



Co-design Event on 7-day Community Services

Event Report Summary

What the event was about

This event was held as part of collaborative engagement activity focusing on urgent and emergency care services in North London. This work is part of the North London Partners Sustainability and Transformation partnership. Their aim is to work together to help people to be, stay or regain good health and wellbeing. This includes having urgent and emergency care that is consistent and reliable, accessible to the public, easy to navigate, inspires confidence, promotes consistent standards in clinical practice and leads to a reduction in variation of patient outcomes.

To help achieve this, we need 7-day community services, so that people can be helped to live well at home, to stay out of hospital, and to get out of hospital faster.

Local Healthwatch across the five boroughs in North London (Barnet, Camden, Enfield, Haringey, Islington) have been working together to support local people's engagement in the urgent and emergency care programme.

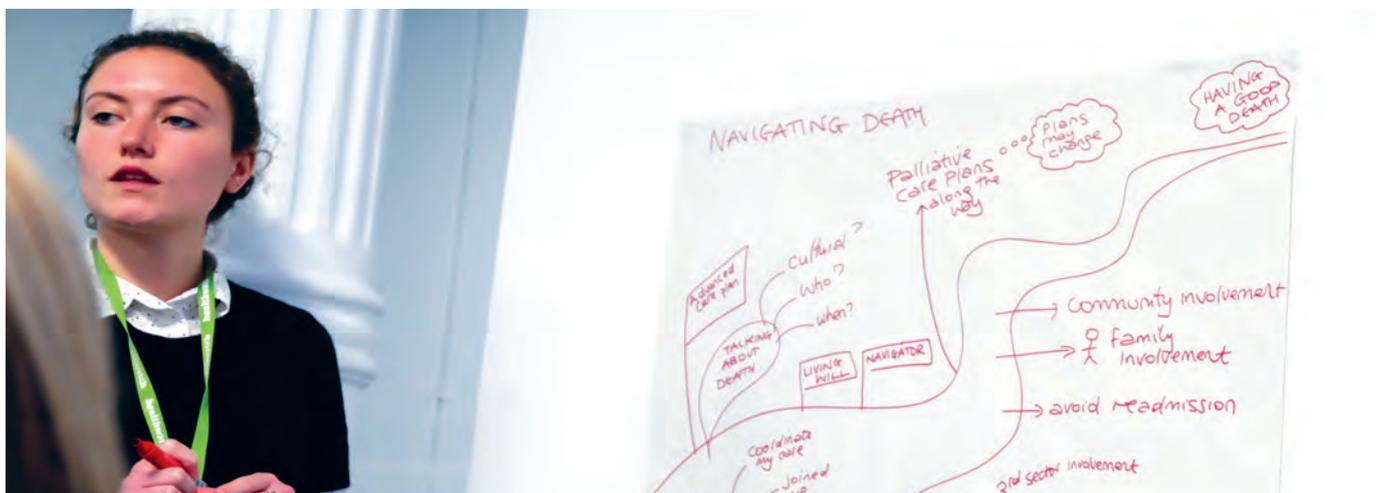
The main focus points of the event were:

- What have we got now?
- How well does it work?
- What do we need to do better?
- What do we need to add
- How can we work together to get there?

What happened at the event

The event was attended by 57 people, a mix of residents, patient representatives, voluntary sector, providers, commissioners and Healthwatch. The day began with some scene setting, hearing stories collected during our engagement, and a presentation on the aims of the urgent and emergency care programme. The main output of the day was mapping current experience and developing the ideas and actions we need for the future. The main tasks for the day were carried out on six tables addressing three service areas.

Dozens of ideas, experiences, challenges, as well as immeasurable passion, were shared. 'World Café rules of engagement', i.e. go where the mood takes you were used. Each table mapped, recorded, discussed, had difference and consensus.



Key themes

Some themes recurred in all discussion groups:

- Access to information for everybody, the patient, carer, family, staff, between professionals and between medical staff and patients.
- Education about use and navigation around services.
- Treating the whole person, using empathy and respect (various training needs were identified relating to this).
- Clarifying accountability and individuals taking responsibility within the system, not passing the buck.
- Differences in services across boroughs, which changed and influenced views of the map.
- Shifting resources from acute to community and primary care, and developing a workforce that can move between them.
- Changing protocols so that people can work with the system not despite the system.
- IT that works and supports people to do the job.

Follow up

The day created a series of action points for different strands of work in the programme (admissions avoidance, simplified discharge, last phase of life). The next step will be for programme staff and the programme's Citizens' Reference Group (local people who meet to advise on and scrutinise the way the programme is developing) to turn the action points from the day into a plan. The Citizens' Reference Group will monitor the implementation of the plan.

Further information

More about the North London Sustainability and Transformation Partnership can be found on their website: www.northlondonpartners.org.uk

More about the engagement work on the urgent and emergency care programme can be obtained from Healthwatch Camden, www.healthwatchcamden.co.uk or by email - info@healthwatchcamden.co.uk





About this report

This report and the research which informed its findings was done as part of a programme of engagement on the North London Partners Urgent and Emergency Care programme.

North London Partners is the sustainability and transformation partnership for North London, formed of health and care organisations from the five London boroughs of Barnet, Camden, Enfield, Haringey and Islington.

The five local Healthwatch in the North London area are collaborating to promote citizen engagement in the work of the partnership. This includes an extensive programme of engagement on Urgent and Emergency Care, led by Healthwatch Camden.