

NHS Long Term Plan

Engaging the health and care staff, patients, the public and other stakeholders to inform the South Yorkshire and Bassetlaw response to the Plan

1. Introduction

In June 2018, the Prime Minister announced a new five-year funding settlement for the NHS, a 3.4 per cent average real-terms annual increase in NHS England's budget between 2019/20 and 2023/24 (a £20.5 billion increase over the period). To access the funding, national NHS bodies were asked to develop a long-term plan for the service. The resulting document, the NHS long-term plan, was published on 7 January 2019.

It builds on the policy in the NHS five year forward view which explained the need to integrate care to meet the needs of a changing population. This was followed by other strategies, covering general practice, cancer, mental health and maternity services, while the new models of care outlined in the Forward View have been rolled out through a programme.

The NHS Long Term Plan sets out the requirement for Integrated Care Systems to work together with local partners to develop their local response by producing an ICS five-year strategic plan by the Autumn of 2019. As an essential part of this process, wide engagement with health and care staff, patients, the public and other stakeholders across South Yorkshire and Bassetlaw needs to take place.

This paper provides the detail around engaging with the many audiences across South Yorkshire and Bassetlaw Integrated Care System to determine what the NHS Long Term Plan means for them and to co-design the most effective ways to put the commitments into practice locally.

The engagement plan builds on the many conversations that continually take place in each of our Places (Barnsley, Bassetlaw, Doncaster, Rotherham and Sheffield) around local planning and commissioning of services and also the conversation we had with the public about their views on the SYB Sustainability and Transformation Plan (in response to the Five Year Forward View) in 2016.

Feedback from the wide engagement exercise will be collated, analysed and reported back to ICS partners to inform the South Yorkshire and Bassetlaw ICS Five Year Plan, expected to be published in the Autumn.

2. The role of communications and engagement teams

The ICS is expected to take the lead in ensuring that communications and engagement staff from all the organisations involved in the local system are involved in delivering the activity. We will support teams in local organisations with materials, to conduct conversations and to ensure we are co-ordinating resources.

Engagement will take place working with and across our communications, engagement and patient experience colleagues in all the partner organisations within SYB ICS. We have an important role in:

- Informing health and care staff in particular, as well as patients, members of the public and other stakeholders, about the ambitions the Long Term Plan sets out, as well as the process by which we will translate it into local action.
- Involving all relevant stakeholders in thinking about how local services should adapt to implement the improvements and ambitions set out in the plan, and co-producing the resulting system-wide strategies.
- Influencing debate by making the case for change, articulating the benefits and implications of how our services and others across our local health system will change once local strategies are developed and put into action.

Communications partners within the ICS are best placed to decide how they can best support the operational objectives of their organisations, including adapting 'business as usual' activity and aligning messaging on the Plan with their existing narratives to ensure that it makes sense in a local context. A pack of core materials to support partners to have conversations has been developed, it includes: Web copy for partners' websites, copy for partners' staff and public bulletins, social media assets, focus group scripts, press release, key messages document and flyers for the regional public event.

To support the work, NHS England is investing nationally in local Healthwatches and the Health and Wellbeing Alliance to provide extra capacity to support additional engagement with the local public, and in particular seldom heard groups, to that which partners are expected to deliver.

3. Target Audiences

The engagement focuses on four areas:

- Local communities
- Health and care staff
- Local government
- Governors, non-executives and lay members

3.1. Involving people and communities in taking forward the NHS Long Term Plan

We have used the NHS England framework for 'what good engagement for Integrated Care Systems looks like' to shape our approach with patient and community engagement.

The action plan below has been compiled with our stakeholders for engagement across our system, based on the framework. It endeavours to bring together online and face to face/ paper-based opportunities as well as broader opportunities for anyone who would like to have their say to get involved, and more targeted engagement with seldom heard communities.

3.2. Involving health and care staff and clinicians

We want staff across the whole system have an opportunity to influence and be part of changes to our health and care service. To be engaged, they need to feel empowered, involved in decisions and able to act as leaders and ambassadors for change. It is also important that they have an understanding about what those proposals are and how they will impact them and their ways of working.

