

What you've been telling us Spring 2015

We look at all the feedback that our local communities give us about health services. We then pull this feedback into themes which help us to make sure that the services we buy are right for our local population. These themes are refreshed four times a year.

Information, advice and education

I want clear, good quality and trusted information and advice in a range of formats that I can use to make informed choices. I also want to know where to go to in between appointments if I require more information. I want to be kept updated with information about my care and to have access to any information about me. The information recorded about me should be clear and understandable.

Appointments

I want a choice over when, where, who with and how I have my appointment. I want appointments that fit in with my life, including outside normal working hours so I can access them when I am not working. I also want appointments and pathways that are timely, coordinated and efficient. I do not want to wait a long time be asked to move between rooms. I want to have interactions outside of formal appointments that are responsive to my needs when I have a flare up.

Understanding my condition and how to self-manage it

I want to understand about the conditions/injuries that I have. I want to choose to have an active role in my health with appropriate support, information, tools and motivation to do this. Having a range of activities that could help me self-manage and live active lives, and being able to afford them, is essential. I want to explore and have access to alternatives to medication that work for me.

Listened to and heard

I want to be an equal partner in, and have open and honest discussions about, my own health. I want an opportunity to talk about what is important to me and for that to be listened to and taken into account with my care. I want realistic expectations about me, my treatment options and the possible outcomes. I do not want to have to repeat my story many times.

Being seen as a whole person and getting back to life

Doing the activities that are important to me is central to feeling better and getting back to normal. These may be physical, social, work or sleep, but is unique to me. I want my care to be tailored to fit with my life and to get me back to doing what I want to do. It is important that I am seen as a whole person and not just the symptom or condition that I have. Other aspects of my health or life may have more of a significant impact on me. Additionally, my condition may have more of an impact on my life than might be assumed.

Accessing a system that works and communicates well

I want a system that I know how to access, is transparent and works efficiently. I want to be able to self-refer, to refer back into the system quickly in case of relapse and for professionals to be able to refer me on directly. I want the system to be able to communicate with me in whatever format is best for me. The people that work with me should have access to information about me so I do not have to repeat my story. Services that I need should be coordinated including other health services, GP and community care, social care, housing and mental health. Integrated and

partnership working is essential in order to save costs and improve efficiency of healthcare services.

Good care from skilled, caring staff

I want good, evidence-based care with a range of treatment options and therapies available to me. I want to be seen by staff that are skilled, experienced and knowledgeable of my condition, but are also caring and respectful and communicate with me well.

Importance of Mental Health and wellbeing care

I feel that services that support mental health and wellbeing are very important, but have suffered through a lack of investment. I am concerned over the provision and quality of crisis care. I also want the emotional impact of my physical conditions to be recognised. I want to feel useful, positive, confident and motivated. I want support to achieve this. I want timely access to psychological and counselling services where it is needed as part of my treatment or management of my condition.

Local services

I want to know about all the services that are available to me with information about what I offer, how they could help me and how to access them. I want local services that are convenient for me. I want information about community services and support groups that may also be able to help me, not just statutory health services.

Health Inequalities and awareness of diversity

There is a great difference in the care that different groups and communities receive; this should always be taken into account. These groups may be distinct in age, ethnic origin, disability or gender. Factors such as the treatment I receive, my ability to undertake certain tasks, the information provided to me, the health conditions I may be predisposed to or how I access services may require significant differences to the usual approach. Inequalities in access and health outcomes are a key priority. Poverty is a key inequality that I feel is often overlooked.

Care planning

The effective use of care plans is important, but the right services have to be available to realise the plans. Care plans should be combined for my multiple long term conditions to avoid duplication for me and the system. My carers and family should be included in the care planning process. The inclusion of daily medication routines and regular exercise could both be included within care planning.

More public involvement earlier in the development of ideas

I want to be involved earlier in the process of developing the CCG's plans and priorities. I am especially keen to have opportunities to generate ideas at an earlier stage.