

healthwatch

Leeds

future me 2026



Taking some time to think about what matters to all of us in the future is important, we then know what we need to plan and learn to help and support us all living the best lives possible.

If you think back to how far reaching science fiction sounded fifty years ago. A lot is now part of our everyday lives.

We invited a group of local people to talk about how life, health and care would look and feel in ten years' time. What would be



our choices, where personal matters and how current or future knowledge and technology could help us get there. Here are the key themes:

- All my health and care information needs to be in one place, shared by me with those who care and look after me



- Some of us are ready for remote and digital - give us the tools to release more capacity for the personal and complex
- Knowledge is power - easy flexible access to valid and reliable information is key to self-care and choice





Primary Care Workshop

Ideas, views and aspirations

A service, whatever its name, that meets the needs of different people and ages:



“access to a person I need to see in a timely way with the correct skills and competencies to deal with me and to be able to access services nearby.”

“It doesn’t even have to be in a traditional health care setting.”

“For some a personal connection, at times face to face means a lot. Others are happy to use technology if it improves flexible access.”

“I just want easy access.”

“Doesn’t even always have to be a doctor, we want to try preventative approaches 1st.”

All my information and records shared with everyone who needs to see them, starting with me! Fit-Bits and other wearable technology is a good way to go. But not necessarily the only way to go. Ownership and control about what information / technology is used when working with a person is vital.

Access to good and reliable knowledge to support decisions is important. People said there is currently mixed quality and conflicting data. Others asked where they get reliable ‘unsponsored’ medical information that they can rely on. NHS Choices was cited as being reliable impartial data, as it is evidence based. There is a general desire to know what information the public can trust.

Young people need to be comfortable visiting doctors and other care. Their experience now will form their views of all services and influence future choices. Parents and carers not always the best source of advice. Having regular checks, old or young was rated highly. Informed people make informed choices. People need independent access. Investing in young people’s choices and experiences now influence a life time of choices and self care.

Future services need to be accessible and easy for everybody. Everybody should have help and support. Knowledge and information from birth, through education. We need to turn around the attitude where some people think they are “owed something by the NHS.”

Sharing information is the key to improvements - everyone should have a say and choice. People including professionals have to start





working together as true partners with respect. We need a 'No Wrong door policy' so even if you cannot help you are sign posting through to care, support or information you need. An approach that recognises your abilities as well as needs. NHS and Social Care the legislation and culture gets in the way. Needs to be a shift in attitude i.e.: 'we 'all' work for Leeds'.

What matters about information sharing:

- Right message at the right time
- We should be able to choose a type of communication that is good for us
- If we know about a service or a choice we may use it more appropriately
- Two way communication with professionals
- Knowing options and choices in and out of services
- Empowerment.
- Make it is easy to find out where it is
- Good life living well, knowledge of the system

When using a service



- Knowing who is coming and when
- To be treated as a whole person
- Timely reminders and explanations
- If you have an option you know where you need to go or what you need to do
- Information that works for you
- Safety net people who are not registered with GPs, a different kind of access.
- People new to the country need help and knowledge to access the right services
- Barriers the people face sometimes visible must be removed - Make services and information more diverse
- Self-referral and support options, sometimes you don't need a professional

Places we live

- A political and public change to generate a greater community responsibility for health and care. We would like to see professionals working for a community that looks after each other and manages expectations
- Places to buy reasonably healthy food
- Data and personal relationships working together - integrated care being key - having a smart national data system that doesn't compromise privacy.
- Community based response - less use of hospitals. More care and services near to me.
- A more efficient NHS - Mental Health nurses and social workers in GP Practices. Medication reviews taking place at pharmacies, offer a more holistic approach to care.



Key messages

People want to be wanted and needed. Start from the offer, what can each community and their members bring. Link people, possibly like Health Champions, taking responsibility for family or community health and sign-posting. This could be rolled out on a wider level to communities on a voluntary basis so friends or buddies are used to ensure people do not forget or miss appointments. Empower communities so people feel that they belong to something. Happier people, people who go to the right place at the right time, prevention, central point

- Start developing hubs for various areas
- Help and support more people to have a say
- Power to influence shared, not one way of “doing things” or “educating”
- Work out what technology can do and what we can do
- Younger generation need to decide what their future looks like
- Listen to NHS staff as well as patients to change cultures.



Things to do next

- Communicate in a way that everyone from all backgrounds can understand and offer choice
- A fundamental behavioural change - recognising and harnessing assets in the community.
- Break it down and start again!





Technology workshop

How to progress the technology:

- Getting the basics right, we need free and reliable Wi-Fi in health and care settings and in wider public spaces in our city so that we can get online easily
- Options to use technology where personal kit is not affordable, easy portable options for people delivering services
- We should make it as easy as possible for people to work with health and care services so that they are accessible without barriers
- There must always be a non-digital alternative to accessing services for people who can't or don't want to use technology so they are not left behind
- We must involve people with different experiences and backgrounds so we are confident we aren't excluding anyone
- We need to provide the right help when and where people need it to reduce the barriers to using digital technologies

Designing good digital technologies

- We should always start with needs and problems people are trying to solve so we make sure we are designing useful digital technologies
- We should test assumptions about the benefits of digital technologies with diverse experiences and points of view to make sure we are meeting people's needs
- We should co-design digital technologies both for patients, citizens and health and care practitioners - so that people want to use them because they add value
- We need a shared approach to digital technologies across the city so that citizens can expect consistency and barriers for take up are reduced
- Technology should reduce and streamline



systems and work, not double it!

- 'No one size fits all!'
- People need to feel safe using digital technologies and confident that their privacy is protected
- We need to find the best ways to share data so that we maintain public trust and confidence whilst making use of data to improve health and care
- Our public services should make the right choices for digital technologies so that we make the most of the limited resources we have. Technology across health and care able to talk to each other.
- Digital technologies should add to resources and choices.

Social Care workshop

Ideas, views and aspirations

- How to increase sense of community?
- How do you rebuild communities/reduce isolation?
- The barriers between health and social care
- Work out what are the roles of other private and public services in community care, eg supermarket shopping delivery person can check on people and has a contact if there is a worry?
- Work to bring back community spirit based on geographical location
- Look at options for face to face contact and trying to find and develop new types of communities eg. social media/online
- Myth busting - need better understanding of what social care is (not just social work)
- Seamless pathways between hospital and other services needed
- Support knowledge and choice
- Shared records between health and social care



Claire's film



Shanjida's film

What are the good life factors for me?

- Being healthy, happy, safe and having financial security
- Being well informed and able to access services when needed
- Freedom and choice for my health and care
- Being empowered and having information
- Having good quality services with shared standards and consistency
- Person centred life plan for all

Solutions

- More family friendly facilities with shared communal/community spaces. Think about innovative building design when building care facilities and advantages of thinking differently eg. Community space allows anything from clinics and hobbies to child care and more
- Joint work and information sharing with all teams and services
- More personal budgets to allow choice
- Encourage people to be in touch with each other rather than just providing extra care

What next?

- Everyone should have the right information and support to make an informed choice that works for them.
- A partnership approach between professionals and service users is a must.
- Improve the information people can easily access to know what choices they have to get help or advice.
- Recognise and learn how good communities work share and support other communities to grow.
- Technology that improves services and experiences. Service providers need to listen and be people focussed when developing new technology and understand that technology is not the solution for everyone.



We will share and promote this report across Leeds with planners, commissioners and providers. Thank you to everyone who gave their time and shared their experiences and views to help shape this report.

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