

HCP Strategy survey – March 2023

Summary of feedback



You said, we listened

The following is a summary of how we have used your feedback to shape our strategy and future work

Research method

Research Method	Sample Size
Online quantitative survey (collected via landing page and via panel provider)	379

Strategy document

We have simplified the document to make it shorter and easy to read including a summary document with links out to a revised glossary of acronyms. Also included are links to the other core documents the strategy refers to.

"The entire document is aimed at professional staff and contains far too many instances of "management speak" which will confuse the general public e.g. what does "at scale" mean? Some paragraphs are confusing to read and lack clarity. Definitions are too far into the document and need to be moved to the front to prepare the reader before they arrive at the phrase."

Male, 65+, Warrington

"Honestly these priorities are very broad, and take in pretty much everything. Is there a danger that focuses are spread too widely, therefore nothing will improve? Or are you figuring that with so much breadth, you're bound to achieve something? Much of it is just what you would expect from a health service anyway - timely access to appropriate healthcare for everyone. Surely that's the purpose of the NHS, I'm not sure why it needs projects and money spent on getting to that decision. Too many committees and strategies."

Female, 35-54, Cheshire East

We acknowledge the priorities are broad and we will restructure any future versions of the strategy to narrow down the core priorities focusing on what we can work on together.

How will it work?

We will realign the strategy to the 'All together fairer' report and our Joint Forward Plan will echo this. This will be more focused across the whole health and care system and will include a more detailed plan to explain actions.

"There are many aspirations and common sense approach and many generic statements but very little of exactly how/who and most importantly when targets etc will be achieved."

Male, 65+, Cheshire West

"The document is full of high-minded slogans and phrases that no one could disagree with. Similarly with priorities. What is missed out is the HOW. What is the roadmap? How are these things to be achieved?"

Female, 65+, St Helens

In addition, we have had a full review of our reporting routes and have identified how each programme of work will report back to board level via a variety of expert sub committees.

Changes we have made

Complex needs – there is a link from the summary to the content in the main plan and there is a strong commitment to carers.

Learning Disability, Learning Difficulty and Autism – there is a link from the summary to the content in the main plan and additional work is underway to ensure this agenda is addressed.

Equalities - this is a very strong theme already included in the main document – this will be enhanced by aligning the plan with the ‘Altogether Fairer’ document. This alignment will help us to achieve equity in all policies. We have the opportunity to strive for equity in education, employment, access to green space, etc. in the knowledge that achieving equity there will bring equity in health.

Primary Care – access is a core theme and whole focus is improving access to services.

Changes we have made or are making

Dental - The responsibility for commissioning Dental Health services transferred to the ICB from April 2023 and further work is underway to review services and improve access

Mental Health – this is a core programme in both the Health Care partnership Strategy and the Joint Forward plan there are key actions in relation to improving access. There is additional work taking place around Children and Young Peoples Mental Health the current CYP Mental Health Transformation Plan is being refreshed and will be co-produced with CYP the families and carers

Patient Records – there is significant work underway around digital and data a key focus of this work is around improving shared care and example being around making sure the Share2Care platform is available in all NHS and Local Authority Adult Social Care providers, enabling sharing of a core set of health and care data across the whole health and care system by March 2024

Autism – again Learning Disability and Autism is an integrated element in the HCP and JFP and additional learning has been taken from the Learning from Deaths (LeDeR) reports with emphasis made in the strategy document.

Voluntary sector – there is a strong section where we commit to invest in the voluntary and faith sectors.

Green Spaces and Social Value - this is included in the main content and describes how we will address some of these areas.