

Appendix 4a



**Lancashire and  
South Cumbria**  
Integrated Care Partnership

**Listening to our communities on our draft  
priorities: final summary of findings**

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# Process of engagement

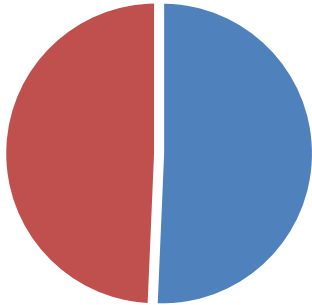
## Online survey and Healthwatch focus groups

- An engagement process was launched on 3 October, inviting feedback on the six draft priorities proposed by the Integrated Care Partnership on 30 September.
- Due to tight timescales, a survey was open for three weeks and Healthwatch Together undertook face to face engagement (through focus groups and pop-up events) during this period.
- The Integrated Care Partnership was provided with an initial summary of findings with the meeting papers - and this final summary of findings has been shared now that the survey has closed.
- As you will see in the results, the findings of the survey are similar across the online survey and Healthwatch engagement, with the same ranking for the priorities and similar feedback provided.

# Who did we hear from?

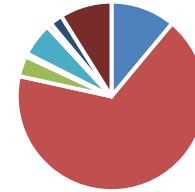
Total number of respondents: 734

## Respondents



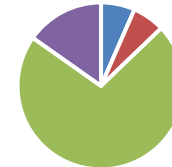
■ ICP partners ■ Our residents

## ICP partners



■ Local authority ■ NHS  
■ VCFSE ■ Universities  
■ Hospices ■ Healthwatch  
■ Social care providers ■ Other

## Our residents













■ Blackpool ■ Blackburn with Darwen  
■ Lancashire ■ South Cumbria

## The draft priorities








Of the proposed priorities, how would you rank them in terms of importance?

Priority	Total score (weighted calculation)	Overall rank
<b>Living well:</b> Preventing ill health and tackling health inequalities	3510	1
<b>Starting well:</b> Supporting children and their families in the first 1000 days of a child's life	3364	2
<b>Ageing well:</b> High quality care that supports people to stay well in their own home	2681	3
<b>Living well:</b> Supporting people into employment and staying in work	2344	4
<b>Dying well:</b> Supporting people to choose their preferred place of death and that they and their families receive holistic support	1798	5
<b>Living well:</b> Large scale organisations' role in social and economic development	1717	6








## Select the issue within “starting well: supporting children and their families in the first 1000 days of a child’s life” that you think should be addressed most urgently:

			Response Percent	Response Total
1	Support to give up smoking during pregnancy		3.54%	26
2	Emotional support during pregnancy		5.72%	42
3	Support to increase breastfeeding rates		2.86%	21
4	Providing safety information for how to prevent injuries in babies and young children		3.95%	29
5	Increasing numbers of childhood vaccinations administered		4.09%	30
6	Increasing access and provision of early years services in areas with higher levels of deprivation		40.46%	297
7	Preventing childhood obesity		5.31%	39
8	Preventing dental decay		1.23%	9
9	Supporting children living in poverty		27.11%	199
10	Support with school readiness		5.72%	42
			answered	734









## Select the issue within "living well: supporting people into employment and staying in work" that you think should be addressed most urgently:

			Response Percent	Response Total
1	Tackling zero hour contracts		10.90%	80
2	Improving transport in rural areas to travel to places of employment		7.08%	52
3	Improving knowledge of digital tools for use in employment		1.63%	12
4	Support with decreasing personal debt		4.09%	30
5	Help for those living in food or fuel poverty		18.66%	137
6	Support with qualifications, training and readiness for work, especially in areas with higher levels of deprivation		38.01%	279
7	Tackling homelessness and poor quality housing		19.62%	144
			answered	734

## Please select the issue within "living well: large scale organisations' role in social and economic development" that you think should be addressed most urgently:








			Response Percent	Response Total
1	Reducing environmental impact such as carbon emissions and air pollution		10.22%	75
2	Using buildings and spaces to support communities		12.13%	89
3	Widening access to work and helping to develop local residents in their careers		14.99%	110
4	Moving to a culture of employing people from, and investing in, the local community		29.02%	213
5	Reducing impact of digital exclusion		2.45%	18
6	Ensuring health and care infrastructure is in place for new housing developments		16.08%	118
7	Embedding a culture of health and wellbeing support at work		15.12%	111
			answered	734

