

# NHS Long Term Plan Event

Greenhill Manor Residents Association, 20<sup>th</sup> May 2019



Shaping the future of our NHS in Harrow

“A lack of adequate respite care - my daughter has cerebral palsy and I haven’t had respite for two years.

I have no confidence in our social worker and don’t know where to go, to get help.”

Harrow resident and service user

## **What is the NHS Long Term Plan?**

With growing pressure on the NHS - people living longer, more people living with long-term conditions, lifestyle choices affecting people's health - changes are needed to make sure everybody gets the support they need.

The Government is investing an extra £20 billion a year in the NHS. The NHS has produced a 'Long Term Plan' setting out the things it wants health services to do better for people across the country.

This includes making it easier to access support closer to home and via technology, doing more to help people stay well, and providing better support for people with long-term health conditions.

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Whilst the national plan has set some clear goals, it's up to local areas to decide how they're achieved - that means engaging with local people and listening to their experiences and expectations of current and future services.

Healthwatch Harrow, alongside the network of 152 Healthwatch organisations has collected local views on the Long Term Plan through surveys, focus groups and events between April and May 2019, to give tens of thousands of people the opportunity to help local hospitals, GP surgeries and community services hear about the changes people would like to see.

We visited the Greenhill Manor Residents Association on Monday 20<sup>th</sup> May, and heard from 22 people. Attendees were aged between 30 - 80 years, and of various ethnicities including White, Asian and Irish.

### **Experience of Services**

At table discussions, we asked people 'what works, what doesn't work, and what could easily be improved'?

### **What Matters**

We then asked people what matters most to them and recorded experiences around prevention and early intervention, assessment, diagnosis and treatment, and ongoing care and support.

### **Communication**

We also asked people how communication and engagement across services could be improved.

This report records their views.

## 1. What works well, and what could work better?

Generally we asked people what they feel works well and what could work better.

### 1.1 What works well?

People are generally complimentary about a broad range of services:

*“111 works really well.”*

*“Referred to Watford General to get a quick appointment as couldn’t get one in time in Northwick Park Hospital - Watford were very good.”*

Some people cite inconsistencies in GP services:

*“Access to GP surgeries mixed - not consistent across the borough.”*

### 1.2 What could work better?

Some people said the lack of funding and provision of services has resulted in a lack of support, for service users, families and carers:

*“Provision / funding of ongoing community services - e.g. falls prevention - not enough funding or services once the person has had the initial support through the programme.”*

*“Community services not sufficient to meet needs.”*

*“Social Care Services - lack of adequate respite care - one parent hadn’t had respite care for 2 years, her daughter has cerebral palsy, no confidence in the social worker - doesn’t know where to go to get help. Support in Brent where she previously lived was much better.”*

Again, inconsistencies in GP services are noted.

*“Inconsistency across GP surgeries, some it is easy to get an appointment in others extremely difficult - why is there such inconsistency?”*

## 2. What could easily be improved?

We asked people to consider what could be improved ‘easily’.

### 2.1 What could easily be improved?

Suggestions of ‘quick wins’ include improved communication and information:

*“Communication - ensure people are aware of services available e.g. out of hours appointments.”*

*“Education people to know when to go to the GP rather than A&E - includes making it easier to see the GP.”*

## 2.1 What could easily be improved? (continued)

People would also like greater levels of learning across boundaries, and again a more consistent GP service on the whole:

*“Learn from other counties, i.e. why can Watford General provide a better service than Northwick Park”.*

*“Consistency - GP surgeries all providing the same services in a similar way to the same quality.”*

## 3. Experiences - From Prevention to Ongoing Care

We talked about various aspects around prevention and early intervention, assessment, diagnosis and treatment, and ongoing care and support.

### 3.1 What matters to you, what were your experiences?

Generally, people like to see someone who knows them, but if urgent would be happy to see a professional quickly even if not known. It is ‘more important to get an appointment at a time that suits’.

The following comments were also made:

*“Better community services to meet ongoing needs once initial programme of support has finished.”*

*“Clear, up to date and easy to understand communication is important.”*

*“Supportive of the NHS long term plan but felt community services needed to be funded / developed otherwise the plan will not work.”*

## Distribution and Comment

This report is available to the general public, and is shared with our statutory and community partners. If you have any comments on this report or wish to share your views and experiences, please contact us.

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“I was referred to Watford General, got a quick appointment and good service!”

Harrow resident and service user