



Joint Strategic Needs Assessment (JSNA)

Stockport 100

What matters to you when using health and social care services?



Stockport JSNA

joint strategic needs assessment

Stockport
100

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Healthwatch Stockport Public Opinion to inform the Joint Strategic Needs Assessment (JSNA)

Report from: Healthwatch Stockport

Report Date: March 2020 [updated June 2020]

1. Executive Summary

In 2015, we were invited to be part of the Stockport Joint Strategic Needs Assessment [JSNA] refresh and we were pleased to seek and share public opinion to help inform the strategy. Again in 2019, we were again invited to be involved and I am happy to describe our involvement in the refreshed Stockport JSNA.

It was helpful to get out and talk to people about

“What matters to you most when accessing health and social care services?”

The question was set and based loosely on what we asked people in 2015, in which we asked them to describe what a good health and/or social care experience looks like.

It was designed on a postcard with a freepost return address to Healthwatch Stockport to make it as easy as possible for people to complete and return. We also ran the survey on an online survey platform and through our Healthwatch Stockport website. We offered an incentive to encourage people to respond by placing participants in a prize draw to win a **£50.00** shopping voucher.

Regular social media posts were created throughout the duration of the competition to encourage all who worked and lived in Stockport using health and social care services to complete the question.

We visited/liased with a range of groups and attended events that were running over late summer.

We received **150+** responses of which **97** were useable.

Just over half of respondents responded via physical postcard which were distributed at events and groups, and the other half or respondents completed the question online via the promotion we did through our social media promotion, Healthwatch Stockport e-bulletins and it being available in our staff email signature strips.

Within their response, most people described different types of services and the elements about the service which mattered to them and you could extract more than one theme from most responses. For example, one respondent said they wanted to be listened to when visiting the GP and wished they didn't have to wait so long for hospital appointments.

The top 3 themes that emerged from this piece of work were:

- People wanted to be listened to
- People felt they waited too long to receive appointments and were often not seen promptly at the time allocated for their appointment which impacts on travel access, car parking, anxiety etc.
- People wanted to feel respected and valued and wanted staff to be genuine, caring and kind.

For me the all the above is wrapped around personalisation; ensuring the person is at the centre of his or her care is paramount. At Healthwatch we hear all too often, personalisation is lost due to the nature of the process heavy led health and social care system. There are pockets of great practice examples, new initiatives, new partnerships, and commitments to ensuring the best care - we need to harness these initiatives and share what works well for the benefit of our local people.

Added Note June 2020:

To note this report has been finalised whilst we find ourselves amid a global pandemic, where health and care services have been turned upside down and consequently are left with fragile and burdened services. However, we believe the professionalism, commitment, and kindness has not waned from our health and social care staff and volunteer heroes on the frontline.

Maria Kildunne

Chief Officer, Healthwatch Stockport

2. Introduction

Joint Strategic Needs Assessments (JSNAs) are assessments of the current and future health and social care needs of the community that could be met by the Local Authority, the local Clinical Commissioning Group (CCG), and/or NHS England. JSNA reports must be published and made available to the local community to show what evidence has been considered and what priorities have been agreed and why.

The purpose of the JSNA is to improve the health and wellbeing of the local community and reduce inequalities for all communities. The core aim of the JSNA is to develop local evidence based priorities for commissioning.

Healthwatch Stockport teamed up with public health colleagues to provide public opinion about health and social care services in Stockport to inform the JSNA. Healthwatch Stockport has historically informed the JSNA with each refresh. The last one being in 2015, when we asked ‘Imagine that you had a magic wand and could change the delivery of health and social care services in Stockport. Describe what a good experience of a health or social care service would look like to you?’

This time around the question was slightly changed to ‘What matters to you when using health and social care services?’

The Healthwatch Stockport team circulated 1000 postcards [Appendix i] to groups and members at various events, which asked the question and provided a freepost address to return. There was a £50.00 voucher incentive to respond and we received back 97 useable responses.

3. Method

We printed 1,000 postcards that were circulated to local voluntary and community groups and organisations we were visiting through the months of September, October, and November 2019 [see appendix for the groups and events visited]. We ran the survey online as well, promoting it through social media networks such as Facebook and Twitter.

