

what
would you do?

It's your NHS. Have your say.



NHS Long Term Plan

Barnsley Engagement Report

August 2019

Contents

	Page
1.Executive Summary	3
1.1 Background	3
1.2 Local Approach	4
1.3 Summary and Key Findings	8
2. The Survey Questions and Responses	9
3. Demographics	21

1. Executive Summary

1.1 Background

The NHS Long Term Plan¹ is a new plan for the NHS to improve the quality of patient care and health outcomes.

The plan focuses on building an NHS fit for the future by:

- enabling everyone to get the best start in life
- helping communities to live well
- helping people to age well

The plan has been developed in partnership with frontline health and care staff, patients and their families. It will improve outcomes for major diseases, including cancer, heart disease, stroke, respiratory disease and dementia.

The plan also includes measures to:

- improve out-of-hospital care, supporting primary medical and community health services
- ensure all children get the best start in life by continuing to improve maternity safety including halving the number of stillbirths, maternal and neonatal deaths and serious brain injury by 2025
- support older people through more personalised care and stronger community and primary care services
- make digital health services a mainstream part of the NHS, so that in 5 years, patients in England will be able to access a digital GP offer.

Local Healthwatch were commissioned to gather local views, by carrying out community engagement and through a survey. At a South Yorkshire and Bassetlaw level a report was published which incorporated the collective findings across: Barnsley, Bassetlaw, Doncaster, Rotherham and Sheffield ²

¹ <https://www.england.nhs.uk/long-term-plan/>

² www.healthwatchdoncaster.org.uk/nhslongtermplan

In addition to the local survey there was a national NHS Long Term Plan survey promoted via Healthwatch England taking place at the same time which 34 Barnsley residents responded to.

This report contains the findings of 199 responses by Barnsley people that completed the South Yorkshire and Bassetlaw NHS Long Term Plan survey through engagement that took place during April, May and June 2019.

Alongside community engagement and the promotion of the survey, 3 focus groups took place with 24 participants, to gather the views of seldom heard communities, the reports on these groups can be found on our website healthwatchbarnsley.co.uk

1.2 Local Approach

At Healthwatch Barnsley we wanted to ensure that we reached different sections of our community both geographically and by reaching out to communities who are seldom heard and we did this in a number of different ways:

Focus Groups

Focus Group	Description	Attendees
Barnsley Macular Support Group	Macular Degeneration	12
Barnsley Asylum Seekers and Refugee Women's Group	Women and Children	6
Barnsley Asylum Seekers and Refugee Men's Group	Men	6

Community Engagement

We also carried out engagement at various venues throughout the Borough as shown below:

Date	Action	Audience	Delivery
15 April - Walderslade Surgery, Hoyland	Attend community venues to complete surveys	Members of the local community/ patients/ public	Healthwatch Barnsley

17 April - Priory Campus	Attend community venues to complete surveys	Members of the local community/ patients/ public	Healthwatch Barnsley
23 April - Royston Library	Attend community venues to complete surveys	Members of the local community/ patients/ public	Healthwatch Barnsley
23 April - Mapplewell Library	Attend community venues to complete surveys	Members of the local community/ patients/ public	Healthwatch Barnsley
24 April - Goldthorpe Library	Attend community venues to complete surveys	Members of the local community/ patients/ public	Healthwatch Barnsley
25 April - Wombwell Library	Attend community venues to complete surveys	Members of the local community/ patients/ public	Healthwatch Barnsley
25 April - Worsborough Library	Attend community venues to complete surveys	Members of the local community/ patients/ public	Healthwatch Barnsley
30 April - Dodworth Library	Attend community venues to complete surveys	Members of the local community/ patients/ public	Healthwatch Barnsley

30 April - Hoyland Library	Attend community venues to complete surveys	Members of the local community/ patients/ public	Healthwatch Barnsley
26 April - Barnsley Hospital Outpatients	Attend community venues to complete surveys	Members of the local community/ patients/ public	Healthwatch Barnsley
19 June - Priory Campus	Attend community venues to complete surveys	Members of the local community/ patients/ public	Healthwatch Barnsley

As well as our social media channels we also shared through our website. This enabled people to access the online version of the survey to complete. We shared frequently on Twitter and on Facebook



 **Healthwatch Barnsley**
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What would you do? It's your NHS, have your say. Share your views via this survey to help make local NHS services better in Barnsley.
<https://bit.ly/2HHbuXF>



SURVEYMONKEY.CO.UK
NHS Long Term Plan
Take this survey powered by surveymonkey.com. Create your own survey...

