what they told us they want:**

Accessible

- Affordable healthy choices
- Accessibility of professional, social, civic opportunities for everyone;
- Tackling barriers to access, for example those relating to disability, poverty of caring responsibilities

Trustworthy

- Accessing public spaces and activities feeling safe from harm - including crime, pollution, antisocial behaviour
- Having a say in how local communities are run

Competent

- Public and private sector service providers, employers, schools etc. understand the needs of local people
- Freedom from stigma and judgement over identity or needs
- Evidence-based technology and policy solutions for improving local people's lives.
- Local people have the information they need to improve their health and well-being

Person-centred

- Health improvement interventions take into account local people's specific needs and preferences, no one size fits all approach

- Opportunities for education, employment, community involvement and civic participation take into account different people’s communication preferences, life circumstances etc

E) The report gives a detailed understanding of:

- What residents perceive as barriers to receiving good care (unblocking the pipeline),
- The importance of cultural competence
- How to measure the health of the local community
- What changes would have an immediate positive impact
- The importance of clear information
- The importance of being heard around services

We hope the findings in this report will be of value to all those that commission or deliver care and services to local people.

2. Policy Context:

Please detail which, if any, of the Health & Wellbeing Strategy priorities this report relates to?

<input checked="" type="checkbox"/>	Improving mental health
<input checked="" type="checkbox"/>	Increasing social connection
<input checked="" type="checkbox"/>	Supporting greater financial security
<input checked="" type="checkbox"/>	All of the above

Please detail which, if any, of the Health & Wellbeing Strategy ‘Ways of Working’ this report relates to?

<input checked="" type="checkbox"/>	Strengthening our communities
<input type="checkbox"/>	Creating, supporting and working with volunteer and peer roles
<input checked="" type="checkbox"/>	Collaborations and partnerships: including at a neighbourhood level
<input checked="" type="checkbox"/>	Making the best of community resources

<input type="checkbox"/>	All of the above
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2.1. Equality Impact Assessment (EIA)

Has an EIA been conducted for this work?

<input type="checkbox"/>	Yes
<input checked="" type="checkbox"/>	No

2.2. Consultation

Has public, service user, patient feedback/consultation informed the recommendations of this report?

<input checked="" type="checkbox"/>	Yes
<input type="checkbox"/>	No

Have the relevant members/ organisations and officers been consulted on the recommendations in this report?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

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Appendices	Draft Hackney Community Conversations Report 2023