Healthwatch Stockport staff members, Directors and core members carried some postcards at all times for opportunities to distribute, staff also had the survey link within their email signature strips and we also promoted the survey on Healthwatch Stockport's monthly E-bulletin in the months September, October, and November.

We left 75 cards at Stepping Hill Hospital in waiting areas and with the PALS office. We asked local councillors if they would promote the survey and posted it on the Stockport council staff intranet.

The survey asked just one question as follows.



What matters to you when using health and social care services?



Timescale

We launched the consultation at the Healthwatch Stockport AGM in August, we then ran the survey for 3½ months and closed it on 6th December 2019.

Resources

This was a cost-effective piece of work, with minimal outlying costs.

Cost of printing postcards x1000 - in house by Stockport Council

Free postage costs - Minimal - less than £30

Staff time costs - dissemination - Minimal - we took postcards to events and meeting we were scheduled to go to anyway

Reporting costs - setting up survey, collating responses - writing report 3 days

Shopping Voucher - £50.00

Data Protection

Participants were invited to leave contact details to enter the competition to win a £50 shopping voucher. The winner was selected randomly - each name on the data base was numbered and a number was drawn from a box on Dec 18th, 2019. The winner was notified, and all personal details have been deleted from this specific database. People might belong to other databases such as the Healthwatch Stockport member database which does not affect this survey.

Healthwatch Stockport owns the data and with personal details removed and deleted, the data from the question will be shared with health and social care colleagues.

Ethical Issues

We did not identify any ethical issues, there was no perceived potential harm or risk to participants or staff/members. The work was promoted in a range of ways and direct contact was made with groups with protected characteristics. The groups and organisations are recorded in Appendix ii



4. Results

Overall, we received over 150 responses to the survey, but only 97 were usable. The majority (51%) of responses came from posted postcards. The remaining respondents completed the question online via our website or on survey monkey.

11% of people who took part online, did so through clicking on a link from our Healthwatch Stockport monthly E-bulletins.

Below is a summary of the themes which emerged from the survey:

- 18.5% of respondents wanted to be listened to when using health and social care services
- 17.5% said that waiting times was important to them, in terms of waiting for appointments to come through and them not being cancelled
- 13% said the time spent in GP/hospital waiting rooms were too long
- 8% said it was most important to receive useful, relevant, and helpful information, particularly for carers
- 7% of respondents wanted the encounters they had in health and social care settings to be positive, caring, respectful, kind, and friendly
- 6% spoke about mental health services and how mental health services could be improved.
- Responses from the LGBT young people showed that there was still issues around LGBT questions and about being gendered correctly

5. Emergent Themes

good_{see} person_{problem} appointment_{understanding}
professional_{waiting} time_{health} care_{work}
services_{someone} listened_{feel} help_{able}
need_{treated} staff_{use} mental health_{carer} social care

Overall, there was 62 different themes, with more than 50% of respondents raising more than one theme. Here we break some of them down:



Being Listened to

The most common theme was people wanted to be listened to when they access health and care services. (18.5%). This was in the top three themes important to people in 2015.

The most common theme when seeking public opinion for the JSNA report in 2015 was timely access to appointments and treatment.

It Matters:

- That the person I speak to listens properly to my problems and does his/her best to help
- That staff listen to you especially in Mental Health when the patient has no insight into their illness. Carer's input and information can be vital to their well-being and safety
- That I am treated with respect and I am listened to
- That as a carer, I am treated as a member of the team
- That I will be listened to and that I can say how I feel out loud
- That I am not fobbed off with yet another number to call



Prompt appointments/timeliness

Time was mentioned in over 15 responses, mostly to do with waiting for appointments to come through and the wait time once you arrived at the care setting.

Public opinion for the JSNA report in 2015 reported that access to appointments was most important to people, with 38% of surveys mentioning access to appointments. 13.5% of comments from the 2019 public opinion survey mentioned that they wanted to get appointments promptly or have more choice when it came to appointments.