1.3 Summary and Key findings

After spending a significant amount of time out in our local communities the following is a summary of what the people in Barnsley told us.

The NHS Long Term Plan outlines commitments to prevention and promoting independence and self-care, helping people to stay well or prevent avoidable illness 177 people agreed that these were the right things to focus on.

When asked about how important certain statements were in relation to staying healthy 177 stated that working in partnership with my GP or other Health Professional to get the right care was either important or very important.

When asked what people needed to take greater control of your health / what could services do differently. The majority who responded to this question 33 of 118 said Having easier, quicker and better access to services.

We asked when trying to use local support services / groups to manage your health needs could anything be improved. Of the 47 who answered the top two answers were: improving access / waiting times (15) and more funding needed (11)

In relation to mental wellbeing and emotional health, we asked about the expansion of crisis services and development of these services generally 170 people agreed that these were the right things to focus on, with 15 people disagreeing.

When asked if peoples physical and mental health should be treated together 128 people agreed and 32 disagreed.

When accessing support for mental wellbeing and emotional health of the 63 that responded 42 wanted to see improvements by having easier access / shorter waiting times / more appointments.

164 respondents agreed that money should be spent on local neighbourhood care.

When asked how health and care services could work better together in the local community / area of the 70 people that answered this question the majority 29 of the 70 believed that better communication and working together were required.

When asked about the increase in the use of digital technology and what was important the majority of respondents agreed with the statement “Any results are communicated to me quickly making the best use of technology” closely followed by the statement “I can make appointments on line and my options are not limited”.

When asked for other comments about accessing the NHS using digital and on-line services 51 of the 61 respondents expressed some degree of reservation.

2. The survey questions and responses

Question One:

Are you happy to share your information and responses with Healthwatch?

199 people agreed to share information and responses with Healthwatch.

Question Two:

Which town are you from?

199 people responded - Barnsley

Question Three:

Do you have any of the following?

Cancer	A mental health condition	A learning disability	A long term condition including: arthritis, diabetes, heart or lung disease	I do not have any of these conditions
7	27	8	69	86

Question Four:

The NHS Long Term Plan outlines commitments to Prevention, and Promoting Independence and Self-Care:

The Long Term Plan outlines that they want to get better at helping people to **stay well or 'prevent avoidable illness'**.

This includes things like:

- helping people to stop smoking
- helping people to be a healthy weight (which helps prevent diabetes)
- helping to lower pollution - this is about the air we breathe (and reducing the number of people who go into hospital because of breathing problems)
- lowering the number of people who need to go to hospital because of drinking too much alcohol

It also makes a commitment to people getting more control over their own health and more personalised care when they need it.

The NHS will support and train staff to have conversations which help patients make the decisions that are right for them, creating genuine partnerships between patients and professionals and ensuring patients are engaged in decisions about their health and wellbeing.

Increasing the number of Personal Health Budgets (where people get control of the funding that would be spent on them to make their own decisions about what would best improve their conditions) is also planned.

Over the next five years the NHS will increase support for people to manage their own health. This will start with diabetes prevention and management, asthma and respiratory conditions, maternity and parenting support, and online therapies for common mental health problems. There is a commitment to increasing social prescribing, which is where patients can be prescribed a variety of activities such as volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports, as a way of giving people access to wider, less health-focused ways for them to improve their health.

There is also a commitment to improve personalised care at end of life ensuring people are supported to receive the best quality care and die in the place they chose.