We want to ensure all staff have a chance to be involved in conversations, from hospital doctors, GPs, allied health professionals, nurses, local authority and social care staff, finance managers, administrative staff and the third sector as well as those who have a role to play in planning, commissioning or delivering services.

We are not starting engagement with staff from scratch. Partners have been setting out and discussing the impact of the Five Year Forward View and Long Term Plan with their teams. Many areas have already made good progress in engaging and involving staff in changes to health and care services locally, but we acknowledge that this is a challenging area of work.

We will use the NHS England framework to help take this forward.

Our partners are already well advanced in many of these areas and so we will work together to identify system wide opportunities. Work is already underway with clinicians to strengthen multi-professional engagement and the action planning from this work will inform our approach.

3.3. Involving local government

Our local government partners are connected with work that is developing in the emerging partnerships in Barnsley, Bassetlaw, Doncaster, Rotherham and Sheffield. We will work with our partnerships to have conversations about the Plan with:

- Health and Wellbeing Boards
- Council Executives
- Health Overview and Scrutiny Committees (HOSC), including the Joint HOSC

We are also working with our local authority partners to shape proposals for partnership working and to identify a number of strategic priorities which would benefit from system collaboration. We will tailor our system wide approach following these discussions.

3.4. Working with Foundation Trust governors, non-executives and lay members

These key stakeholder groups are involved in the development of and decision-making connected to strategic planning and we will engage with them via established organisational routes as well system wide arrangements and events.

4. Key Messages

- The NHS is changing and it needs your help. As medicine advances, health needs change and society develops, we have to continually move forward so that our services are the best they can possibly be, now and in the future.
- Nationally, the NHS published a document called the Long Term Plan which advises how we can do just that. The plan sets out how services will develop over the coming years to improve people's health and wellbeing. It aims to give everyone the best start in life; deliver world-class care for major health problems, such as cancer and heart disease, and help people age well.
- Organisations responsible for health and care services in South Yorkshire and Bassetlaw are working together in new and more joined up ways to deliver the best health and care for patients, in a partnership called the South Yorkshire and Bassetlaw Integrated Care System (SYB ICS).
- Following the publication of the Long Term Plan, SYB ICS wants to know how you think we can better support the health and wellbeing of people of Barnsley, Bassetlaw, Doncaster, Rotherham and Sheffield to help develop a South Yorkshire and Bassetlaw five year plan.
- We have an opportunity to work together better to deliver the best care for patients – wrapping support, care and services around people as individuals, removing organisational barriers and putting the needs of people and patients first.
- You can take part in our survey to give your views: <https://www.healthandcaretogethersyb.co.uk/get-involved/supporting-development-south-yorkshire-bassetlaw-5-year-plan>
- Your local Healthwatch is also gathering opinions for us so you may have seen and contributed to their survey (in which case there's no need to do both)
- You can attend one of our regional events taking place on Thursday 6 June at 10.30am or 5.30pm at The Source near Meadowhall. To find out more details about the event see the 'Current Events' tab on the Get Involved page <https://www.healthandcaretogethersyb.co.uk/get-involved/get-involved> or contact Eleri Fowler on 0114 305 1197.
- You can find out more about the NHS Long Term Plan here: <https://www.england.nhs.uk/long-term-plan/>

5. Action Planner

Date	Action	Audience	Notes inc promotion/ channel	Delivery organisation
January 2019	Doncaster partnership for carers	Carers in Doncaster	Early views in developing the joint health and social care commissioning strategy, aligned to key priorities from the Long Term Plan (LTP)	Doncaster CCG and Healthwatch
February 2019	Doncaster health ambassadors network	Doncaster health ambassadors	Early views in developing the joint health and social care commissioning strategy, aligned to key priorities from the Long Term Plan (LTP)	Doncaster CCG and Healthwatch
February 2019	Doncaster Patient Participation Group (PPG) network	Doncaster patients	Early views in developing the joint health and social care commissioning strategy, aligned to key priorities from the Long Term Plan (LTP)	Doncaster CCG and Healthwatch
February 2019	Doncaster College	Doncaster students	Early views in developing the joint health and social care commissioning strategy, aligned to key priorities from the Long Term Plan (LTP)	Doncaster CCG and Healthwatch
February	Bentley Library	People from	Early Long Term	Doncaster

