



The Nottingham and Nottinghamshire
Sustainability and Transformation Partnership

STP public feedback

Nottinghamshire
County Health and Wellbeing Board

28 June 2017

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How we asked for feedback on the STP

- 4 public events across City and County in Jan/Feb
 - c395 people attended
 - Comments captured from table discussions/direct questions
 - Additional event for voluntary and community sector
- STP inbox for written comments
 - 69 written responses
- We asked:
 - *What do you think about the plan?*
 - *What else could we be doing?*
 - *Please share any other comments or feedback*





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A word cloud of feedback words in various sizes and orientations. The words are arranged in a roughly circular shape, with the largest words in the center and smaller words towards the edges. The words are in different shades of gray and black.

Well-meaning Honest
Helpful Aspirational Worthwhile
Interesting
Realistic Ideas Tough
Good-start Transformation Frustrating
Inspirational Broad Thought-provoking
Complicated Informative Assumptions
Scary Ambitions Wide-reaching Useful Ambitious
Challenging Well-attended
Wishlist Beginning



Comments on overall direction

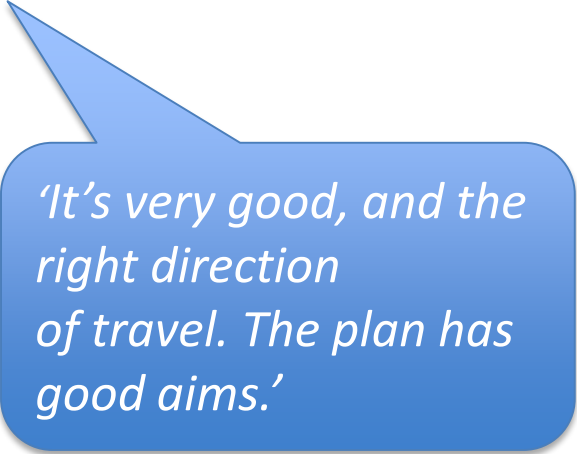
General endorsement of overall direction of plan

Main areas of concern/ commented on:

- Prevention, self-care and independence
- Community services
- Mental health
- Primary care
- Technology
- Workforce
- Voluntary and community sector
- Communication and engagement

Identified 'gaps'

- mental health and dementia, children and young people, carers, impact on specific groups, schools, transport



'It's very good, and the right direction of travel. The plan has good aims.'



Concerns on content (1)

- Do more to encourage the public to act responsibly and look after their own health
 - We will look for ways of working with investing in local people as partners to increase responsibility and promote independence
- Increasing workload for GPs and whether practices will be merged
 - We will develop services based on ‘clusters’ of GP practices working together who will work closely with other primary and community care providers



Concerns on content (2)

- Workforce to deliver the plan, in particular specialised community staff and in home care services
 - We have a workforce strategy to plan the workforce we need and will introduce new roles to support areas where there are staff shortages
- Public do not all have access to computers or know how to use them
 - We will train people on how to use technology where this is beneficial and make sure they have access if they need it



Concerns on communication (1)

- Want an ongoing conversation with the public using clear, understandable language
 - We are committed to this and will use case studies and stories and involve local people as we develop our detailed plans
- Need to include all members of the public, including seldom heard groups and the housebound
 - We will extend communication to these groups through existing networks and groups



Concerns on communication (2)

- Public want to be kept informed of progress
 - We will keep the public updated through the website and produce an STP annual report (starting 2017/18)
- Communicate with staff, including other sectors such as home care
 - Staff have been involved in the development of the plan and we will continue to do this through our Partner organisations'. Other sectors will be involved through the STP Advisory Group



Wider challenges

- Agree with the 'what' but need more detail on the 'how'
- Rationale and timing of closing 200 beds before sufficient investment in community services
- Assumptions unrealistic/ over optimistic
- Increase in GP workload when we have problems finding enough GPs
- How will we address the culture gap
- Risks around delivery, maintaining quality of care and safeguarding
- Need single budget for health and social care
- Concerns around privatisation

'It would be wonderful if organisations actually worked together in partnership'



Response to wider challenges

- Many challenges will be addressed by more joint arrangements for delivery of services (Accountable Care Systems or ACS)
- NHSE Next Steps on the Five Year Forward View (March 2017) identifies Nottinghamshire, with an early focus on Greater Nottingham and the southern part of the STP, as one of the STPs that may become one of the first areas to develop an ACS in England
- We have provided detailed responses to questions in the Appendix



Our reports in response to feedback

- A summary report outlining feedback and responses
 - Includes real patient and carer stories and give examples from across the STP area of how we are already working in new ways across the system to improve services, quality and patient experience
- Detailed appendix that records comments ‘word for word’ and provides more detailed responses



Next steps

- Publish an update to the STP in the form of a revised STP executive summary
 - Written in clear language and including additional information in response to feedback
- Write a new appendix to the Plan to describe arrangements for delivery, finance and governance
- Write an STP annual report for local people (starting from 2017/18)
- Updated STP website [www.stpnotts.org.uk] with links to the two local transformation areas as a single point of information