We asked if you agree those are the right things to focus on?

Yes	177	89%
No	21	11%
No response	1	

Question Five:

Please tell us how important the following statements are to you in relation to staying healthy.

	Not important at all	Not important	Neither unimportant or important	Important	Very important
I can get support to stay healthy (such as healthy eating/stop smoking advice)	11	6	27	75	71
My community can support me to live my life the way I want	8	8	30	70	71
My family and friends have the knowledge and skills to support me	5	6	23	74	78
I work in partnership with my GP/other health professionals to get the care that is right for me	3	2	8	67	110

Question Six:

To be able to take greater care and control of your health, what would you need? What could services do differently?

Of the 118 people who responded to this question the largest common response (33) related to having easier, quicker and better access to services.

Having easier, quicker, and better access to services	33
Better communication	17
More information to be available on services	17
Better support / improve services / money	15
More local services	12
More activities / free activities / better transport	12
More available appointments	6
A better understanding of services	3
Correct diagnosis	1
Personal Health budget	1
Polite to patients	1

Question Seven:

Have you ever tried to use local services that help you manage your own health and care needs and offer you support? (This might include local support groups and networks, community pharmacies or community activities and events)

Yes	80	40%
No	93	47%
No response	26	13%

Question Eight:

When you tried to use local support groups and services to help you manage your health needs, what worked well?

Of the 39 people that responded to the question they said the following (comments unedited)

When there was certainty about the health need being addressed
Being with people with similar issues, the support was good
Overall I liked that I didn't have to travel far
the stroke association helped my wife

pharmacies are a good place to get help.
working in partnership with gp
The understanding and support of staff.
when people listened to what I had to say and I was able to have continuity by seeing the same person instead of having to start at the beginning every time
good service good carers
Lifestyle guidance, particularly healthy diet and exercise advice, delivered via GP. Sponsored gym for older people, post medical trauma recovery Local walking group [twice weekly] Membership of common interest groups, e.g. Local history, U3A, political groups which can lead to physical activities, litter-pick etc.
inpatient at acute mental health unit for 8 weeks 2 days (oakwell centre/kendray hospital) remain under care of senior mental health practitioner currently receive cbt and advocacy services
Weight management works very well. The supportive system provided by the NHS (IT System) is easy to understand which help in a positive way.
Feeling that as an individual mattered without bias.
Voluntary services provided greater level of care and knowledge of their specific areas compared to G. P's/health visitors.
smoking cessation (tablets and patches) alcohol diary etc.
pharmacy home delivery x 3
Recovery Centre Barnsley offers a wide range of services which promote health & wellbeing. But need more evening classes for those that work local to me
USED PHARMACIES FOR ADVICE WHEN GP IS UNAVAILABLE
101 service
Talking to professional and seeking the help you may need.
stop smoking service ,years ago
Physical support groups were good at first but I am now too unwell to go. They are often few and far between. Facebook support groups are very good but I miss company.
Friendships and community spirit
regular one to one meetings and record of visible improvement
I felt I could talk to people who I knew , rather than somebody I didn't know.
I can't remember, it was some years ago, but our local pharmacist is extremely helpful.
an accessible gym and swimming pool - see previous comments.
local support groups
Referral to a local gym.
Being able to drop in when in need, knowing the group were there and being able to talk to someone on the phone when I needed support with my sons mental health
Art group - making things. Stop smoking group
Access to exercise sessions at Metrodome
Good interaction with volunteers and professionals
Being available locally and after normal working day
Access to information
Experience from others in the same / similar situation.
Increase the community mental health services over online therapies

Question Nine:

When you tried to use local support groups and services to help you manage your health needs, could anything be improved?

Of the 47 people that answered the question

Improve access / waiting times	15
More funding needed	11
More flexibility re, time, place etc.	7
Improve staff attitudes	5
Directory of services needed	4
Waiting times	4
Everything	1

Question Ten:

Mental Wellbeing and Emotional Health - Have you used local services and support to help manage your mental wellbeing and emotional health or do you care for someone who has used those local services?