## Please select the issue within "living well: preventing ill health and tackling health inequalities" that you think should be addressed most urgently:









			Response Percent	Response Total
1	Increasing years of healthy life expectancy, through promotion of healthier lifestyle		18.94%	139
2	Supporting mental health and wellbeing and reducing suicide rates		25.89%	190
3	Support for people with learning disabilities and autism		6.95%	51
4	Community based support for long term conditions including diabetes, COPD and respiratory disease		11.31%	83
5	Reducing inequalities in access to care, including those with accessibility needs		14.31%	105
6	Improving communication and sharing of information between services		14.03%	103
7	Promotion of alternative treatment or services available, including social prescribing		6.81%	50
8	Supporting domestic abuse victims		1.77%	13
			answered	734



Please select the issue within “ageing well: high quality care that supports people to stay well in their own home” that you think should be addressed most urgently:

			Response Percent	Response Total
1	Support for unpaid carers		13.49%	99
2	Increased access to social care for older people		28.88%	212
3	Support for people living with dementia		7.77%	57
4	Support for people living with loneliness and social isolation		17.03%	125
5	Opportunity to receive care closer to home		8.72%	64
6	Improved communication for patients and their families to access care and support		12.67%	93
7	Improved communication and sharing of information between health and care services		11.44%	84
			answered	734

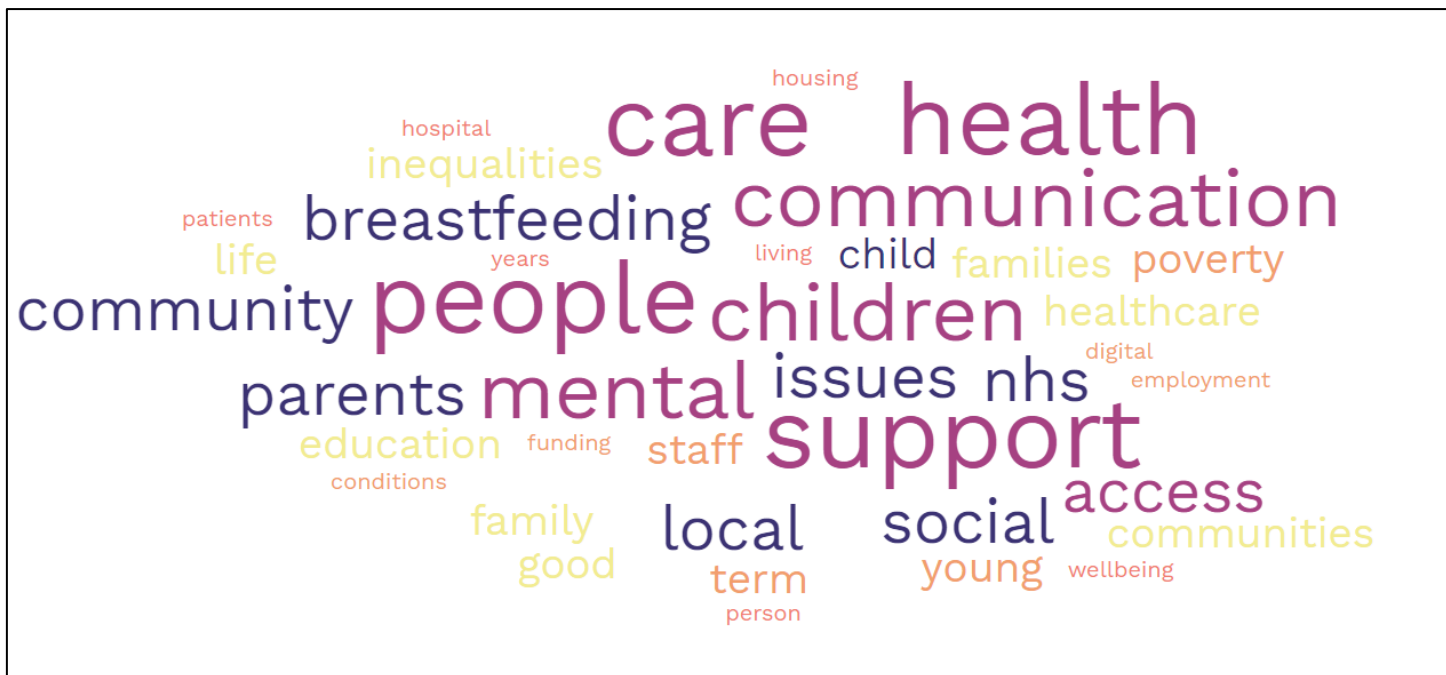
## Please select the issue within "dying well: supporting people to choose their preferred place of death and that they and their families receive holistic support" that you think should be addressed most urgently:

