

# The NHS Long Term Plan Healthwatch Lincolnshire

The Lincolnshire Public “Talk About” NHS Long Term Plan

Short Version - June 2019

# Executive Summary

- The purpose of our this report is to provide information to the Lincolnshire Health System with regards to what Lincolnshire people feel about the NHS and the Long Term Plan; how people feel it affects them personally and what could be done differently.

Furthermore our role was to analyse and include our own insight over many years to add context to these findings which will then be shared with the Health and Care system, and others in the public interest.

- What we recognise from this work is that most of the messages coming through are not new, with a focus on communication, access which complimented the desire for a step change in our application of technology, timeliness and efficiency, transport and county infrastructures and of course care closer to home. When shared with the system team it was reassuring to hear that in essence these themes were consistent throughout providing a solid basis for benchmarking and measureable improvement from the public perspective.

## What we found out... Overall Themes

- People want to be treated **‘holistically’**, not just condition or illness specific
- **Technology needs to be embraced** and developed as a ‘world class’ facility but not assumed that everyone will participate
- **Travel, transport, county road infrastructures** with links in and out of Lincolnshire were a consistent barrier for effective health and care systems
- People want more information, advice and guidance about how to make **better lifestyle choices and an affordable and supportive infrastructure to achieve this**
- People are accepting that some health services might be delivered further from home, but they definitely want their **recovery, recuperation and ongoing healthcare support delivered locally (close to home with continuity of care)**
- **Waiting times** for appointments need to be reduced and **Diagnosis and test results** needs to be much quicker
- Services need to be much more visually joined up, this also includes ‘strategies’ from any of our statutory bodies that impact on the local population.
- **All communications with people**, both verbal and written need to be consistent, clearer, informative, concise, reliable and appropriate
- **People, families and carers have an important voice** which must be included and acknowledged as an essential part of their health management

## What we found out... Public Sentiments

When reviewing the public feedback from all sources there were certain sentiments that we interpreted as general overall feelings about the health and care system generally:

- People are confused about our health and care system
- People are confused about how much responsibility for health lies within ourselves.

*“Varied services across the county, it’s complicated to understand the difference with them all, the general public don’t know the difference between all services”*

- People feel that ‘Dr knows best’ is a culture that is no longer relevant and that the system needs to ‘really’ listen and act in the best interest of the patient
- People are blaming political and financial challenges and using them as an excuse for inequitable standards across the county and country
- People are not engaged, apathetic and ‘bored’ of the spin.

*“More interaction if possible; by any way possible; listening from GPs hospitals etc. not informing only”*

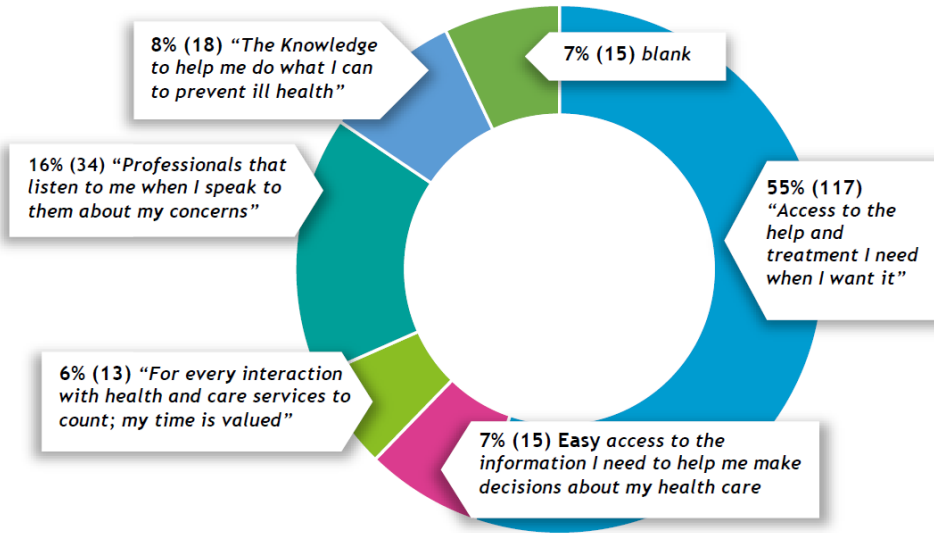
## What we found out... Public Sentiments

- Two way process of sharing information and dialogue, improving understanding and appreciating there is more than one person in the relationship

