Future model of health and social care in the Bailiwick
Your views

A number of public events were held at the beginning of June to obtain the public's views on some of the main questions that need to be considered when developing the future model for health and social care in the Bailiwick.

These forums allowed the public to have an opportunity to learn more about the development process of the future model of health and social care and to provide feedback based on their experiences.

Thank you to those of you who contributed to these events. Below you will find information on the structure of these events and a summary of the points that were raised during these sessions.

Public Workshops

In total, 51 people attended the public workshops which were held on the 8 and 9 June at Beau Sejour and Les Cotils.

These sessions began with an address from the President of The Committee *for* Health and Social Care, Heidi Soulsby, who gave an explanation of why we need to change and how members of the public could get involved.

Attendees were firstly asked to carry out an exercise using sliding scale questions, where they had to indicate their views on certain elements of the current and future model of health and social care (these can be found under the "Summary of the 'sliding scale' questions" section), before being asked to consider the following three questions.

1. What do you consider to be the **three biggest challenges** facing health and social care services in the Bailiwick?

2. What are the **three biggest opportunities** to get our health and social care services right?

3. What will you do to help **support** the changes?

Public drop-in session

Members of the public also had the opportunity to attend an all-day public drop-in session which was held in the Beau Sejour Foyer on 9 June.

At this event staff from Health and Social Care and KPMG gave an explanation of why we need to change and how members of the public can get involved. Members of the public were then invited to complete an online survey which included the same sliding scale questions used in the public workshops.
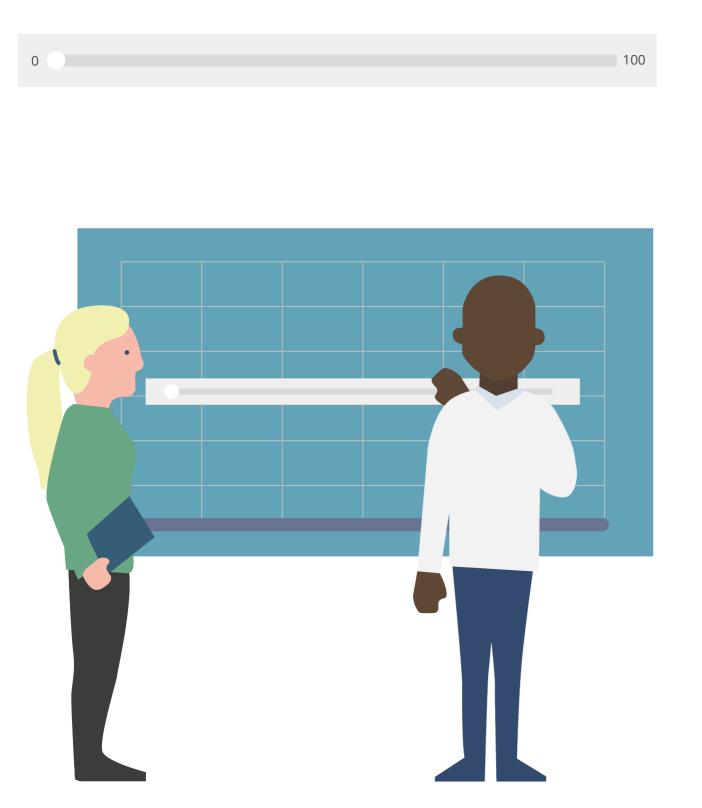
CareWatch session

CareWatch members were invited to a workshop run by Health and Social Care staff on 16 June. This newly established community partnership scheme aims to help Health and Social Care understand what is important and adds value to service users. It will help shape the way care services are delivered now and in the future as part of Health and Social Care's transformation programme. To find out more about this forum please view the June 2017 edition of the Changing Times Magazine at www.gov.gg/changingtimes.

The 10 attendees at this workshop completed the same exercises that were presented during the other public sessions. Contributions from the CareWatch group are also presented.

Summary of the 'sliding scale' questions

In this booklet you will find the questions which were asked for the sliding scale section of the public workshops, public drop-in and CareWatch sessions. Under each series of questions a summary of the responses are presented.