			Response Percent	Response Total
1	Support for health and care professionals to begin conversations about end of life at an early stage		11.44%	84
2	Helping people to die in their place of choice		20.44%	150
3	Signposting to support available for people who are dying and their families		8.99%	66
4	Improving patient and family involvement in shaping treatment plans		12.81%	94
5	Support for unpaid carers		7.63%	56
6	Reducing loneliness and maintaining dignity for those who are dying		16.49%	121
7	Helping patients and families to plan a patient's future health and care		18.26%	134
8	Increased access to bereavement support		3.95%	29
			answered	734

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# Is there anything else you would like to add regarding the proposed priorities?

## Word cloud



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# Is there anything else you would like to add regarding the proposed priorities?

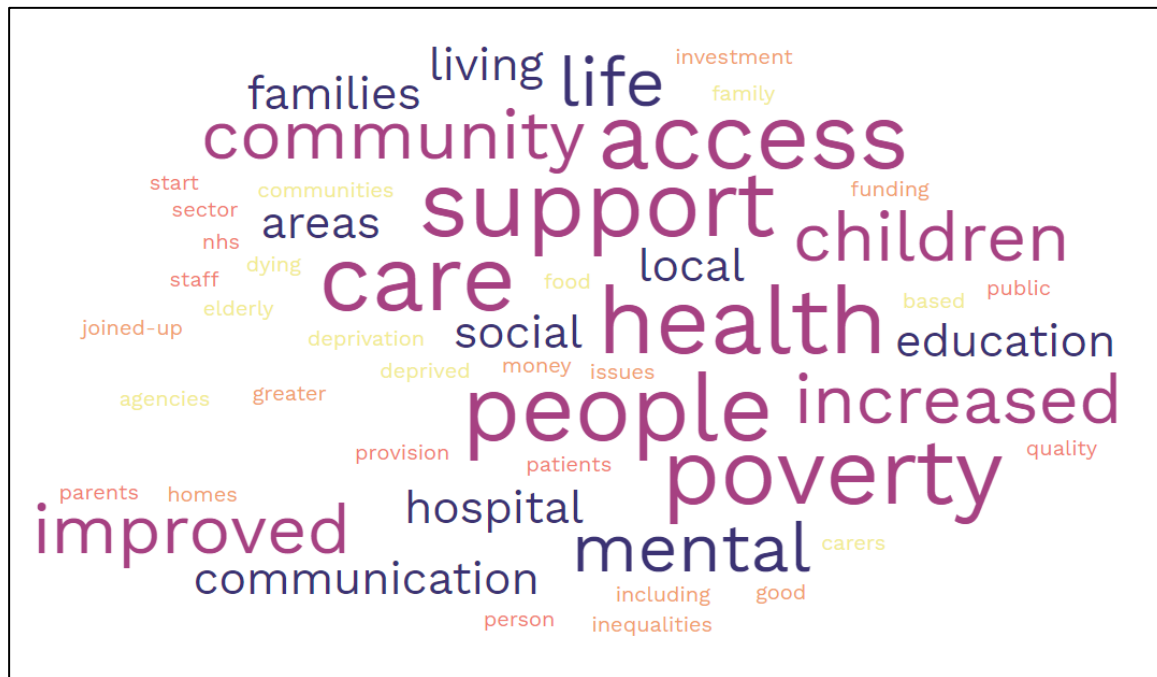
## Overarching themes – quick analysis

- Hard to rank the priorities as they are interlinked and all important
- Need a whole team / partnership approach to these priorities and better communication between partners
- Equity and improving access is important - one approach will not meet the needs of all people across Lancashire and South Cumbria
- Need to be accountable and transparent and have an overarching priority about listening, coproduction, and working effectively with people and communities
- Tackling health inequalities is an underlying result of all the other priorities
- Lots of comments referred to specific partner organisation issues – e.g. for NHS GP waiting times or local authority public transport (these will be shared with individual organisations).