I have used local service and support for myself	I care for someone who has used local services and support	I have not used any local services or support	I care for someone but they have not used any local services	Other (please state)
45	13	53	8	5

See comments below where respondents ticked other and left a comment:

(comments are unedited)

“GP medication”

“When my first husband was diagnosed with cancer we had support from Macmillan but unfortunately the GP practice was completely unhelpful. After he died I wrote a letter of complaint and was told the matter would be looked into, but after providing quite a lot of information I never heard anything back. I also had some grievance support from a local service.”

“Asked for help at doctors for mum-WE WERE DISCHARGED!!!!!!”

Question Eleven:

Mental health service investment across England will increase by £2.3 Billion by 2023/24. The NHS Long Term Plan outlines commitments to Mental wellbeing and Emotional and Physical Health, including: Expansion of crisis services, including ensuring that they are available 24/7 for adults and children. The creation of new mental health support teams in schools and colleges. Increasing funding into children's eating disorder services. Expanding specialist mental health services for pregnant and post-natal women. Creating new, more joined up, ways for professionals to support those with serious mental illness. Creating the best care environments for people who need to stay in hospital to receive mental health care and support. Expanding employment services to support those with mental health conditions who wish to work to find and keep suitable employment Introduction of a new waiting time target for mental health services. Increased focus on suicide prevention.

Do you agree these are the right things to focus on?

Yes	170	85%
No	15	8%
No response	14	7%

Question Twelve:

Do you think people's physical and mental health should be treated together?

Yes	128	64%
No	32	16%
No response	39	20%

Question Thirteen:

Please can you tell us how you would rate the helpfulness of each of the following proposals (5 = most helpful, 1 = least helpful)

	5	4	3	2	1
Mental Health support for children and young people available and in place in schools and colleges	95	35	23	4	6
Access to online services which can help you to stay well	55	33	41	14	23
Different options for people in a mental health crisis e.g. where to access support to manage their crisis	99	34	20	2	9
More services in communities	113	30	16	6	5

Question Fourteen:

If you or someone you care for, has already accessed help and support for mental wellbeing and emotional health, what worked well?

Of the 63 people that responded to this question:

Waiting times too long	15
Nothing helped felt let down	12
Counselling 1-1 / CBT	8
Group support	7
Early intervention / talking to a professional	4
Comprehensive service / great support / all of it	3
Medication	3
Direct access & self- referral	1
GP Prescribing service	1
Not answered question	9

Question Fifteen:

If you or someone you care for, has already accessed help and support for mental wellbeing and emotional health, what would you like to see improved?

Of the 63 people that responded to this question:

Easier access / shorter waiting times / more appointments	42
Better trained staff in schools / young people's services	2
Staff attitude and continuity	2
Better communication skills particularly towards non-native English speaker	1
Follow up before discharge and continued support for minimum 12 months	1
Community mental health services / crisis care and prevention services	1
Contact with next of kin	1
Everything	1
More qualified staff and more money	1
Finding the service in the first place is hit and miss	1
Get rid of the stigma	1
Informal advice corner café showing good signs	1
Listening skills	1
More experts locally, more information on who to speak to	1
More money going to local groups	1
Improve complaints management process	1
To continue it	1

Services for maternal mental health, particularly puerperal psychosis	1
A well discussed planned recovery with professionals singing from the same hymn sheet	1
Able to proceed good emotional control, able to build positive mind-set	1

Question Sixteen:

The NHS Long Term Plan outlines commitments to improve local, in your neighbourhood care with spend on these services to be at least £4.5billion higher in 5 years- time. Do you agree?

Yes	164	82%
No	8	4%
No response	27	14%

Question Seventeen:

Please tell us how important the following statements are to you in relation to local neighbourhood care.