		Bentley	Plan (LTP) conversation and taking more control over people's own health and wellbeing	Clinical Commissioning Group (CCG)
March	Rotherham Health and Wellbeing Board (HWBB)	Rotherham HWBB	Early LTP conversation	Rotherham CCG
March	Rotherham GP Professional, learning, training and commissioning event	Rotherham GPs	Early LTP conversation	Rotherham CCG
March	Rotherham Healthwatch Health and Wellbeing meeting	General patients/public in Rotherham	Early LTP conversation	Rotherham Healthwatch
15 March	Engagement with deaf community and Rotherfed	Deaf community in Rotherham	Promoting Healthwatch survey	Rotherham Healthwatch
19 March	Rotherham Parent Forum	Parents in Rotherham		Rotherham Healthwatch
20 March	Thurcroft Luncheon Club	Members of community in Thurcroft		Rotherham Healthwatch
20 March	Sheffield Children's Trust (SCT) Youth Forum	Young People (patients)		South Yorkshire and Bassetlaw (SYB) Integrated Care System (ICS) team
25 March	Healthwatch Survey Monkey	General patients/public	Online (inc social advertising) Healthwatch Networks	All SYB Healthwatches

W/c 25 March	Focus group crib sheet	N/A – to be tailored as appropriate to group meeting		SYB ICS team
W/c 25 March	Briefing sheet for Stakeholders (inc MPs/ Councillors etc)	MPs/ Health and Well Being Boards/ Overview and Scrutiny Committees (OSCs)		SYB ICS team to develop for CCG teams to deliver
26 March	Council members seminar	Rotherham Cllrs		Rotherham CCG
26 March to 2 April	Tag conversation into Mental Health System Perfect week – Doncaster and Bassetlaw	Patients and members of the public/users of mental health services	Social media – online survey and information via website. News release and links to mental health support detailed in NHS Long Term Plan.	Doncaster CCG/ Doncaster Healthwatch
27 March	Be Cancer Safe Event in Rotherham	Cancer survivors and general public in Rotherham		Rotherham Healthwatch
27 March	Crossroads Care group	Rotherham carers and people with care needs		Rotherham Healthwatch
1 April	Launch of new Doncaster CCG staff intranet	Doncaster CCG staff	Dedicated area on new staff intranet with links to Long Term Plan and how this will be delivered locally via the joint health and social care	Doncaster CCG

			commissioning strategy	
4 April	Lesbian Asylum Support Sheffield at Together Women Project	Young Lesbian, Gay Bisexual and Transgender (LGBT) Asylum seekers in Sheffield (includes some Black and Minority Ethnic communities)		SYB ICS Engagement Team
8 April	Barnsley Central library	Patients/ public in Barnsley	Encouraging people to fill in survey	Barnsley Healthwatch
12 April	Rotherham military veterans group	Military veterans from Rotherham		Rotherham Healthwatch
12 April	Deaf Futures meeting	Members of the deaf community in Rotherham		Rotherham Healthwatch
15 April	Barnsley Central library	Patients/ public in Barnsley	Encouraging people to fill in survey	Barnsley Healthwatch
18 April	Sheffield Family Voices	Black and Minority Ethnic (BME) women in Sheffield		SYB ICS Engagement Team
23 April	Firvale Women's Group	BME and Roma women in Sheffield		SYB ICS Engagement Team
23 April	Barnsley Chief Nurse to attend Overview and Scrutiny Committee/ CCG Liaison Meeting	Barnsley Overview and Scrutiny Committee	ICS Briefing sheet for Stakeholders	Barnsley CCG
23 April	Walderslade surgery, Hoyland	Patients/ public in Barnsley	Encouraging people to fill in	Barnsley Healthwatch