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# What one improvement would you like to see, based on these proposed priorities?

## Word cloud



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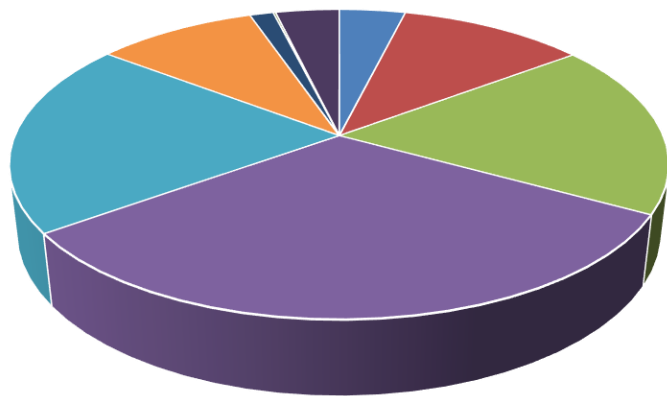
# What one improvement would you like to see, based on these proposed priorities?

## Overarching themes – quick analysis

- More joined up approach between all health and care partners
- Improved life expectancy and reduced health inequalities
- The role of VCFSE sector organisations embedded as an equal partner
- More equitable access to health and care services
- Easier access to social care and improved environment for social care workers
- Implementation plan based around the priorities with measures of success
- Support for understanding how to navigate the health and care system

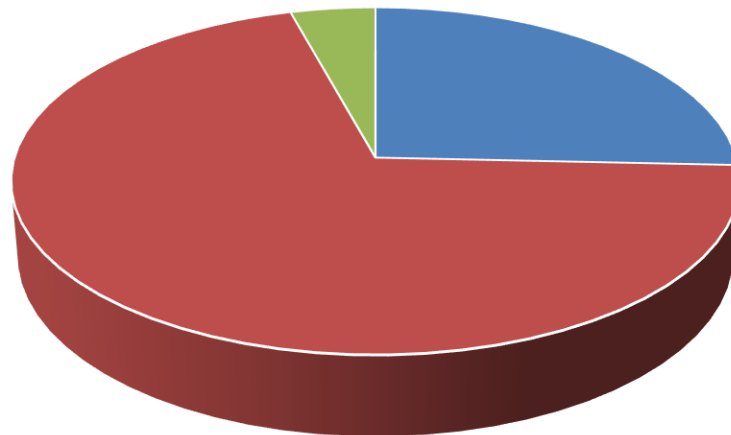
# Equality monitoring

## Respondents by age



- 19-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80-89
- 90-99
- 100+
- Prefer not to say

