**What you've been telling us**
**August - October 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.

**Access to GP appointments**
I am unable to get a GP appointment when I need one or at a suitable time which drives me to use urgent care services for convenience, or because my health issues escalate. I want longer consultations to discuss multiple, complex conditions. I want non-clinical advice to be offered in GP Practices to alleviate the demand for clinical staff.

**Confusion about what services to use**
I want a simpler system. There is a lot of confusion about what services to use for what type of need. There is too much choice and I default to services that I am comfortable with, know about or have used before. The language that is used to describe urgent care services is confusing and inconsistent. I feel that there should be better signposting to, and education of, these services. I feel that the system should guide me through rather than have to make the choices myself.

**System not working cohesively**
The urgent care system and wider health and social care system is complicated, fragmented and lacking communication between services and organisations. I move around it, rather than the services moving around me. This means I have to repeat my story at every contact within the system and also affects the continuity of care that I receive. I feel that all organisations providing services need to be joined up better with greater integration across health and social care. I want professionals that work with me to have access to my medical records, using IT systems that work together and to use anonymous data between agencies intelligently for the benefit of improving health and wellbeing across the City. Single assessments should be made where possible to reduce duplication.

**Staff attitude and communication**
I have mixed experiences with staff attitude. Sometimes I have received the compassionate and friendly care that I expect, whereas other times I have felt that some staff have been dismissive and unhelpful. Communication between staff and patients, and especially being listened to, are big issues for me.

**Differing experiences and knowledge of services**
People are experiencing urgent care services very differently across Sheffield. Many factors affect their knowledge of, and confidence of using, the different urgent care services that are available to them. These factors can include where people live, the language they speak, their education level, and their age.

**Alternative services available closer to home**

I don't always know about the types of services, both statutory and voluntary, that are available in the community to support people. I want flexible, rapid response services and specialist advice in the community that will help me to stay well, manage my conditions myself and address my health issues before they escalate and require crisis services. I feel that my care is often escalated to crisis care rather than being directly admitted to specialist care or advice. I don't know what to do if I need care during out of hours and have little confidence in the services available.

**Care planning and discharge failures**

I want proactive care with clear pathways for crisis. I want a focus on the prevention and identification of people at risk and effective interventions. When I am discharged from urgent care is a particular problem. Unplanned discharges, a lack of follow ups and no continuity of care are like falling off a cliff edge.

**Mental Health**

I want to be treated as a whole, with my mental health needs treated as equal to my physical needs. I want care plans with effective options to avoid, and help me in, a crisis. I want more specialist knowledge, focus and understanding. My experience of accessing urgent care services for mental health issues is generally poor.

**Whole system approach**

I recognise that everybody has a role to play to improve the health and wellbeing of Sheffield. I want all agencies throughout Sheffield to work together with a common purpose. These agencies include health organisations, social care, private care, education, employment and workplaces, housing, policing, voluntary, community and faith sector and leisure.

**Investing in our communities**

I want the voluntary, community and faith sector to be supported appropriately with information, knowledge and recognition, as well as consistent funding. I feel that we need to build and make better use of community resilience in order to improve the health of our communities.