

## **Healthwatch Lancashire - NHS Long Term Plan – intelligence from Focus Groups**

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### **Executive Summary**

Each Integrated Care Partnership (ICP) across Lancashire and South Cumbria (L and SC) was invited to identify groups and issues which would benefit from in-depth study to provide insight into what matters for local people with regard to their health and care. A series of Focus Groups was subsequently delivered by the four Healthwatches in Lancashire and South Cumbria working in partnership as Healthwatch Together.

The presentation being delivered at the Health and Wellbeing Board on 19 November 2019 provides a summary of the finding from the Focus Groups.

### **Recommendations**

The Health and Wellbeing Board is recommended to:

- (i) Note the key messages from the Focus Groups including:
  - The level of understanding about the health and care system and its on-going changes.
  - What is working well and less well.
- (ii) Consider how Healthwatch can further assist Lancashire Health and Wellbeing Board to ensure that more people are engaged and involved in shaping local services.

### **Background**

Healthwatch acts as the independent interface between people and communities and the health and care system. It is in place as a result of the Health and Social Care Act 2012 and is expert in engaging with people and penetrating communities of interest and place.

At the beginning of 2019 Healthwatch England was commissioned by NHS England to carry out engagement across England. The remit was to consider the extent to which local people agreed with the priorities of the NHS Long Term Plan and to explore what mattered to people with regard to their local health and care options.

Healthwatch Lancashire worked with the other three Healthwatches across the Lancashire and South Cumbria Integrated Care System (ICS) footprint and provided a coordinated report which was submitted to the Integrated Care System Board.

The Focus Groups followed on from this, providing an opportunity for more in depth, bespoke engagement.

The presentation will demonstrate how the individual views and experiences of people gathered by Healthwatch can provide rich intelligence and real insight into how services can be improved from the perspective of service users.

### **List of background papers**

The full report will be available after it has been submitted to the Lancashire and South Cumbria Integrated Care System Board.

Reason for inclusion in Part II, if appropriate

N/A