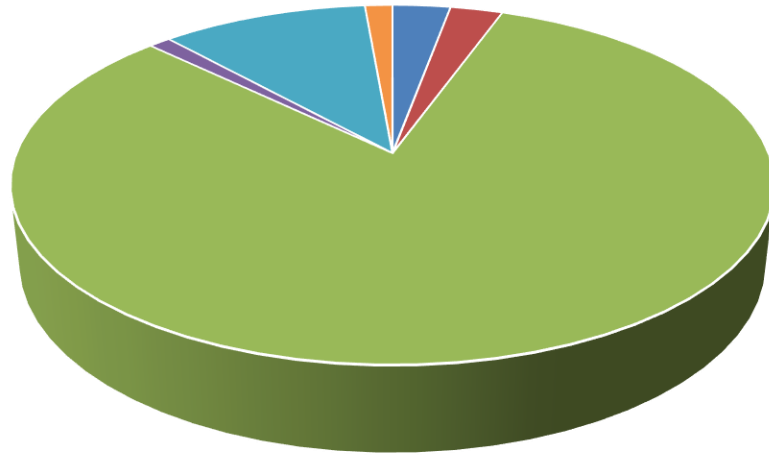
## Respondents by sex



- Male
- Female
- Prefer not to say

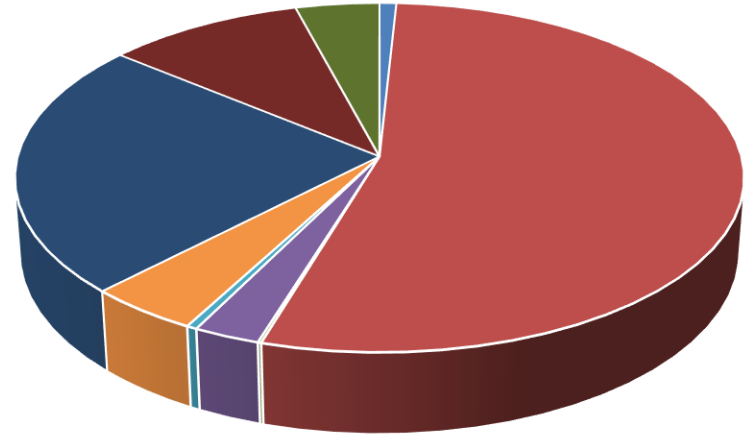
# Equality monitoring

## Respondents by sexual orientation



- Bisexual
- Heterosexual/straight
- Prefer not to say
- Gay
- Lesbian
- Other

## Respondents by religion



- Buddhism
- Hinduism
- Judaism
- No religion
- Other
- Christianity
- Islam
- Atheism
- Prefer not to say

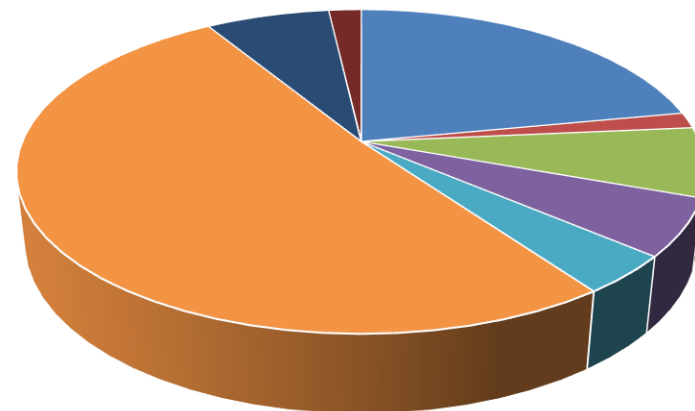


# Equality monitoring

## Respondents by ethnicity

Ethnicity	No.	Ethnicity	No.
Asian or Asian British - Indian	16	White British / English / Northern Irish / Scottish / Welsh	622
Asian or Asian British - Pakistani	6	White Gypsy or Irish Traveller	1
Asian or Asian British - other	5	White Irish	12
Black or Black British - other	1	White other	15
Mixed Asian and White	3	Other - Arab	1
Mixed Black African and White	1	Other	6
Mixed Black Caribbean and White	2	Prefer not to say	28
Mixed other	5		

## Respondents by disability



- Long term illness / health condition
- Learning disability / difficulty
- Mental health condition
- Physical impairment
- Sensory impairment
- None of the above
- Prefer not to say
- Other

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# Healthwatch Together Roadshow Engagement Findings



Blackburn with Darwen,  
Blackpool, Cumbria and  
Lancashire working  
in partnership

# Healthwatch Together (HWT) Roadshow Findings Summary

TOTAL NUMBER OF PEOPLE ENGAGED WITH = 346

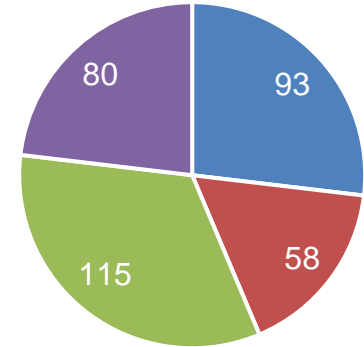
- 13 Focus Groups, total of 163 participants

Focus Group Demographics:		
3 – Young people groups	2 – Adults with Learning Disabilities and Autism groups	2 – Refugee support groups
1 – Men group	1 – Carers group	1 – South Asian Women group
1 – Mental health group	1 – Deaf Group	1 – New and expecting mothers group

