



Acute Services Review

Engagement with Hidden and Hard to Reach Communities

Report on Findings

(Final - Version 006)

Client: Lincolnshire Sustainability and Transformation Partnership

Delivered by: The People's Partnership

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1.0 Executive Summary

Lincolnshire Sustainability and Transformation Partnership (STP) commissioned the People's Partnership to engage with hidden and hard to reach communities as part of the Acute Services Review engagement between 5 and 25 March 2019.

The People's Partnership were asked to focus on the following support:

- To obtain general feedback that comes out of the discussion;
- To understand the impact of the proposed changes and how these specifically affect the groups we are engaging; and
- Identify suggested mitigations for the adverse impacts on the groups.

In the 15 working days of the engagement 130 questionnaires were completed. These submissions identified 258 difference protected characteristics, groups and communities focus around sensory impairment, physical disability, learning disability, mental health, carers, young people and families, older people, race, pregnancy and maternity and social economic deprivation.

The impact on the protected characteristics, groups and communities focused around the longer distance needed to travel to the proposed centres of excellence and the associated increases in cost. A number of families and individuals highlighted restricted income and savings would be a barrier to travelling further. In addition, 21 of the submissions highlighted they could not drive and either relied on family members for transport or would need to use public transport or taxis with the associated practicalities and cost implications. In some cases, it was stated that no public transport was available. Being physically disabled or with mobility issues made access more difficult, especially if public transport was used. The proposals also had a knock on impact on family members as they either needed to drive individuals to hospital or family members had to travel further to see their loved ones in hospital. The impact on health, mainly due to the longer journey time coupled with their health conditions. Anxiety of the longer travel times impacted by a mental health condition, unfamiliar hospital settings or their long term health condition impacted some individuals.

Mitigations were proposed to reduce the impact on these groups. It is proposed that the public transport infrastructure and network are looked at together with hospital transport and any voluntary services to understand the gaps and identify any additional support and practical steps to support vulnerable groups and communities impacted by proposed changes. In particular, work is required to understand what support could be provided to the socially and economically deprived to enable greater access to services which move further away from where they live. Work is needed to look at the provision for people who do not speak English or have limited English vocabulary to enable people to access services more effectively. Look at ways health services, Lincolnshire County Council Highways and Social Services, voluntary sector services can work together to support vulnerable individuals and families access health services. Finally, develop a co-production group of patients and their families from the protected characteristics and invest time in discussing the options and working with them to look at alternative solutions that support their communities.