



# Shaping Care Together

Lancashire County Council  
Health Scrutiny Committee

22 March 2022

# Shaping Care Together...

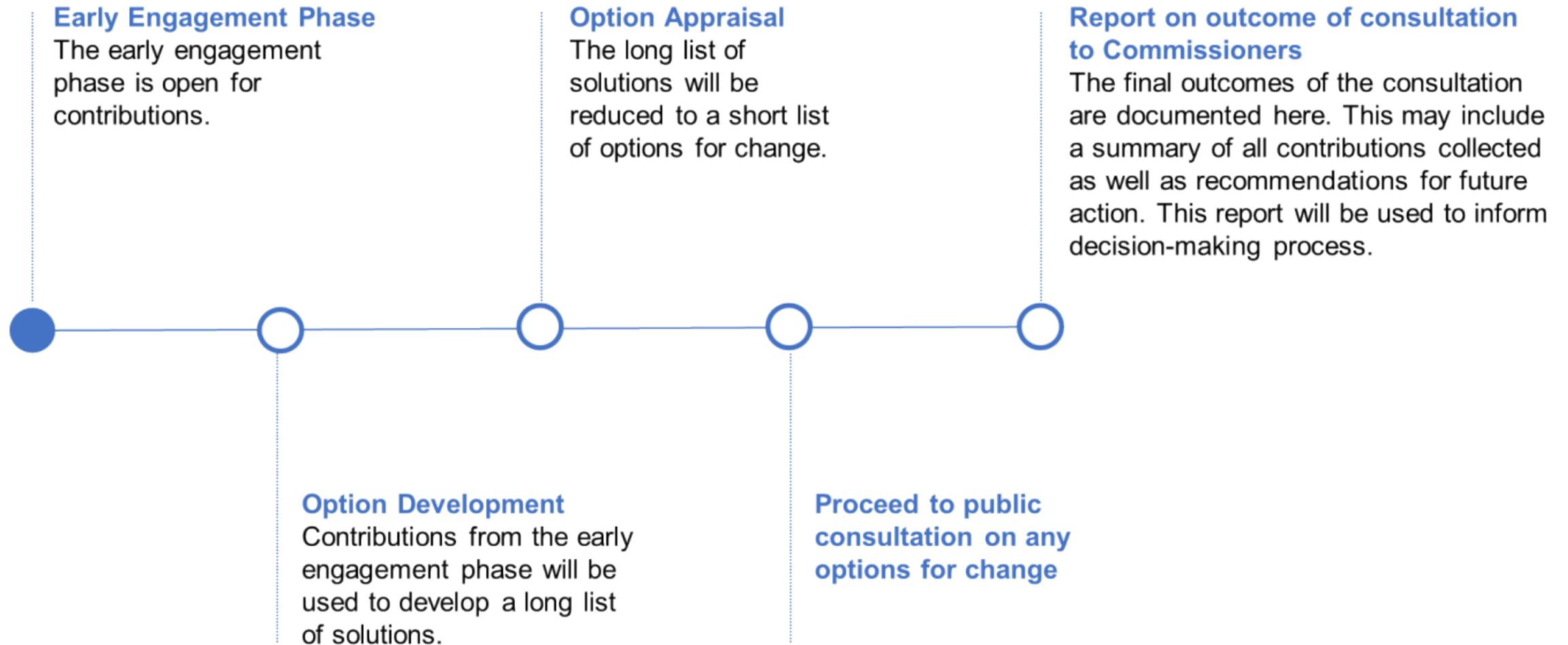


# Engagement and consultation...

*“It is critical that patients and the public are involved throughout the development, planning and decision-making of proposals for service reconfiguration. Early involvement with the diverse communities, local Healthwatch organisations, and the local voluntary sector is essential... Early involvement will give early warning of issues likely to raise concerns in local communities and gives commissioners’ time to work on the best solutions to meet those needs.”*

**NHS England**

# Timeline of activity...



# Headline engagement to date...

- More than 2,100 questionnaire responses completed
- More than 15K engagement site visits
- Roughly 300 staff completed the questionnaire
- At least 1,800 patients and stakeholders completed the questionnaire
- Almost 500 responses from SCT 'postcards'
- Regular stakeholder e-Newsletter distributed



# Headline engagement to date...

- Equalities Impact Assessment in progress
- Travel & Transport Advisory Group established
- Engagement Process Advisory Group established
- In-depth patient and stakeholder focus groups delivered (more than 25 held since January 2021)
- Roughly 40% want to hear more information when published

Have  
your  
say



SHAPING CARE  
TOGETHER




Have your say

# Headline themes to date...

- 70% favour telephone or video appointments
- Top two priorities:
  - ***Shorter waiting times for outpatient appointments***
  - ***Having the best possible care, even if that means travelling further***
- 85% favour specialist centre treatment for complex healthcare
- At least 94% generally agree that healthcare should be ***“local where possible and specialist where necessary”***

# Headline themes to date...

- There are some concerns around the accessibility of primary care services.
  - We need to focus more on preventative measures and use community services better to help patients before they present to hospital.
  - There are some issues around public transport in certain areas.
  - Staffing levels, recruitment and retention of key staff needs to be improved.
  - We need to improve patient journeys and support patients to better navigate their own care.
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# Headline themes to date...

## Good...

- Urgent Treatment Centre in Ormskirk
- Prompt appointments for planned procedures
- Caring and compassionate staff
- Joined up services between both sites
- A&E at Southport

## Less good...


- A&E often overwhelmed or overcrowded
  - Staff shortages in certain areas
  - Public transport links
  - Care in the community
  - Lack of Walk-In Centre at Southport
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# Headline themes to date...

## Good...

- 170 respondents are positive about staff
- 30 commend the WIC / UTC at Ormskirk
- 87 are content about the location of services

## Less good...

- 57 feel there are staff shortages in certain areas
  - 15 outline issues with care in the community / closer to home
  - 18 say there needs to be better transport links
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# Next steps...

- Challenges and Opportunities (C&O) Paper recently published
- More survey responses
- More in-depth discussion groups
- Developing new Models of Care
- Options Development & Appraisal Process to be undertaken
- Comprehensive Engagement Report to be produced and feed into Pre-Consultation Business Case





Any questions?