

Annex A: Public, patient, service user and carer feedback

The JSNA Stakeholder Engagement and Consultation Project group have collated a wide variety of qualitative material from across Leeds, including information collected from health organisations, the local authority, the voluntary, community and faith sector and Patient and Public Involvement Forums (PPIFs).

The initial emerging themes are outlined below. This has been grouped into the key areas where it is suggested the information is held:

- Health (including Leeds PCT, Leeds Teaching Hospitals Trust and Leeds Partnerships Foundation Trust)
- Local Involvement Network (LINK) Preparatory Group (incorporating the work of the previous PPIFs)
- Voluntary, community and faith sector (mainly focusing on the members of the Leeds Voice health forum)
- Leeds Strategic Plan (which highlights a number of cross cutting themes from across the local authority).

Based on the information received, a subjective approach needed to be taken to make an initial analysis. Further work will need to be developed for future years to identify a more robust and methodical approach to analysing this feedback.

Health

Health themes have predominantly come from patient surveys and public perception surveys. These are:

- commissioning of primary care services (in particular more NHS dentistry and GP out of hours)
- the top conditions that people say are important – heart-related diseases, arthritis, asthma and depression.
- the need to recruit more clinical staff (GPs and nurses)
- the most important services for people – heart failure clinics and child health services.

On skimming the results from this years patient survey, the PCT scored quite low on the question 'In the last 12 months, have you been asked by someone at your GP practice/health centre about how much alcohol you drink?'

Local Involvement Network (LiNK) Preparatory group

Themes identified through LiNK were existing priorities developed by the previous PPIFs. Further work in future years will be necessary to secure LiNK's contribution in informing the themes for the JSNA process.

PPIF priorities were:

- access to out of hours and urgent healthcare
- patient medication reviews for older people
- oral health
- access to primary care services for deaf and hard of hearing people.

After meeting with LiNK to discuss key priorities, the points above were confirmed as still relevant along with others that have already been raised from other areas. Four other themes were identified as current issues:

- quality of maternity services, particularly following the Healthcare Commission survey for 2007–08
- discharge from hospital, especially lack of care packages and poor communication between organisations
- accessible information for people with literacy problems
- access to services and information for vulnerable groups and BME communities.

Voluntary, community and faith sector (VCFS)

Some emerging themes coming from the VCFS have been developed by a sub-group of the Leeds Voice Health Forum.

This section has been based on the current collated research done across Leeds highlighting a few key areas. This will be developed to give a more comprehensive picture.

- Accessible information on health came out strongly as important to a number of groups – including ensuring that information is available in formats that are easy to read, in appropriate languages and readily available.
- Mental health and support for people and communities suffering from emotional distress was highlighted in a number of areas.
- The quality and attitude of health service staff was highlighted, including the need for services to be culturally 'competent'.
- Transport to and from health services was seen as a big issue.

Leeds Strategic Plan

Finally, the themes developed from consultation on the Leeds Strategic Plan focusing on health and wellbeing were taken into account. These were broad-ranging and covered all areas of the city and communities of interest.

The top priorities following the outcome of the consultation were:

- Priority 27 – Reduce obesity and raise physical activity for all
- Priority 29 – Promote emotional wellbeing for all
- Priority 32 – Increase the proportion of vulnerable adults helped to live at home.

It was identified that further work needs to be done to support a couple of key areas which were not highlighted in the plan's priorities:

- the need for more priorities that promote healthy lifestyles
- the need for more recognition and support for people with mental health issues.

Children and young people

Following the Joint Area Review a number of themes have been identified through engagement processes which impact on the health and wellbeing of children and young people. The main themes are:

- access to services for adolescent mental health and emotional wellbeing
- child poverty
- impact of domestic violence
- substance misuse.

Some of this is reinforced by young people themselves, in particular through the national Tellus2 survey and the local Every Child Matters (ECM) survey which identified that one in four children and young people want more information, particularly on drugs, sex and emotional health. The surveys also highlighted that exams, friendships and family were the most commonly cited worries and so impact on the emotional wellbeing of children and young people.