

Transforming Health and Care in North Lincolnshire

STP Cross Sector Event 'Transforming Health and Care in North Lincolnshire'

20th July 2017 Westcliff Community Centre

NOTES ON POSTCARDS

'What 2 things would we say are most important for taking Collaboration Forwards'

- Improved communication between all sectors
- Better links between commissioners in the voluntary sector
- Sharing information, networking as much as possible, we all need to know what each of us can offer, service wise.
- Open communication, keep talking who can do what, for whom and how.
- Communication
- Together we can deliver
- Come and spend a day working in V/C
- Speak with us
- Good clear communication
- Opportunities to Network and share services, information, ideas, presentations
- Successful Collaboration:
- Trust and honesty
- Clearly defined roles and objectives
- Good communication channels
- Equal responsibilities and powers
- Local Market Intelligence
- Effective communication and listening to the views of those frontline and not assuming that higher up know what works/doesn't work
- Avoiding quick/impulsive changes without communicating/planning the impact and outcome of that decision – when it is then too late to go back/adapt.
- Ensure voluntary organisation have the ongoing funding/support to maintain their functioning.
- Resistant to change will slow down this process.
- Willingness to share information, be open to moving forward; new ideas and be open to change.
- Be less "protective" and closed of own service.
- Take on feedback whether positive or otherwise and build on this with others.
- Support throughout changes
- Staff consideration
- Return of simple helpfulness!
- Be a creation of change, not a follower of trends.
- Encourage/involve private sector mental health service providers to shorten waiting lists!

- I would like the community to have a say on how money is spent on health provision or make plans more transparent and easy to access to the public.
- “NICE” Are the guidelines holding up collaboration with volunteer services?
- Total Honesty
- Service Apps
- Funding so volunteers are paid to prevent “modern slaves.”
- Start from a point of positivity/can do rather than negativity/why should we work with you
- Playing fair – it’s for the good of the community – we are all in it together.
- Trust in each other working together – united goals.
- Taking the voices of the community – people who need help and letting these voices be heard to transform and help the services help people!
- Meaningful collaboration not after the event consultation
- Clarity of “commissioning currency” and build it in at beginning/renew of services.
- Endorse a wide range of voluntary sector organisation that are delivering services in the community.
- How is this different from VANL? Isn’t this what VANL is???

QUESTIONS COMMENTS PARKING BAY

- Rural areas struggle with transport
- Transport for people to attend out of town activities
- Would you consider a return to dementia day centres?
- Age UK are services in Age UK going to continue and grow?
- What are your plans for funding dementia care in North Lincolnshire
- Lots of the outcomes we have heard this morning impact both on individuals and their communities. They sound self-explanatory – how do we convert these into currency which CCG commissioners can use?
- Where is the Age UK café?
- How are the CCG accountable to communities simply?
- Active Humber and Sport – how can you engage more isolated people in sport, eg young boys who have or had a MH problem in net football?

WHAT WE HAVE in North Lincs

- Hubs – lots of people don’t like them
- Shared commitment to H & WB
- Large range of provision of all sizes
- Enthusiasm/ knowledge
- LA who prefer to do “in house”
- Financially complex system
- Gaps in Service Provision

- Lots of VCSE groups – stand alone
- Don't communicate well yet.
- Network teams developing
- Lots of enthusiasm to work together
- Lots of provision/service providers – not always working together
- Market Intelligence (locally) but not always shared
- Silo working
- Lack of money or where the £ going
- Experience/willingness
- Some gaps
- Information
- Community
- Fractured Services

OUR NEEDS

- Information on what is available and what they provide
- Signposting
- Networks
- Up to date databases all for voluntary sector
- General directory of information for CCG
- Keep things simple
- Good communication
- Updated information
- Better integration of services – council and voluntary and NHS
- Faceworkers to be involved – not just managers
- Want a referral pathway
- Support MH service, gap in social services, difficult to access
- Lack of seamless transition
- Support
- More integration with social care
- Involve SS in dementia strategy
- How do we give people/carers right language to support people
- Dementia friendly community requires more effort, loss of Alzheimer's Society a huge impact.
- More Investment
- More support from LA
- Sharing skills, understanding skillset.
- One web based solution to directory of service – cross sector
- Social prescribing initiative to happen
- Need to improve working across the voluntary sector as well as with stat services etc
- To identify gaps
- A “go to” place for each network

- ERVAS (petty) - learn from
- To keep the conversations going
- Good communication across everyone
- Shared visions
- Power sharing
- Understanding how people want to be communicate with
- Find those groups/people who are already in the communities
- £INVESTMENT£
- Look at different/alternative provision
- More research into areas
- To be involved at all stages – early on.
- Need a voice/influence
- Trust
- Bring services together
- Holistic
- Update information services
- Update staff and volunteers on changes
- Individual needs – everyone is different

OPPORTUNITIES

- Look at transition between services, market better
- Commission outcomes – how can this best be done currency around commissioning
- Use other community venues
- Consider how we use our buildings/public estate/community estate
- Experience of securing external funding
- Technology fast developing
- To start some new relationships
- To influence “commissioning/tendering” activities/systems – simplify it
- Social prescribing to be part of hospital discharge
- LA and CCG able to look at ways of together supporting core activities of VCS
- Health and social care outcomes.
- To improve communications
- Address gaps
- Create Links
- Regular (quarterly) meetings
- Provision to address needs
- Redistributing resources according to need
- To develop a central place for all voluntary sector to engage with each other and staff services.
- Develop a framework and brand for joint working
- Empowering the community
- Working together sharing resources

- Merging of groups
- To shape statutory provision in a unique approach.
- Professional relationships
- Taking feedback from patients/service users
- Opportunity for better communications
- Rebuild relationships
- Opening Doors

Ends.