			survey	
23 April	Mapplewell library	Patients/ public in Barnsley	Encouraging people to fill in survey	Barnsley Healthwatch
24 April	Goldthorpe library	Patients/ public in Barnsley	Encouraging people to fill in survey	Barnsley Healthwatch
25 April	Wombwell library	Patients/ public in Barnsley	Encouraging people to fill in survey	Barnsley Healthwatch
25 April	Worsborough library	Patients/ public in Barnsley	Encouraging people to fill in survey	Barnsley Healthwatch
29 April	Rotherham Maternity Voices Partnership	Pregnant and new mothers in Rotherham		SYB ICS Engagement Team
29 April	Barnsley Interchange	Patients/ public in Barnsley	Encouraging people to fill in survey	Barnsley Healthwatch
30 April	Dodworth library	Patients/ public in Barnsley	Encouraging people to fill in survey	Barnsley Healthwatch
30 April	Hoyland library	Patients/ public in Barnsley	Encouraging people to fill in survey	Barnsley Healthwatch
Early April TBC	Launch of joint health and social care commissioning strategy	Patients and members of the public	Your Life Doncaster – linking through to CCG website: Including strategy itself and direction of travel, setting context and links with national NHS LTP. This will lead into bi-monthly themes to enable	Doncaster CCG / Doncaster Council / Healthwatch Doncaster

			patients and public to co-design services and care pathways	
April/ May/ June	Staff/ GP bulletins briefing and link to survey	All partner staff	All partners to share ICS copy in their staff/GP bulletins, some are doing additional face to face briefings (see other rows in plan). Work is currently taking place with Trusts to agree face to face opportunities for their staff	All partner organisations
April/ May/ June	Council of Governors	Sheffield Children's Trust Governors		Sheffield Children's Trust
April/ May/ June	Open Meeting Presentations	Sheffield Children's Trust Staff		Sheffield Children's Trust
April 2019	Your Life Doncaster	Doncaster Community Engagement Group - more than 1,500 community groups		Doncaster CCG and Healthwatch
April	Brief Doncaster MPs	Doncaster MPs	ICS Briefing sheet for Stakeholders	Doncaster CCG
April	Brief Doncaster HWBB	Doncaster HWBB	ICS Briefing sheet for Stakeholders	Doncaster CCG
April	Tag conversation on to existing	Doncaster LD / Autism	Survey/ focus	Doncaster CCG/ Doncaster

	Learning Disabilities (LD) & Autism Strategy engagement in Doncaster	communities	group crib sheet	Healthwatch
April	Brief Bassetlaw MPs	Bassetlaw MPs	N/A	Bassetlaw CCG
April	Brief staff and GPs	Bassetlaw CCG staff & GPs	N/A	Bassetlaw CCG
April	Brief Nottinghamshire Health and Well Being Board	Nottinghamshire Health and Well Being Board	ICS Briefing sheet for Stakeholders	Bassetlaw CCG
April	Brief Rotherham MPs	Rotherham MPs	ICS Briefing sheet for Stakeholders (and with offer of follow up face to face or phone conversation with CCG AO or GP Chair)	Rotherham CCG
April	Doncaster Minority Representation Group	Members of Doncaster minority community groups	Empowering representatives to go back to their communities, encouraging discussion and completion of surveys	Doncaster CCG
April	Barnsley Healthwatch focus group – refugee council am – women’s group pm – men’s group	Barnsley refugees		Barnsley Healthwatch

April	Barnsley Healthwatch focus group – macular society	Visually impaired communities in Barnsley		Barnsley Healthwatch
April	Nottinghamshire Healthwatch focus group – Bassetlaw LGBT group	LGBT community in Bassetlaw		Nottinghamshire Healthwatch
April	Nottinghamshire Healthwatch focus group – Bassetlaw Talk to Us point	General public/ carers/ older people in Bassetlaw		Nottinghamshire Healthwatch
April	Doncaster Healthwatch focus group – Sea cadets	Young people in Doncaster		Doncaster Healthwatch
April	Doncaster Healthwatch focus group – older people volunteering group	Older people in Doncaster		Doncaster Healthwatch
April	Doncaster Healthwatch focus group – Doncaster prisons	Prisoners/ prison staff in Doncaster		Doncaster Healthwatch
April	Rotherham Healthwatch focus group – deaf community	Deaf community in Rotherham		Rotherham Healthwatch
April	Rotherham Healthwatch focus group – military veterans group	Military veterans in Rotherham		Rotherham Healthwatch
April	Sheffield Healthwatch	Young people in		Sheffield