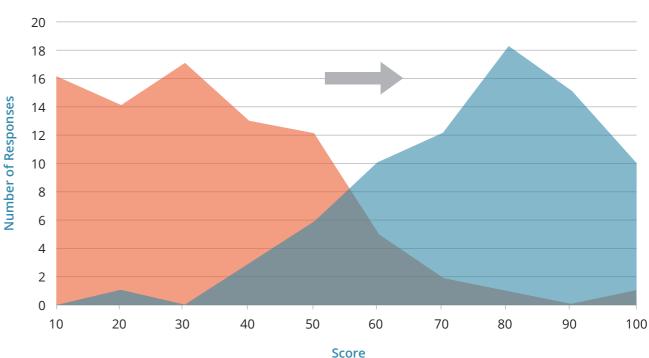| 0 | 100 |

The focus of health and social care

We asked:

Question 1

Where do you think the health and social care system's main focus is today?

0 = The health and social care system's main focus is to get people better when they are ill or need crisis support.

100 = The health and social care system's main focus is more on preventing people getting ill or needing social care support in the first place.

Question 2

Where do you think the health and social care system's main focus should be in the future?

0 = The health and social care system's main focus is to get people better when they are ill or need crisis support.

100 = The health and social care system's main focus is more on preventing people getting ill or needing social care support in the first place.

You said:

This graph shows that the majority of people think that currently the health and social care model tends to focus more on getting people better when they are ill or need crisis support (area in orange). In the future the majority of people think that the focus should shift towards preventing people getting ill or needing social care support in the first place (area in blue).

Access

We asked:

Question 3
How do you access health and social care today?

0 = I currently go to hospital for all my care, major or minor.

100 = I am currently seen as close to my home as possible, by people such as my GP, physiotherapists, nurses and social workers rather than having to go to hospital.

Question 4
How would you prefer to access health and social care in the future?

0 = I would like to go to hospital for all my care, major or minor.

100 = I would like to be seen as close to my home as possible, by people such as my GP, physiotherapists, nurses and social workers rather than having to go to hospital.

You said:

This graph shows that the perception of how people access health and social care today is mixed, with the majority stating that they tend to access health and social care in the community i.e. via a GP (area in orange). In the future people want to see more care accessed within a community setting (area in blue).
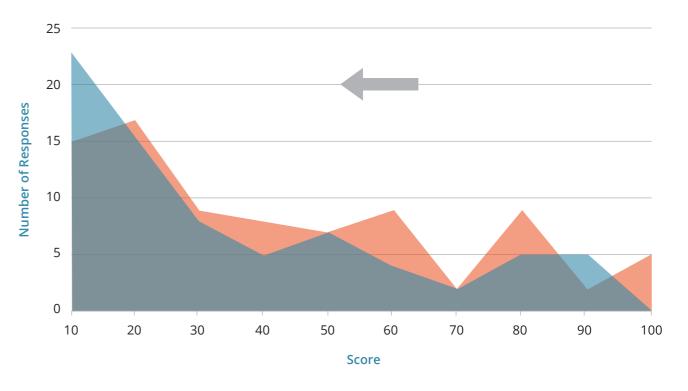
Discharge

We asked:

Question 5
When do you currently leave hospital after you've had treatment?

0 = As soon as I am medically able to leave, even if it means getting some medical or social care at home.
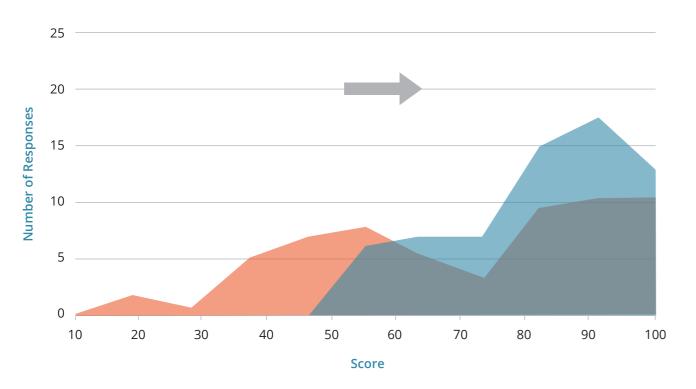
100 = I stay in hospital until I am completely well and ready to continue with my normal daily life without any extra support at home.