	Not important at all	Not important	Neither unimportant or important	Important	Very important
Developing more rapid community response teams to prevent unnecessary hospital spells and speed up discharges home	2		11	55	98
Improving the recognition of carers and all the support that they provide	2	1	6	34	123
Giving more people more say about the care they receive and where they receive	1	2	6	47	117

it, particularly towards the end of their lives					
Easier access to primary care - Community Pharmacies, Dentists, Opticians and GP surgeries	1		4	45	122

Question Eighteen:

How could health and care services in your community/local area work better together?

Of the 70 people who answered this question:

Better communication and working together	29
More funding for services needed	11
Better access and more flexibility with GP appointment times / improve waiting times	10
Local community teams	7
Everyone having access to the same sources of information / signposting	6
Action not hot air and empty promises	1
Both physical and mental health services	1
Co-location	1
Single point of access for NHS and Council services	1
Stop duplication	1
The voluntary sector should be an equal partner	1
First of all, carry out a comprehensive identification and assessment in both fields which none of the planning doc's I've seen mentions. Consider how these measure up in quantity and quality, consider waiting lists. Assess existing solution distribution to identify lightly served areas. Consult with town planning officers.	1

Question Nineteen:

The NHS is keen to increase the use of more 'digital' ways of using local services. Please tell us which of the following statements are important to you when interacting digitally with the NHS? (You can tick as many boxes as you want)

I have absolute confidence that my personal data is managed well and kept secure	I can access services using my phone or computer	I can talk to my doctor or other health care professional wherever I am	I can make appointments online and my options are not limited	Any results are communicated to me quickly making best use of technology	I manage my own personal records so that I can receive continuity in care	I am able to talk to other people who are experiencing similar challenges to me to help me feel better
81	88	85	91	96	61	50

Question Twenty:

Do you have any other comment about accessing the NHS using digital and online services?

Of the 61 who answered this question:

Not comfortable or familiar with technology	13
Not everyone has access to technology / internet	10
Would not have the confidence or feel comfortable using it	10
Cannot see it working	9
Would be useful	7
More information will need to be provided	5
Prefer to speak to a person	3
Appointment availability online is limited	1
It isn't consistent sometimes appointments aren't available. I would like to be able to FaceTime my health professional	1
The NHS needs to get a better coordinated system that works between hospitals and surgeries etc.	1
You really have to get it sorted, bits of paper around in 2019. All Drs everywhere should have patient history at the press of a key.	1

Question Twenty-One:

Is there anything else that you would like to highlight to those planning the South Yorkshire and Bassetlaw Five Year strategy for the NHS?

Comments Summary

Personal care (including end of life) /support for family / carers and recognition is important	6
Concern expressed re privatisation of NHS and funding issues	5
Improved communication required including listening to the patients	5
Improve access for all including working people	4
Digital - some people require help	4
Staff Issues	3
Develop good local care including voluntary groups	3
Increase Primary Care Workers	3
Focus on services for children and young people	2
Don't agree with plan - already decided	2
Improve Ileostomy services	1
Improve mental health services	1
Address PPI issues	1
Improve trauma services	1
Anticipate demand and plan	1
Patients should be seen as a whole not an illness	1
Build on the good things we have	1
Prioritise hospital beds	1
Get rid of bureaucracy	1
Continuity in primary care	1
Better access to personal records	1
Provide quality care	1
Information sharing	1
Do what you say	1

3. Demographics

18-24	4	2%
25-34	22	11%
35-44	26	13%
45-54	34	17%
55-64	42	21%
65+	34	17%

Do you have a disability?

Yes	42	21%
No	120	60%

What is your gender?

Female	110	55%
Male	59	30%
Non-binary	2	1%
Prefer not to say	1	0.5%

What is your ethnicity?

Asian British	1
Black African	1
Black British	1
British	16
British White	2
Caucasian	1
Caucasian / White British	1
Chinese	1
Church of England	1
English	7
European White	1
Kurdish	1
Mixed	1
Mixed White / Chinese	1
N/A	1
No religion	1
Romany	1
WB	1
White	9
White British	99
White British of Polish Descent	1
White Caucasian	1
White English	6
Grand Total	156