*“Reduction in central government grants to local authorities, increase in council taxes, reduction in services, such as local buses, longer to travel to towns causing social isolation, an ageing population (no plans for this)”*



# What matters most to people in Lincolnshire?

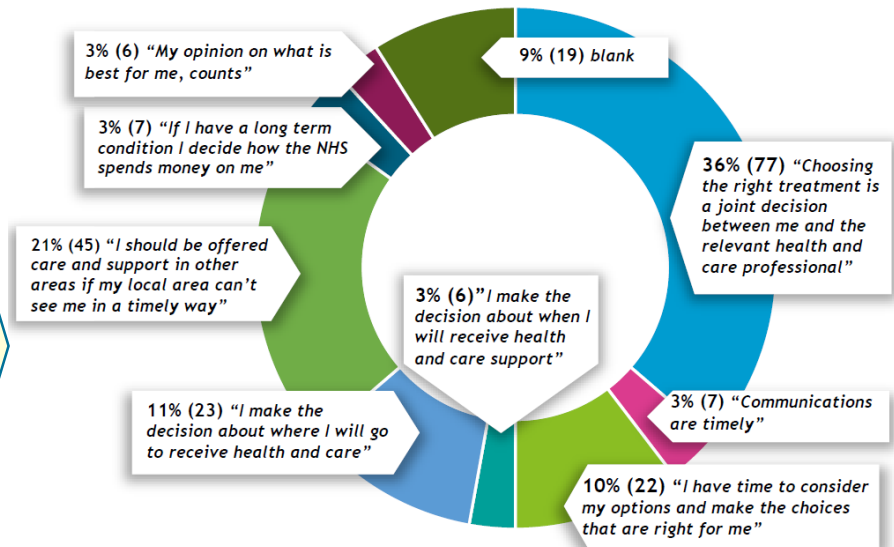


People were asked to choose what they felt was the most important factor in helping them to live a healthy life.

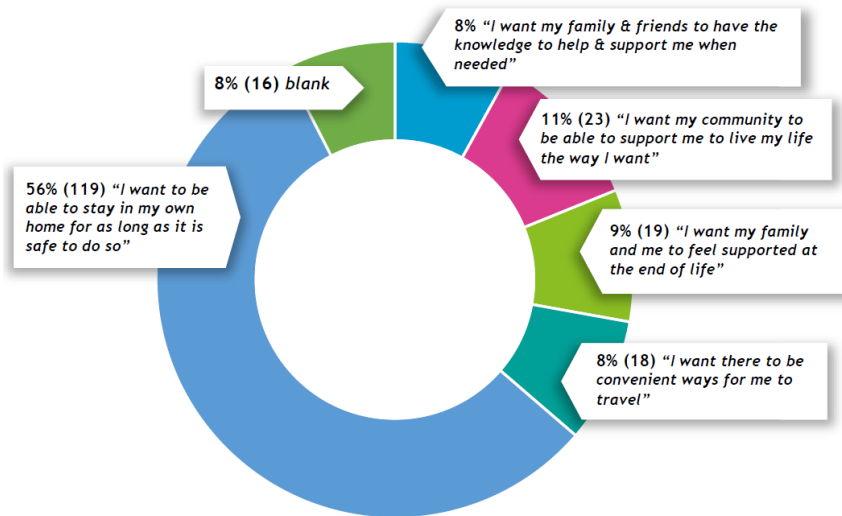
The top choice was the ability to access help and treatment they need, followed by professionals that listen to them when they talk about their concerns.

When asked to choose what the most important thing to them was when it came to managing and choosing the support they need, people’s top choice (36%) was “choosing the right treatment is a joint decision between me and the relevant health and care professional”.

It was also important for people to be offered care and support in other areas if the local area can’t see patients in a timely way.