- 183 more people engaged with via 8 pop up events

Pop up events held:	
Burnley, St James Street	Lancaster Museum Square
St Georges Centre, Preston	Blackpool
Darwen Health Centre	Blackburn Library
Barrow-in-Furness Market	Ulverston Market

Our respondents



- Blackpool
- Blackburn with Darwen
- Lancashire
- South Cumbria

# HWT Roadshow Findings Summary continued...

## The draft priorities – Overall Ranking

HWT asked all participants what they believed to be the most important priority, below is a table showing the ranking of the priorities based on the feedback from all 346 respondents.

Priority	Overall rank
<b>Living well:</b> Preventing ill health and tackling health inequalities	1
<b>Starting well:</b> Supporting children and their families in the first 1000 days of a child's life	2
<b>Ageing well:</b> High quality care that supports people to stay well in their own home	3
<b>Living well:</b> Supporting people into employment and staying in work	4
<b>Dying well:</b> Supporting people to choose their preferred place of death and that they and their families receive holistic support	5
<b>Living well:</b> Large scale organisations' role in social and economic development	6

# Focus Group Findings

## KEY FINDINGS

- Increase support for mental health and wellbeing
- Improve communication and sharing of resources
- Increase accessibility of care (reduce inequalities)

### Young People

- Health inequalities - support for mental health and wellbeing
- Support people into employment - want help to gain qualifications and to prepare for work
- Support families – tackling childhood obesity and pregnancy smoking

### Adults with Learning Disabilities and Autism

- Health inequalities - Want an increase in support for those living with these conditions (LD and Autism)
- Provide care so people can stay in their own homes - increase access to social care and support those living in social isolation

### Refugees

- Support families – reducing inequalities to accessing care & improve communication/sharing of resources

### Men

- Health inequalities - support for mental health and wellbeing

### Carers

- Health inequalities - support for mental health and wellbeing
- More support for unpaid carers

### South Asian Women

- Health inequalities – reduce inequalities in accessing care

### People with mental health conditions

- Improve communication/sharing of resources (both between services and to increase access to care)

### Deaf individuals

- High quality care - Improved communication to access care and support

### New and expecting mothers

- Provide more support to families

# General Engagement Findings

Ranking of priorities and the corresponding issue that participants from pop up events considered to be in need of being most urgently addressed:

Priority	Overall rank	Issue which most urgently needs addressing
<b>Living well:</b> Preventing ill health and tackling health inequalities	1	Supporting mental health and wellbeing and reducing suicide rates
<b>Ageing well:</b> High quality care that supports people to stay well in their own home	2	Support for people living with loneliness and social isolation
<b>Starting well:</b> Supporting children and their families in the first 1000 days of a child's life	3	Supporting children living in poverty
<b>Dying well:</b> Supporting people to choose their preferred place of death and that they and their families receive holistic support	4	Signposting to support available for people who are dying and their families
<b>Living well:</b> Supporting people into employment and staying in work	5	Help for those living in food or fuel poverty
<b>Living well:</b> Large scale organisations' role in social and economic development	6	Moving to a culture of employing people from, and investing in, the local community

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# What would people like to add regarding the 6 proposed priorities?

- More joined up approach by services
- Focus on mental health (awareness, stigma reducing, staff training)
- Equal opportunities to access health and social care
- Patients to receive the right support at the right time (accessibility and communication)
- Impact of the cost of living (including, prescriptions, transport and parking)
- Reduced pressure on Emergency Departments

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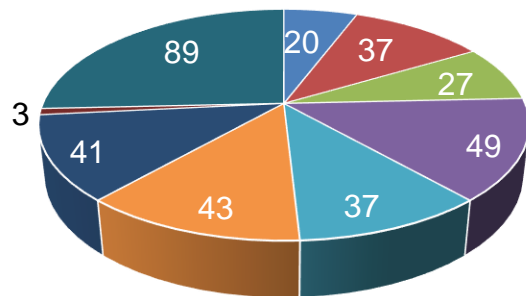
# What improvements would people like to see, based on the 6 proposed priorities?