It Matters:

- That there is reliable and timely access to appointments and feedback, especially primary care + test results
- That appointments are not cancelled at the last minute
- Getting the correct help at the right time - to be listened to
- That there are shorter waiting times to receive an appointment that I do not have to keep chasing
- That appointments are accessible and timely. There can be many knock-on effects due to other caring roles, not being able to get to the appointment on time/at all, time spent looking for parking, and the additional cost of travel
- That appointments are prompt and I am not sat in a waiting room for a long time without being kept informed
- About having choice of time/place of appointments, reception staff that listen and respond to concerns
- Informative service and available appointments
- That appointments are not cancelled. People have lives and need to take time off work to get to the hospital so it is upsetting and disruptive when within 2 days of an operation a letter is received to cancel it and then having to wait another 4 months
- That I have greater choice in where I have my treatment - nobody asks anymore where you would like to have treatment



Respect/Friendliness and Kindness

People want to be treated with dignity and respect, one sure way to ensure they are is for services to treat people as individuals, as an equal, with kindness and in a personalised way

It Matters:

- How good the service is - if it is friendly then it is better
- That the staff are friendly, welcoming, and helpful
- To be looked after and that professionals are nice
- About dignity and respect for the individual, treat me as you would a family member
- To be listened to as a unique individual; is all it takes to show respect and maintain dignity
- Respect and genuine choice of treatment and care - to be listened to
- To be shown patience and kindness and understanding





Information and Communication

People want good communication between them and health and social care professionals, and between each other. They want information that is easily absorbed and understood, giving them the time to think about their options and ask questions. 13% of comments mentioned useful information and/or communication, compared to 18% in 2015

It Matters:

- That my problems are understood, a good support network from different professionals and communication between them and me is vital
- That there is excellent communication between me and whichever professional I am dealing with
- To have ease of access and clear communication
- To explain everything carefully. If some social care services are chargeable this should be explained to me at the time, clearly and written information given
- That I can bring family/carer with me to help me remember what the GP tells me
- That I am given time to absorb information and given the opportunity to ask questions





Carers

Carers want to be involved in their loved one's care, particularly if the patient does not have insight into their illness. Respite is important for carers and should be factored in as early as possible.

It Matters:

- That the services to which those with Autism and complex learning difficulties are entitled, are there to use
- That Family Carers of adults with learning difficulties are not left for years with no respite, when they do a very difficult job of caring and may also need to work
- That there are safe and effective treatments, and housing for vulnerable mentally ill working age people. Wrap around care involving professionals and carers paramount
- That staff listen to you [the carer] especially in Mental Health when the patient has no insight into their illness. Carer's information can be vital to their safety





Mental Health

People want strong mental health services for Stockport, with knowledgeable and skilled staff. Good housing is linked with better outcomes for people with mental ill health

It Matters:

- That we have strong mental health services in Stockport
- It matters to me that the staff I am dealing with have some knowledge of mental health conditions, not just wellbeing, and that their service is respectful, accountable, and listens to both the service user and their carer
- That within mental health services we have safe housing, understanding and caring staff, who work well with both service user and carer
- We have decent support based on needs



Professionals

People want access to speak to a health and social care professional that can quickly help, particularly following a serious illness. People would like to be informed of any charges as soon as is possible

It Matters:

- To be seen by professionals who are competent and caring. To help me not put me off
- To be treated like an equal. Professionals are not better than me Don't be unkind when I am late to an appointment but expect me to be OK when you are late!! Listen to me and do not patronise me!!
- To have understanding of my problems, being kind, having a good support network from different professionals and clear communication
- That prompt intervention is provided to try to prevent relapse [mental health]



Health and Social Care Services

People want easy to access services, where they are not passed around different organisations and departments to find the help and support, they need.

It Matters:

- That health and social care services are easy to contact, and I am not passed on to numerous departments who cannot help
- When I am recovering from a serious illness, I can contact a health or care professional who is knowledgeable and can help me stay well
- To me that I know if I must pay for adult social care services this should be explained to me at the earliest point and support given to help understand these costs and any help available
- To make sure people are aware of care charges especially when they go into residential homes
- To be able to see people face to face and seek help from a person rather than the stress of where to look online





6. Conclusion

The themes that emerged from the 2019 survey where we asked “What Matters to you when using health and social care services?” are similar to the themes which emerged in 2015, when we asked people to “Describe what a good health or social care experience looks like to you”.

People still talk about access to appointments, waiting times, being listened to, and treated with dignity and respect, personalised care, having clear channels of communication and good quality information. The needs of people with mental ill health was raised as it was in 2015 as was the discrimination of people from the LGBT+ community, and this time needs of carers were loudly raised.