Question 6
When should you leave hospital after you've had treatment in the future?

0 = As soon as I am medically able to leave, even if it means getting some medical or social care at home.

100 = I would like to stay in hospital until I am completely well and ready to continue with my normal daily life without any extra support at home.

You said:

People's opinions varied greatly on this matter based on personal experience within specific services (area in orange). The graph indicates that there is currently a lack of consistency in the way in which people leave hospital-led care. In the future there is a slight shift towards people wanting to leave hospital as soon as they are medically able, even if it means getting some medical or social care at home (area in blue).

Summary of the 'questions' considered in public workshops

① Challenges

When asked, "What do you consider to be the three biggest challenges facing health and social care services in the Bailiwick?" you said it would be challenging to:

Affordability/finance

- Deliver a high quality care system in a cost effective way during a time of financial challenge
- Invest in prevention and early intervention whilst maintaining the appropriate level of service in other areas of care (i.e. acute services)
- Help build the capacity and capability of the charitable sector, to enable them to deliver services more cost effectively
- Guarantee accountability between providers of health and social care (i.e. Service Level Agreements)
- Balance public expectation against affordability of services

Accessibility

- Cost of initial access to healthcare via GP and/or Emergency Department (ED)
- Distance and travel options for off-island care (Alderney)

Public health/prevention

- Motivate people to look after themselves better
- Break the current focus away from illness and move towards a more preventative solution
- Educate our public, patients and service users about preventative care

Resources

- Recruit and retain staff
- Get the balance right between specialists versus generalists within health and social care services
- Improve local delivery of staff training within health and social care

② Opportunities

When asked, "What do you consider to be the three biggest opportunities to get our health and social care services right?" you said we should:

Accessibility

- Ensure the cost of care is affordable for all

Affordability

- Simplify health and social care funding sources and processes
- Eliminate any unnecessary costs within the health and social care system

Technology

- Ensure better use of modern systems for appointment bookings, certain health and social care appointments and public information to manage care
- Create access to patient/service user information online for professionals and individual patient/service users, regardless of who is providing the care

Services

- Increase capacity of community services to deliver care closer to home
- Guarantee all health and social care services work in partnership with service users at the centre to enable choice
- Improve awareness and support for mental health and wellbeing
- Increase partnership and engagement with charities

- Get the balance right between what we deliver on and off-island
- Invest more in commissioning services
- Deliver care at right place at right time
- Social and health care together

Communication and engagement

- Ensure all communication is accessible, understandable and available in different formats to meet the needs of everyone we communicate with
- Ask for patient/service user feedback and act on it to make improvements
- Work with patients, service users, public, staff and partners to improve information about health and social care services and how to access them
- Improve the way we use technology in partnership with staff to deliver innovative communication tools to enhance the patient / service user experience

Public health and prevention

- Develop, promote and drive health and social care prevention
- Motivate people to look after themselves better
- Increase awareness of effects of lifestyle changes
- Target our schools to encourage keeping active, eating well and managing wellbeing at an early age

③ Supporting change

When asked, "What will you do to help support these changes?"
you said you would:

Communication and engagement

- Educate myself and communicate the benefits of a healthy lifestyle
- Speak to anyone and everyone to support engagement
- Generate dialogue to understand the changes i.e. when and why they are happening
- Tell others to speak up and have a say
- Keep an open mind
- Get involved with the transformation process

Public Health and prevention

- Help develop and drive health promotion
- Be more proactive and take responsibility for my own health
- Encourage employers to educate and support wellbeing in the workplace
- Encourage employers to educate and support Health Insurance
- Join a club to get active and encourage others to do so too
- Educate others in healthy eating and exercise