

Croydon residents influence presentation of new Health and Care Plan

Press release: 23rd October 2019 - aligned with One Croydon announcement

- Croydon's Health and Care Plan was revised in response to feedback by the public. Healthwatch Croydon encouraged residents to express their views through the official survey in May, and an independent public event in June.
- Residents said they more measures of what success looks, additional background information, better communication of the changes, and more detail of how this related to other initiative taking place.
- Today's published plan now meets the expectations and more effectively answers questions that residents raised, but let's keep having these conversations as the plan gets delivered.

As the One Croydon Alliance publishes Croydon's Health and Care Plan today, so Healthwatch Croydon releases the feedback from residents on the discussion paper presented in May and our event in June. Healthwatch Croydon has helped residents ensure their views and questions influenced the final version of the Health and Care Plan, which is clearer to understand.

The One Croydon Alliance of health and social care providers have consulted the public on this plan since 2018. They held a number of activities to help develop the plan in its early stages including a full day event in November 2018. In May, they provided a draft discussion paper and encouraged residents to complete a survey. As Healthwatch Croydon, we supported this initiative but also ran an independent event to gain further insight to share with One Croydon.

There was general agreement with what was in it. No one suggested aspects were not relevant, however there were wide range of responses:

- **Measures of what success looks like and how there will be accountability.**
- **Case for change background information.**
- **How will this affect the individual and how long will it take?**
- **Different engagement approaches needed for different groups.**

- More clarity on some of the initiatives presented.
- More information on how this would fit with current initiatives taking place.

We made a number of suggestions to be considered:

- Objective clear measures of success and how these are accountable.
- A SWOT (strengths, weaknesses, opportunities and threats) analysis of health and social care services in Croydon to show more clearly the case for change.
- A communications strategy that focuses on individual perspectives and their expectations, showing the journey and timetable as well as destination.
- An engagement strategy to really work in communities, using Integrated Care Networks and Primary Care Networks and funding opportunities.
- A clearer explanation of some of the new initiatives and roles and how they work together in a way a lay-person will understand it.
- A clear explanation of how current initiatives outside this plan that are already underway or proposed relate to proposed actions that are within this plan.

This was recognised publicly at the NHS Croydon Clinical Commissioning Group meeting in July, when points raised from our event were responded to and confirmation that they would be considered was made. Today, Healthwatch Croydon can release the findings of that public meeting along with notes from the meeting in public agenda, so residents can see the impact they have had. Healthwatch Croydon also has been consulted at further stages before publication, having influence as an independent organisation from the process.

Edwina Morris, Healthwatch Croydon Chair: “We very much welcome the publication of this new plan which demonstrates the shared vision and partnership approach of all those involved to improve health and wellbeing in Croydon. In devising this plan, it has been important to involve the people of Croydon, giving them opportunities to share their experiences and their views. By working together with Healthwatch Croydon and other local organisations, One Croydon’s partners have shown their commitment to this to ensure that patient experience

helps shape services. As the plan published today develops into detailed reality, the conversations with residents need to continue, to ensure their voices are heard, and so it is good to know that plans for further patient involvement are being prepared.”

Dr Agnelo Fernandes, Clinical Chair, NHS Croydon CCG: “The vision outlined in the Croydon Health and Care Plan is simple: we know we must all work together to support local people to stay well and have access to the right services, when and where they need them. Central to this is our commitment that the views of local people will influence local services - and we continue to engage with residents, local communities and their representatives across the borough to make this a reality. Healthwatch Croydon are a key partner to make sure that what local people have told us stays at the centre of our joint health and care plan for the borough.”

Full responses from can viewed at www.healthwatchcroydon.co.uk/our-reports

You can view the new Health and Care Plan at: <https://www.croydonccg.nhs.uk/news-publications/Documents/Croydon%20Health%20and%20Care%20Place%20Plan%20summary%20doc.pdf>

Editor’s notes

Healthwatch Croydon is here to improve the experience that Croydon people have when they need to use health and social care services. We believe that the best way to do this is by listening to patients and service users.

There is a local Healthwatch in every local authority area in England.

Our role is to make sure that that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

We are a statutory body - this means that we have a legal status to exist within the Health and Social Care Act 2012. This means decision-makers should listen to us when we give them feedback and make suggestions.

For more information, please contact Mondays to Thursdays: Jeet Sandhu, Communicaitons Lead, 020 8663 5632 jeet.sandhu@healthwatchcroydon.co.uk

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The One Croydon Alliance is a partnership between the local NHS, Croydon Council and Age UK Croydon. Focused initially on improving the health and wellbeing of older people in the

borough, from April 2018, the Alliance will be extending its remit to consider the health needs of people of all ages in the borough.

Working together across the alliance, they want to join-up the services available to offer more coordinated support that will help look after peoples' physical and mental health and wellbeing.

The One Croydon Alliance partners are: Croydon Health Services NHS Trust, Croydon Clinical Commissioning Group, Croydon Council, the Croydon GP Collaborative, our mental health colleagues at South London and the Maudsley NHS Foundation Trust, and Age UK Croydon.