If we were to dig further into areas of equality; age, sex, gender reassignment, disability, marriage or civil partnership, pregnancy or maternity, race, sexual orientation, religion or beliefs, we would find deeper meanings to the categories mentioned above which involve richer descriptions of what really matters to people. How does being treated with dignity and respect look and feel like if you have a sensory impairment? or what does good quality information look and sound like if your cultural background differs from the prominent culture or environment you currently find yourself in? and what matters to you if you are expecting a baby whilst enduring severe mental ill health?

Finally we must remember the answers we received are not a reflection on whether services and their approach has improved or declined over the last 4-5 years or, that people believe these attributes in services do not exist, rather that these are the attributes that matter most to people and are what people still hold dear and value when they need to access health and social care.

The expectations fall into the following categories:

Being listened to as an equal, being given time to ask questions and being in a comfortable environment in which to ask questions. Carers are part of the conversation and are also listened to.

Appropriate access to appointments options to choose place and time, with external needs considered such as travel times, transport issues, caring responsibilities, costs of getting to appointments access issues [sign language interpreters, other interpreters, wheelchair, mobility access], less cancellations.

Waiting times that are proportionate, being mindful that patients may have others relying on them at home or limited time on car parking arrangements or using public transport etc. being kept up to date about times/delays is important.

Being treated with dignity and respect and demonstrating the delivery of personalised care, where people feel like they are part of their care plan, treatment, and recovery and have a genuine choice of treatment. People feel like they have been treated with kindness, the staff have been friendly and caring.

Having clear channels of communication between the person and the health/care professional and good communication between health/care professionals.

Being provided with good quality information that is up to date, with details of who to contact for further information.

Addressing inequalities, including non-protected characteristics such as the needs of people with mental ill health, carers and people who are homeless.

7. Recommendations

Healthwatch Stockport's vision is to have health and care services that work for local people, and that they and their families experience better outcomes.

Our purpose is to find out what matters to people and make sure their views shape the support they need, so that better experiences are realised.

The summary of responses in this report is part of the evidence base for the 2020 JSNA and will be published on the Stockport JSNA hub alongside other analysis about demographic and health trends.

The 2020 Stockport JSNA will now focus on Covid-19 recovery, and the findings of this work will be used as Health and Care Services remobilise to ensure that Stockport's Health and Care system is built back better, to meet the needs of our population.

Healthwatch Stockport is currently putting together a report based on the experiences of people during the Covid-19 Pandemic, the findings will also form part of the evidence base for the next JSNA.

In the longer term, in addition to and to complement the Covid-19 recovery work, over the next 2 -5 years Healthwatch Stockport will seek to work with a range of health and care services [from mainstream to specialised services] to establish a baseline of how they currently meet the expectations of local people set out in this report.

We will monitor health and care services by engaging patients and enabling them to provide their views and feedback about the services.

We challenge local health and care services to pledge how they intend to improve or adapt their current services to meet the needs and expectations of local people.

An action plan in partnership with Stockport Council will be developed this year and implemented next year.

8. Acknowledgements

Healthwatch Stockport would like to thank to all respondents who took their time to complete the short survey and those that allowed us to visit groups and events to promote the work we have been carrying out.

We would also like to thank board members and volunteer members that have circulated the survey as well as at the events they have attended.

Thank you without the support of our stakeholders we would not be able to do what we do.

Thank you, Stockport Council, for supporting the work, inviting us to be part of the JSNA refresh and working with us to develop the resources needed to carry out this piece of work.



9. Appendix

i. Postcard

How would you like to win £50?

All you have to do is answer one simple question.. What Matters to you when using Health and Social Care Services?



Name:
Contact:

Just add your response above and pop this postcard in the post (no need to use a stamp) or tweet your response with the hashtag #stockportjsna by 31st October 2019 to be in with a chance of winning a £50 Amazon Voucher.

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healthwatch
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Inform. Involve. Influence.

ii. List of groups/events visited

Age UK Stockport

Walthew House

Cheadle Mosque

The Stockport 100

LGBT+ Youth (Proud Trust LGBT+ Youth Wednesdays)

Stroke Information

Summer Event at St Georges

YouthWatch Stockport

Healthwatch Stockport Operational Team/Board meetings

Osteoporosis Society Meeting

Healthwatch Stockport AGM

Stockport Advocacy

SPARC

DWP (Department for Work and Pensions)

Mental Health groups