- Better communication and sharing of information
  - between services
  - with patients
  - about available support
- Financial support (i.e. prescriptions, parking and transport, a real living wage)
- Reduced waiting lists
- Increased access to GPs and Dental services (including, more face to face appointments)
- Equal access to health services and resources for all (i.e. British Sign Language)



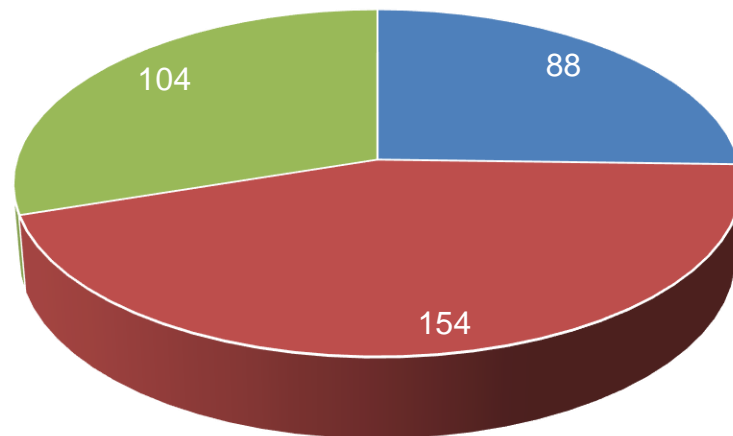
# Equality monitoring

## Respondents by age



- 0-18
- 19-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80-89
- 90-99
- 100+
- Prefer not to say

## Respondents by sex



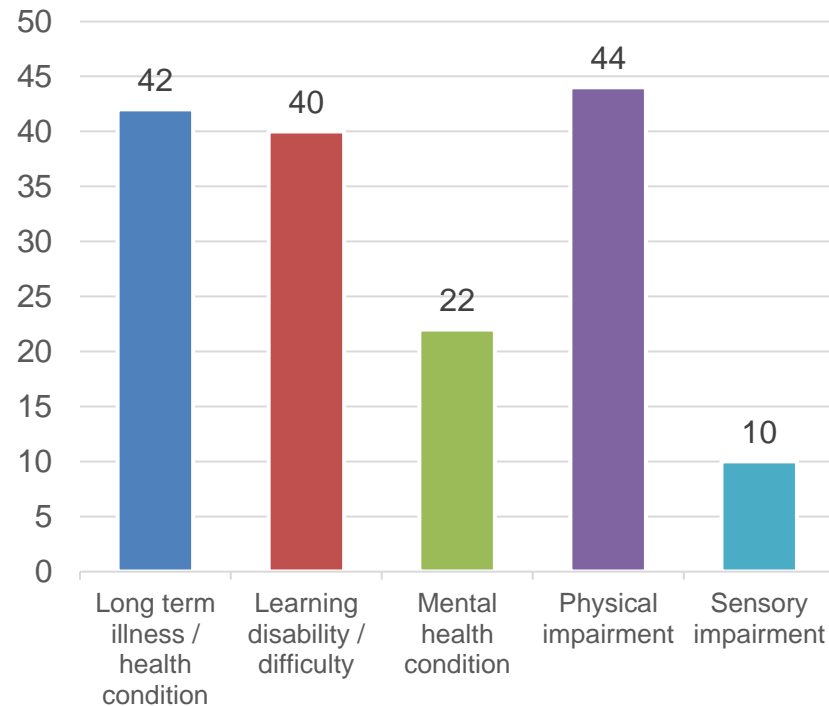
- Male
- Female
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# Equality monitoring

## Respondents by ethnicity

Ethnicity	No.	Ethnicity	No.
Asian or Asian British - Indian	15	White British / English / Northern Irish / Scottish / Welsh	166
Asian or Asian British - Pakistani	21	White Irish	1
Asian or Asian British - Chinese	1	Mixed other	8
Asian or Asian British - other	9	Arab	1
Black or Black British - other	2	Other	16
		Prefer not to say	106

## Respondents disabilities





# Lancashire and South Cumbria

Integrated Care Partnership

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**Web** [healthierlsc.co.uk](http://healthierlsc.co.uk) | **Facebook** @HealthierLSC | **Twitter** @HealthierLSC