

Annual Strategic Priorities Report

2019/20

Purpose

This report sets out how and why Healthwatch Bucks has chosen its Strategic Priorities for the year. It will help partners and the public understand this.

Background

Our mission is to ensure that the collective voice of people using health and social care services is heard, considered and acted upon.

Our priorities help us understand what areas we will focus on next year. They help us to target our efforts. This includes our engagement with lesser heard groups; engagement with other organisations; which meetings we go to and which individuals we talk to; and what projects we do.

Healthwatch Bucks Priorities need to do a number of things. They should:

- take account of our feedback (what people have said to us so far);
- reflect both health and social care;
- cover both primary and secondary care;
- take account of what is going on more broadly within the Health and Social Care in Buckinghamshire;
- reflect what Healthwatch England is doing; and
- show parity of esteem (so mental health and wellbeing is just as important as physical health and wellbeing);
- allow us to build on our experience as an organisation; and
- let us to focus on areas where we can make a difference to Health and Social Care in Buckinghamshire.

Our priorities in 2018/19 were

- Social Care and Transition (how people move to and from social care from other services e.g. hospitals)
- Mental health and Wellbeing
- Prevention and Primary Care

See Appendix 1 for how the projects and marketing that we did last year reflected those priorities.

Inputs and decision-making process

Appendix 2 shows the different things that feed into how we decide our priorities - in addition to what we have done so far, including

- Analysis of our Voices (feedback);
- Signposting call topics (what people have contacted us to ask questions about);
- Staff and volunteers views;
- The priorities of other local Healthwatch;

- The Buckinghamshire Oxfordshire and Berkshire West Sustainability and Transformation Partnership;
- Buckinghamshire Integrated Care System Priorities
- Bucks Healthcare Trust Priorities;
- Bucks Health and Wellbeing Strategy; and
- Communities, Health & Adult Social Care Executive Summary Business Unit Plan
- NHS 10 year Long Term Plan.

All this is looked at by our decision-making Panel and our Board (the committees that help us make these kind of important decisions). The Healthwatch Bucks Board then finally agree the priorities at our Public Board meeting in February 2018 in time for the start of the financial year on 1 April 2019.

Priorities

Reviewing the information above, Healthwatch Bucks has agreed that it should have the following priorities for 2019-20:

- Mental Health and Wellbeing
- Adult Social Care
- Primary and Community Care (care closer to home)

Healthwatch Bucks works across the whole of health and social care. We will engage with the key pieces of work that are being done across the system. We will engage with system transformation and the delivery of the NHS 10 year long term plan. These priorities will help us decide where to focus our work. We listen to what you have to say; we influence so other people are listening to what you have to say; and we make sure that what you have to say makes a difference.

Appendix 1 - Reports Published

All these reports are available on our [website](#) – along with responses from providers and follow up reports. These are set against our 2018-19 priorities.

Approved	Project (publication date)	Transition to and within Social Care	Prevention and Primary Care	Mental health and Wellbeing
Ongoing (separate funding)	PPG Project (n/a) – including survey of PPGs in local practice report			
Ongoing (separate funding)	Dignity in Care (ongoing) – 24 separate reports on care homes & annual report			
Ongoing (separate funding)	On the Spot visits to BHT NHS Healthcare Trust (ongoing)			
2018-19 May	No Address No Problem			
2018-19 July	Crystal Clear – leaflet readability			
2018-19 July	Feeling Happy Drawing Competition Report			
2018-19 August	GP Enter and View Wendover Health Centre			
2018-19 November	Urgent Care – What to do? Where to go?			
2018-19 November	Dignity, respect and self-harm			
2018-19 November	Making Care Better			
Live – (separate funding)	Maternity care planning			
Live	Reablement			
Live	Thame Healthwatch Experience			
2018-19 – media campaign	Dignity in Care 100 visits			

Appendix 2

Priority Areas from Voices

In 2018-19, our top three areas of feedback have consistently been:

- GP Appointments
- Staff (attitudes)
- Quality of Care

Signposting call topics top topics

- GP Complaints
- Mental Health
- Social Care/Dentistry

Priority Areas from Board Staff and Volunteers

- Mental Health
- Primary Care
- Social Care
- Care Closer to Home/Community Care

Healthwatch England Priorities across Healthwatch published December 2017

Healthwatch England has analysed 139 local plans and compiled a national list of the top issues. The top five priorities for 2019 are:

- Primary care (including access to GPs) - 64
- Children and young people - 57
- Mental health - 50
- Services working better together - 49
- Adult social care, including residential care homes or care at home - 41
-

Buckinghamshire Oxfordshire Berkshire West Strategic Transformation Partnership Priority Areas

- **Prevention** - Improving the wellbeing of local people by helping them to stay healthy, manage their own care and identify health problems earlier
- **Organising urgent and emergency care** so that people are directed to the right services for treatment, such as the local pharmacy or a hospital accident and emergency department for more serious and life threatening illnesses
- **Improving hospital services**, for example making sure that maternity services can cope with the expected rise in births
- **Enhancing the range of specialised services**, such as cancer, and supporting Oxford University Hospitals NHS Foundation Trust as a centre of excellence
- **Developing mental health services**,
- **Integrating health and care services** by bringing together health and social care staff in neighbourhoods to organise treatment and care for patients

- Working with **general practice** to make sure it is central to delivering and developing new ways of providing services in local areas
- Ensuring that the amount of money spent on **management and administration** is kept to a minimum so that more money can be invested in health and care services for local communities
- Developing our **workforce**, improving recruitment and increasing staff retention by developing new roles for proposed service models
- Using **new technology** so patients and their carers can access their medical record online and are supported to take greater responsibility for their health.

