

## Education and Children's Services Scrutiny Committee

Meeting to be held on Wednesday 16 March 2022

Electoral Division affected:  
Burscough & Rufford;  
Ormskirk;  
Skelmersdale Central;  
Skelmersdale East;  
Skelmersdale West;  
West Lancashire East;  
West Lancashire North;  
West Lancashire West;

Shaping Care Together Programme – Engagement Update  
(Appendix 'A' refers)

Contact for further information:

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### **Brief Summary**

Shaping Care Together (SCT) is run by NHS leaders across West Lancashire, Formby, and Southport, which seeks to 'futureproof' the NHS by looking at new ways of working and new ways of delivering services.

### **Recommendation**

The Education and Children's Services Scrutiny Committee is asked to consider and discuss the progress of Shaping Care Together engagement with public and staff over the previous year.

### **Detail**

Since the beginning of January 2021, SCT has been listening to the thoughts, opinions, and ideas from residents, patients, staff, and stakeholders. So far, SCT has received more than 2,500 responses through an online questionnaire and hard copy feedback forms, we have run a series of online and face-to-face in-depth discussion groups with local community organisations and delivered electronic newsletters and information videos about the programme. Some of the main themes emerging from the engagement so far include:

- Concerns around the accessibility of primary care services

- A need to focus more on preventative measures and use community services better to help patients before they present to hospital
- Some issues around public transport in certain areas
- Staffing levels and the recruitment and retention of key staff needs to be improved
- A need to improve patient journeys and support patients to better navigate their own care

All of the responses received so far are collected and analysed and have helped feed into the programme in a number of ways, most importantly the development of the future Models of Care.

Over the coming days, Shaping Care Together will publish ‘*Our Challenges and Opportunities*’, a discussion document that draws on the issues raised so far in the engagement programme, and the opportunities that exist to create a better future for local health and care. Following this, there will be a series of public and staff engagement workshops alongside 1-2-1 sessions with Members of Parliament and wider council member briefings.

There is still time to contribute views by completing a survey from the dedicated website [www.yoursayshapingcaretogether.co.uk](http://www.yoursayshapingcaretogether.co.uk), where you will also find more information about the programme along with a short, animated video.

## **Consultations**

N/A

## **Implications:**

This item has the following implications, as indicated:

## **Risk management**

This report has no significant risk implications.

## **Local Government (Access to Information) Act 1985 List of Background Papers**

Paper	Date	Contact/Tel
None		
Reason for inclusion in Part II, if appropriate		
N/A		