	focus group – young people's group	Sheffield		Healthwatch
April	Sheffield Healthwatch focus group – under-represented groups	People with learning disabilities/ ethnic minorities/ homeless people in Sheffield		Sheffield Healthwatch
April	Sheffield children's hospital patient involvement day	Young patients in Sheffield		Sheffield Healthwatch
April/ May	Brief Barnsley MPs	Barnsley MPs	ICS Briefing sheet for Stakeholders (and with offer of follow up face to face or phone conversation with member of CCG Senior Management Team)	Barnsley CCG
April/ May	Brief Barnsley Health and Well Being Board	Barnsley Health and Well Being Board		Barnsley CCG
30 April	Equality Hub members	Cross Hub Health Working Group	Verbal update and distribution of information to Equality Hub members	Sheffield CCG
May	Patient Participation Group Network	Sheffield residents		Sheffield CCG
May	Membership Office at Sheffield Teaching Hospitals	Members of Sheffield Teaching Hospitals	Copy and link to survey	Sheffield CCG

May	Involve Me	People in Sheffield interested in commissioning	Copy and link to survey	Sheffield CCG
13 May	Arthritis Society	Those who suffer from arthritis in South Yorkshire and Bassetlaw		SYB ICS Engagement Team
18 May	Rotherham Sight and Sound	Deaf and blind community in Rotherham		SYB ICS Engagement Team
May	Epilepsy support group	Those who suffer from epilepsy in South Yorkshire and Bassetlaw		SYB ICS Engagement Team
May	Rotherham CCG all staff meeting	Rotherham CCG staff		Rotherham CCG
May	Rotherham Health and Wellbeing Board meeting	Rotherham Health and Wellbeing Board	Follow up conversation	Rotherham CCG
May	Staff briefing	Doncaster CCG staff	Update on joint health and social care commissioning strategy and how it links with chapters of LTP – reinforcing their role of commissioning services to deliver national and regional priorities.	Doncaster CCG
May/ June	Staff briefing session – Barnsley CCG	Barnsley CCG staff	Regarding both Long Term Plan and Barnsley Health and Wellbeing	Barnsley CCG

			strategy refresh	
3 June	An audience with the CCG meeting	Voluntary Community sector organisations		Rotherham CCG
4 June	Rotherham Patient Participation Group (PPG) Network meeting	Rotherham GP Patient Participation Group Network members		Rotherham CCG
6 June AM	Regional open event	General patients/public	Online Leaflet with date to be distributed widely Media release Existing SYB network and partner patient/public networks Internal comms	SYB ICS Team
6 June early evening	Regional open event	General patients/public (inc working population)		SYB ICS Team
June	School of Nursing, Sheffield Hallam University	Nursing students		SYB ICS Engagement Team
June	Doncaster prison	Prisoners and prison staff		SYB ICS Engagement Team
June	Barnsley Patient Council members (membership drawn from GP Practice Patient Groups)	Barnsley Patient Council members	Direct invite and via Barnsley Practice Managers	Barnsley CCG

June	Attendance at Community coffee morning – Emmanuel church	Barnsley patients/ public		Barnsley CCG
June	Barnsley CVS Network Event	Voluntary Community sector organisations		Barnsley CCG
3 July	Rotherham Health and Well Being Event (including CCG AGM and Place Board)	General patients/ public in Rotherham		Rotherham CCG
July	16 face to face conversations (per neighbourhood) via community organisations and telesurvey (to reach 2000 people)	General patients/ public in Sheffield	Promotion in the neighbourhoods via the community organisations	Sheffield CCG
July	Focus group with Chinese community centre attendees	Sheffield Chinese community	Focus group crib sheet	Sheffield CCG
July	Focus group with Sheffield refugee council	Sheffield refugee community	Focus group crib sheet	Sheffield CCG
July	Sheffield MPs/ Overview and Scrutiny Committee/ Health and Well Being Board briefed as part of briefing on joint Sheffield commissioning	MPs/ Councillors		Sheffield CCG

	strategy			
July	'Big Chat' day, inc market stalls across SYB/ events in Trusts/ workplaces etc	All patients/ public/ staff		All partner organisations