<https://bobstp.org.uk/what-is-the-stp/priorities/>

Integrated Care System Priorities

‘Everyone working together so that the people of Buckinghamshire have happy and healthier lives’

The community care model is how we’ll deliver the integrated care system. Local communities have told us they want us to focus more on prevention and wellness. They want our hospitals to be the places which provide specialist care and treatment that can’t be accessed anywhere else.

In Buckinghamshire we have been using data to really understand our population. This is to help us to deliver better care to those who need it. We will also use this information to identify where we can focus on the specific needs of local communities, and provide a consistent service across the county. Planning and tailoring services based on the needs of the population will really help us to work together to improve the health of everyone in Buckinghamshire.



When established, this will mean we will have:

- Local services designed to meet the needs of the local population
- Easy access to specific prevention services

- Strong community engagement
- Network of community champions in place
- People with long term conditions are identified and supported to take control of their own health and wellbeing
- Carers are identified and support is made available

Bucks Healthcare Trust Priorities

- Quality
- People
- Money

http://www.buckshealthcare.nhs.uk/Downloads/About--Policies-and-Strategies/Bucks%20NHS%20BHT%20Way_FIN.pdf

Clinical Commissioning Group priorities

A summary of our Operational Plan refresh for 2018/19

the people of Buckinghamshire have happy and healthier lives.

Main priorities 2018/19

- Integrating care locally to provide better support in the community for people with long term conditions, complex needs and frailty
- Improving urgent and emergency care services
- Improving resilience in primary care services
- Improving survival rates for cancer
- Improving outcomes for people suffering mental illness
- Reducing variations in quality and efficiency of planned care
- Using digital transformation to create IT platforms that support integrated care

<https://www.buckinghamshireccg.nhs.uk/public/about-us/what-we-do/operational-plan/>

Adult Social Care

Better Lives Strategy

'BETTER LIVES' OUTCOMES

Both now and in the future:

- more people will live independently without the need for long-term services
- fewer people will need to be in residential or nursing care
- more people will stay living independently after leaving hospital
- young people moving from children's services will be better prepared for adulthood
- more people will have control over their support through Direct Payments.

<https://democracy.buckscc.gov.uk/documents/s113734/Appendix%201%20for%20Adult%20Social%20Care%20Strategy.pdf>

Children and Young People (Bucks County Council)

- Keep children and young people safe and in their families wherever possible.
- Enable and support children, young people, parents and carers to overcome the challenges they may face.
- Improve children and young people's health and well-being.
- Provide opportunities for children and young people to realise their full potential.

https://www.buckscc.gov.uk/media/4511082/children_and_young_peoples_plan_2014_18_-final.pdf

Health and Wellbeing Strategy 2016-2021

- Give every child the best start in life
- Keep people healthier for longer and reduce the impact of long term conditions
- Promote good mental health and wellbeing for everyone
- Protect residents from harm
- Support communities to enable people to achieve their potential and ensure Buckinghamshire is a great place to live

<https://www.buckscc.gov.uk/media/4509402/jhws2017april.pdf>

NHS 10 year Long Term Plan

Making sure everyone gets the best start in life	<ul style="list-style-type: none"> • reducing stillbirths and mother and child deaths during birth by 50% • ensuring most women can benefit from continuity of carer through and beyond their pregnancy, targeted towards those who will benefit most • providing extra support for expectant mothers at risk of premature birth • expanding support for perinatal mental health conditions • taking further action on childhood obesity • increasing funding for children and young people's mental health • bringing down waiting times for autism assessments • providing the right care for children with a learning disability • delivering the best treatments available for children with cancer, including CAR-T and proton beam therapy.
Delivering world-class care for major health problems	<ul style="list-style-type: none"> • preventing 150,000 heart attacks, strokes and dementia cases • providing education and exercise programmes to tens of thousands more patients with heart problems, preventing up to 14,000 premature deaths • saving 55,000 more lives a year by diagnosing more cancers early • investing in spotting and treating lung conditions early to prevent 80,000 stays in hospital • spending at least £2.3bn more a year on mental health care • helping 380,000 more people get therapy for depression and anxiety by 2023/24 • delivering community-based physical and mental care for 370,000 people with severe mental illness a year by 2023/24.
Supporting people to age well	<ul style="list-style-type: none"> • increasing funding for primary and community care by at least £4.5bn • bringing together different professionals to coordinate care better • helping more people to live independently at home for longer • developing more rapid community response teams to prevent unnecessary hospital spells, and speed up discharges home. • upgrading NHS staff support to people living in care homes. • improving the recognition of carers and support they receive • making further progress on care for people with dementia • giving more people more say about the care they receive and where they receive it, particularly towards the end of their lives.

<https://www.longtermplan.nhs.uk/wp-content/uploads/2019/01/the-nhs-long-term-plan-summary.pdf>

If you require this report in an alternative format, please contact us.

Address: Healthwatch Bucks

6 Centre Parade,
Place Farm Way,
Monks Risborough,
Buckinghamshire
HP27 9JS

Phone number: 01844 34 88 39

Email: info@healthwatchbucks.co.uk

Website URL: www.healthwatchbucks.co.uk

Twitter: @HW_Bucks

Facebook: HealthWatchBucks

Governance: Healthwatch Bucks Ltd. is a company (Registration number 08426201) which is a wholly owned subsidiary of Community Impact Bucks a Charity (Registration number 1070267). We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

© Copyright Healthwatch Bucks 2019