

CHOOSE WELL, STAY WELL, LIVE WELL

COMMUNITY ENGAGEMENT EVENT

Delegate Update – September 2019

This document is an update for people who attended the Northamptonshire Health and Care Partnership (NHCP) and Healthwatch Northamptonshire community engagement event in May 2019 – as well as those who have registered an interest in local NHCP engagement. Its purpose is to provide a summary of feedback from the event and the action being taken in response.

Big Ideas

What changes do people want to see?



The following suggestions for improvement were identified through our engagement activities across the following four priority areas identified in the NHS Long Term Plan: 'My Community', 'Mental Health', 'Ageing Well' and 'Breathing'

INFORMATION – GETTING THE BASICS RIGHT



Introduce a 'health and care passport' to improve the flow of personal information and make it easier for people to access the right care in the right place at the right time



Provide a single directory of local services, groups and activities to support health and care needs and available to all (not just online)



Co-ordinate care so patients can move seamlessly through and between services and make pathways easier to understand

COMMUNITY SUPPORT



Provide advice and support to guide individuals through their health and care journey and help them access and choose from a range of services. The role could be based on existing wellbeing navigators or community connectors



Build 'buddying' networks linking older people in good health with those in need for friendship as well as support



Develop community hubs providing information and signposting to local services - both face-to-face and on the telephone

CARERS



Improve support for carers, who often have health and care needs of their own, to relieve pressure on the health and care system. Commission a county-wide carer support service based in community hubs



Ensure the carer's voice is heard in making decisions about people's health and care

PERSONALISED CARE



Focus on the needs of the whole person to support them to stay well and live well – including physical and mental wellbeing and nutritional support



Develop personalised mental health care plans to empower individuals and prevent crisis situations



Provide mental health advocacy to aid access to health and non-health services

ENGAGEMENT



Continue to engage with service users and public to ensure they are involved with shaping improvements to local services



