

Healthwatch Southend - Observations from NHS Long Term Plan Survey Engagement

- Residents were not familiar with what NHS LTP meant and where it had come from – Local Authority/NHS?’
- Lots of support needed to carry out Survey with participants – time consuming activity/lengthy process to explain context
- More Women than Men willing take part in Survey.
- Negative comments from participants about how questions were devised e.g. ‘Making joint decision about your care is’...Very Important, Important, Not important – multiple-choice answers do not fit all responses. As individuals are more likely choose ‘Very’ Important as an option.
- Anecdotal responses mostly mentioned barriers accessing GP services. Travel implications between Basildon, Chelmsford & Southend.
- Older population not happy with advent of digital services but, younger population were keen to have more digital access e.g. online consultations
- Participants were concerned that some of the proposals had already been implemented E.g. Out of Hours GP services not available in all areas, Repeat Prescription Process differs Practice to practice. Services have already cut in Southend Hospital – fewer appointments, longer referral times.
- Participants understood alleviating current pressures, but some viewed it as reduction of services in some cases thought it cost-cutting exercise.
- Participants would like to see more information about what the changes look like in more detail – out of 28 Surgeries, what are the expectations that improved offer provides equitable services.

Therefore, HWS will now engage as many local groups and residents as possible to explain background and raise profile of changes to local services, the Mid & South Essex Health & Care Strategy and Healthwatch offer to residents. Additional information will be available in range of formats e.g. additional languages, easy-read for LD, social media and face-to-face group presentations to be adapted to optimize understanding and participation. Mailshot of LTP Essex Wide Report to Care Homes, Libraries and Primary Care Settings.

Following completion of survey, HWS met with Claire Hankey (Director of Comms & Engagement STP) to look at how specific responses from the LTP Survey would inform STP/MSE 5 Year Strategy. Draft Strategy circulated - final publish date to be confirmed by STP.