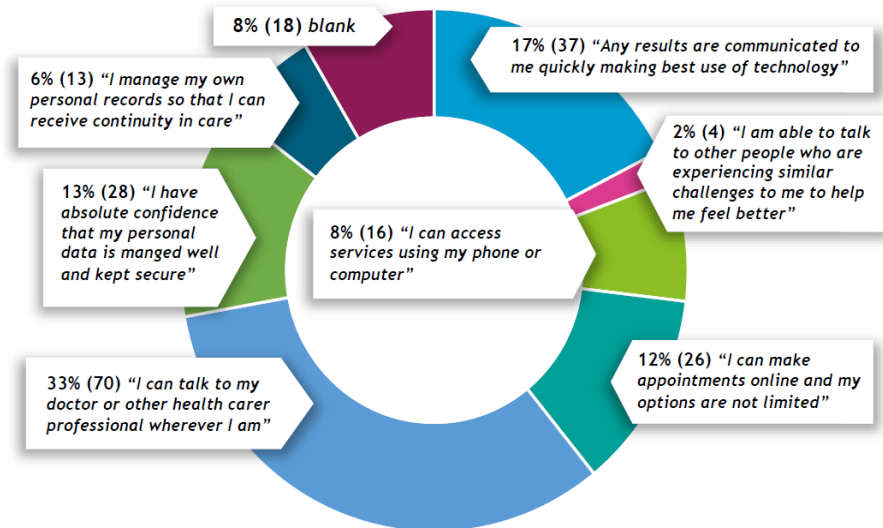
# What matters most to people in Lincolnshire?



When asked to choose the most important factor to help stay independent and healthy as they grow older, the top choice (56%) from respondents was *"I want to be able to stay in my own home for as long as it is safe to do so"*.

When asked to choose the most important factor when they interact with the NHS, the top choice (33%) from respondents was *"I can talk to my doctor or other health carer professional wherever I am"*.

People felt there has been an increase in the length of time they are waiting to get help, this was particularly felt at GP level.



# NHS response to our findings



## Which of Healthwatch findings stand out?

**1. Travel, transport, county road infrastructures with links in and out of Lincolnshire were a consistent barrier for effective health and care**

*This has been a consistent and important concern for the public, throughout this period of engagement and beyond. We are working with partners who manage the counties travel and transport to ensure these concerns are considered as progression is made.*

**2. Technology needs to be embraced and developed as ‘world class’ but not assumed that everyone will participate**

*In our rural county, this is often cited as a consideration, but with the reservation that poor connection speeds, and reluctance to adopt IT solutions may slow progress.*

**3. People are accepting that some health services might be delivered further from home, but they definitely want all their recovery, recuperation and ongoing healthcare support local (close to home with continuity of care)**

*This message has also been strong from our own engagement work, similarly focused upon the acceptance that specialist care may require greater travel, but frequent and routine appointments should be delivered as close to home as possible.*

Full responses can be found in the full report see [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk) for more details.



# 70 years of the NHS



- In the seventy years since the founding of the NHS, life expectancy has increased by around 13 years. But different types of diseases are becoming more common. More people are living with cancer or dementia largely due to increases in life expectancy and falls in the rate of premature death.
- With advances in prevention and medical care in the UK, mortality rates for heart and circulatory diseases has declined by more than 75% in the last 40 years. But cardiovascular disease (heart and circulatory diseases) remains the biggest cause of premature mortality and the rate of improvement has slowed, with lifestyle and life expectancy being contributing factors.
- Longer-term health conditions also make an increasing contribution to the overall challenge of the system. Mental health, respiratory and musculoskeletal conditions are responsible for a substantial amount of poor health, and place a substantial drain on the NHS and other care services.
- According to the latest NHS reports thousands of people in England could avoid an early death from one of the 5 most common killers which are cancer, heart disease, stroke, lung disease and liver disease. The latest Global Burden of Disease study reveals that the slower improvement since 2010 in years-of-life-lost is “mainly driven by distinct condition-specific trends, predominantly in cardiovascular diseases and some cancers”. The NHS has therefore used these findings to help frame the improvement priorities in the Long Term Plan.

## 70 years of the NHS (continued)

- On 18th June 2018 the Prime Minister set out a funding settlement for the NHS in England for the next five years. In return, the NHS has been asked to develop a long term plan for the future of the service, detailing their ambitions for improvement over the next decade, and their plans to meet them over the five years the funding covers.
- Healthwatch England have worked closely with NHS England to contract local Healthwatch organisations to engage with their local residents via two national surveys, in addition to which locally facilitated focus groups were also included into the mix.
- Lincolnshire residents shared with us over 800 individual comments about their own experience of accessing and receiving health services in Lincolnshire.
- These comments range from the very positive and supportive, to the understanding and accepting, through to the harrowing accounts of where services are just not meeting the needs of people and their families, leading to poorer outcomes.
- The purpose of this report is to provide information to the Lincolnshire Health System with regards to what Lincolnshire people feel about the NHS Long Term Plan, how people feel it affects them personally and what could be done differently. This report, by its completion will have been presented to the System Leaders of our health services in Lincolnshire, which includes the STP Programme Team.

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Lincolnshire

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