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Title: Health and Social Care in Buckinghamshire: Phase 2 of Public Engagement Programme

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Purpose of Report:

In August 2020 we launched [phase 1 of a public engagement programme](#) to ask people what they think about changes we have made, or are considering, in health and social care.

The attached document reports Phase 2 of engagement undertaken by [Verve](#) on behalf of Buckinghamshire Integrated Care Partnership. 83 people took part in engagement exercises comprising online focus groups and one-to-one interviews by telephone, zoom or email. The fieldwork took place between 25th November and 21st December 2020.

The work was designed to complement Phase 1. Phase 1 was a survey which gathered data from over 2,800 responses; the majority of respondents were white females with an average age of 60. Phase 2 was designed to actively seek representation from a diverse range of Buckinghamshire residents, especially groups who are not often reached by such research, such as people living in areas of deprivation.

The Executive Summary draws together the main findings from Phase 1 (online survey) and Phase 2 (qualitative research) of this engagement and covers:

- Digital Appointments
- Delivery of Services and keeping people safe
- Community Hubs
- Healthier Lifestyles
- Effective Communications
- Recommendations

Report for information, discussion, decision or approval:

For Information

Related [Joint Health and Wellbeing Strategy Priority](#):

Changes in health and social care impact the health and wellbeing strategy priority areas of start well, live well and age well. Engagement and involvement of communities is important to understand the range of views and different needs. What we learn will be used to inform our plans.

Recommendations:

- Note and discuss the findings of the report.
- Consider the recommendations in the future development of services.
- Consider the recommendations for improved communications and ongoing engagement of Buckinghamshire residents.