

## LINCOLNSHIRE HEALTH AND WELLBEING BOARD

Open Report on behalf of John Turner, Chief Officer, Lincolnshire CCGs and Chief Officer, Lincolnshire STP

Report to	<b>Lincolnshire Health and Wellbeing Board</b>
Date:	<b>24 March 2020</b>
Subject:	<b>Healthy Conversation 2019 – Final Engagement Report</b>

### Summary:

We are pleased to present our first 'Lincolnshire NHS' engagement report. The engagement campaign 'Healthy Conversation 2019' took place during March to October 2019 and was delivered by the all the Lincolnshire NHS organisations together.

This report provides a summary of the feedback from the Healthy Conversation 2019 (HC2019) campaign to the public, staff, NHS organisations, partners and stakeholders. It details the campaign activity and explains how the feedback and results have informed the development of Lincolnshire's Long Term Plan and NHS work programmes as well as being used to shape emerging options for the Acute Services Review consultation.

The appendices provide further details of the campaign's communication and engagement activities and the feedback received.

### Actions Required:

The board is asked to note this, and other more locality and service specific feedback in the accompanying appendices, in order that it be considered effectively and as appropriate in future discussions and decision making.

## **1. Background**

Healthy Conversation 2019 was an NHS engagement exercise with the people of Lincolnshire to understand what matters to them in order to inform NHS service development in the future.

It incorporated information and feedback requests across the spectrum of prevention and self-care through to sharing detail regarding the current thinking within the acute services review transformation work.

Details of the engagement are attached in Appendices A to F.

## **2. Conclusion**

There have been some key pieces of public feedback that have been captured through the campaign.

We have heard that the people of Lincolnshire:

- Have respect and admiration for staff in the NHS
- Believe that prevention is better than cure
- Would like more education on healthier lifestyles and prevention
- Want support to manage their own health conditions proactively
- Want help to look after themselves better
- Recognise that NHS staff and skills are precious and we should use them sensibly
- Acknowledge that seeing a doctor is not always the best option
- Are enthusiastic about engaging with us through digital means as much as possible
- Want joined up care
- Are genuinely concerned about how the NHS can help people living in deprived areas

This information has been shared with Lincolnshire NHS' lead clinicians and service review experts to ensure their inclusion and consideration in current and future transformation programmes including the Acute Services Review. The report has been shared through Lincolnshire's SET and LCB, as well as all NHS organisation boards and governing bodies.

## **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.

This report captures the views and opinions of the public, and numerous stakeholders upon matters within the JSNA and JHWS. It is intended that these views and opinions influence future development of the themes and priority areas in the JSNA and JHWS as they have done with the Lincolnshire Long Term Plan.

#### 4. Consultation

n/a

#### 5. Appendices

These are listed below and attached at the back of the report	
Appendix A	Final Report for Healthy Conversation 2019
Appendix B	Healthy Conversation 2019 Purpose and Activities
Appendix C	Engagement Feedback
Appendix D	Workshop Frequently Asked Questions
Appendix E	Acute Services Review Survey Report
Appendix F	<p>The People's Partnership Acute Services Review engagement with hidden and hard to reach communities</p> <p><b><i>Due to the size of this report, it is not being circulated with the papers but can be accessed at</i></b></p> <p><b><i><a href="https://www.lincolnshire.nhs.uk/healthy-conversation/healthy-conversations-2019-report">https://www.lincolnshire.nhs.uk/healthy-conversation/healthy-conversations-2019-report</a></i></b></p>

#### 6. Background Papers

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

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