

## LINCOLNSHIRE HEALTH AND WELLBEING BOARD

Open report on behalf of Lincolnshire's Clinical Commissioning Groups and the Sustainability and Transformation Partnership

Report to	<b>Lincolnshire Health and Wellbeing Board</b>
Date:	<b>26 March 2019</b>
Subject:	<b>NHS Healthy Conversation 2019</b>

### **Summary:**

This paper provides an overview of plans for The Healthy Conversation 2019 (HC2019) which is an open engagement exercise with the public, their representatives, our partners and staff about how to develop our NHS to be fit for the future.

### **Actions Required:**

The Board are asked to note the launch of the Healthy Conversation 2019 listening and engagement exercise on 5th March 2019 and that feedback will be incorporated into the local 5 year long term plan which is required to be developed by autumn 2019.

## **1. Background**

### **1.1 NHS Healthy Conversation 2019**

As medicine advances, health needs change and society develops, so the NHS has to continually move forward so that in 5-10 years' time we have a service fit for the future.

The NHS Healthy Conversation 2019 (HC2019) is an open engagement and listening exercise with the public, their representatives, our partners and staff about how we can develop our NHS in Lincolnshire to be fit for the future. It will run throughout 2019.

Over the last year, our clinicians (senior doctors, nurses, and health professionals working in our hospitals, GP practices and throughout the community in Lincolnshire) have been meeting on a regular basis to consider evidence and best practice in health care, not just from this country but from around the world. Employing this strong clinical evidence base, combined with our knowledge of our own health system, and the valuable feedback we have from patients, staff and

colleagues, we are recommending a series of changes to the way we deliver care in the NHS in Lincolnshire.

The purpose of HC2019 is for the NHS to share this thinking about how we need to change to meet the challenges we face, to listen to people, and to let them have their say and shape our thinking and our subsequent plans further.

The HC2019 consists of open engagement events along with information being available in public places across the county, on our website and through social media. We plan to talk with and listen to people from all the areas in Lincolnshire. There are many events planned throughout the year. The first of many Healthy Conversation events planned are;

All events 2-7pm drop in sessions		
Date	Town	Venue
Wednesday 13th March 2019	Boston	Len Medlock Centre
Thursday 14th March 2019	Louth	Louth Library
Tuesday 19th March 2019	Skegness	The Storehouse
Wednesday 20th March 2019	Grantham	Jubilee Centre

Further events in Lincoln, Gainsborough, Spalding, Sleaford, and Stamford will be confirmed and promoted in the coming weeks on the website. These nine events are not the only events, there are multiple events across Lincolnshire, for example from health professionals attending Parish Council meetings through to engagement events specifically with protected characteristic groups. All feedback will inform our thinking.

The website can be accessed at [www.lincolnshire.nhs.uk](http://www.lincolnshire.nhs.uk) and provides further information.

## 1.2 The NHS challenges

We have much to be proud of in the NHS in Lincolnshire, we have excellent and dedicated staff and partners, some of our services are outstanding and many compare well nationally. However, the NHS in Lincolnshire, like the NHS across England, does have significant challenges, notably quality of care and outcomes, difficulty recruiting workforce and financial deficit. These challenges have been well rehearsed in the public domain in recent years and a summary of these challenges is in Appendix A.

In summary, without addressing these challenges and changing the way we use and structure our NHS, our services cannot improve and could be at risk for future generations. Through the Healthy Conversation 2019, by talking with and listening to the public, their representatives, our partners and staff; we will build on all the improvements made to date and go further to rebalance and develop our NHS to be fit for the future.

## 2. Conclusion

The Board is invited to note the launch of *Healthy Conversation 2019* listening and engagement exercise by the NHS in Lincolnshire on 5 March 2019; The feedback from this engagement will be incorporated into the local 5 year long term plan being developed for autumn 2019.

## 3. Joint Strategic Needs Assessment and Joint Health & Wellbeing Strategy

The Council and Clinical Commissioning Groups must have regard to the Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy.

The local 5 year long term plan for Lincolnshire that is being developed using the feedback from <i>Healthy Conversation 2019</i> will also use information within the Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy.
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## 4. Consultation

The *Healthy Conversation 2019* is a listening and engagement exercise, which will last throughout 2019. This will be followed by full public consultation.

The *Healthy Conversation 2019* website describes the difference between engagement and consultation; <https://www.lincolnshire.nhs.uk/healthy-conversation/helpful-information>

## 5. Appendices

These are listed below and attached at the back of the report	
Appendix A	The NHS Challenges

## 6. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were use in the preparation of this report.

This report was written by Sarah Furley, STP Programme Director who can be contacted on 01522 307315.

### The NHS Challenges

The NHS in Lincolnshire, like the NHS across England, does have significant challenges, notably:

1. Quality of Care and Outcomes for patients are not consistently high across our services, and in some important services we are failing to meet national quality standards
2. Workforce – in many services, we struggle to recruit and retain staff across our GP, community and hospital services. Currently over 800 posts are either vacant, or filled by temporary agency or locum staff. This creates a number of problems for staff, for service continuity, and for quality of care.
3. Finance – as a public service funded by the taxpayer, we have a duty to balance our books. Whilst some services do work within budget, overall as a system we do not. We are currently overspending by almost £100 million - on top of the £1.2 billion allocation we receive annually.

Plus we have not changed how the NHS model works in the county for many years, meaning that today:

1. many patients go to hospital for care that can be better provided in local community settings
2. the NHS does not focus enough on helping to prevent illness in the first place or helping people to care for themselves. It is a reactive, not proactive service. We know that we can do more for example in helping people to take up health checks which are already available, in detecting cancer early, improving immunisation rates and preventing cardiovascular disease.
3. the NHS, which consists of many different services, is fragmented, which inhibits excellent care and frustrates patients and their families, partners and NHS staff alike. Care needs to be more integrated, both within the NHS and with our partners across the health and care services. People already tell us for example that they are repeatedly asked the same questions by different health care staff.
4. We also know that we need to do better on improving prevention, diagnosis and care in cancer, in diabetes, cardiovascular disease and respiratory care which are health priorities in our population. We also need to do more in mental health, especially for Children and Young People and in autism.

Lincolnshire's geography, and the fact that our population is dispersed over such a large area does present us with further challenges. Therefore, we will have to be innovative in our thinking about how we address these issues, such as digital solutions. The development of Neighbourhood Teams serving local populations is a good example of this.