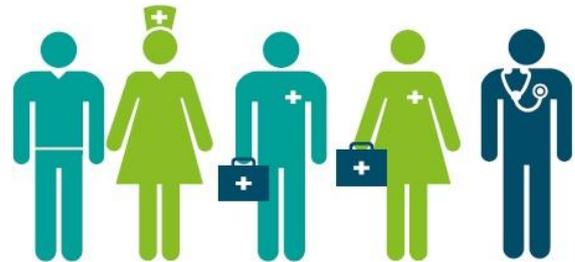




**Healthwatch Central West London**  
Engagement around Future Health and Care Plans  
*Kensington & Chelsea Report, May 2017*

## Do people living and working in Kensington & Chelsea know about the new health and care plans being introduced locally?

NHS England have told local NHS organisations across the country to develop plans to support the future health and care needs of their local population. These plans are called **Sustainability and Transformation Plans**. England has been divided into 44 areas, also known as ‘footprints’. We are part of the North West London ‘footprint’, which covers 8 North West London boroughs.



It is **Healthwatch Central West London**'s role to ensure that the public are informed of the new health and care plans and that they have an opportunity to **consult** on new initiatives being introduced locally. Healthwatch Central West London have collected information on how much people across the three boroughs (**Kensington & Chelsea, Hammersmith & Fulham and Westminster**) know about the new plans being introduced locally.

### What did we do?

Healthwatch Central West London produced a **short and simple questionnaire** that was available online (via Survey Monkey) and as a paper copy.

The questionnaire was:

- Emailed to everyone on the Healthwatch Central West London database
- Circulated to local voluntary organisations
- Passed to people at various outreach and engagement events e.g. libraries, community centres, hospitals, foyer of the Healthwatch CWL office.

People that wanted to know more information following the questionnaire were directed to Healthwatch Central West London's 'Sustainability and Transformation Plan overview' and Healthier North West London website.

**345 people** completed the questionnaire across the three boroughs.

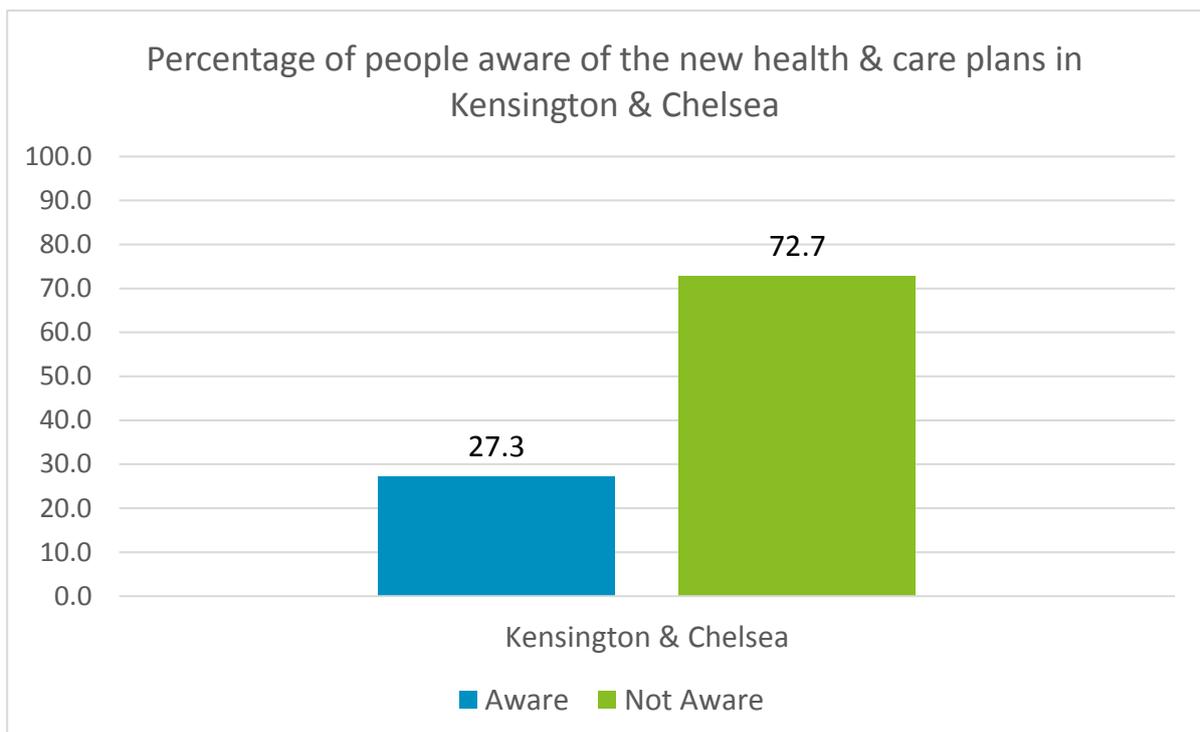
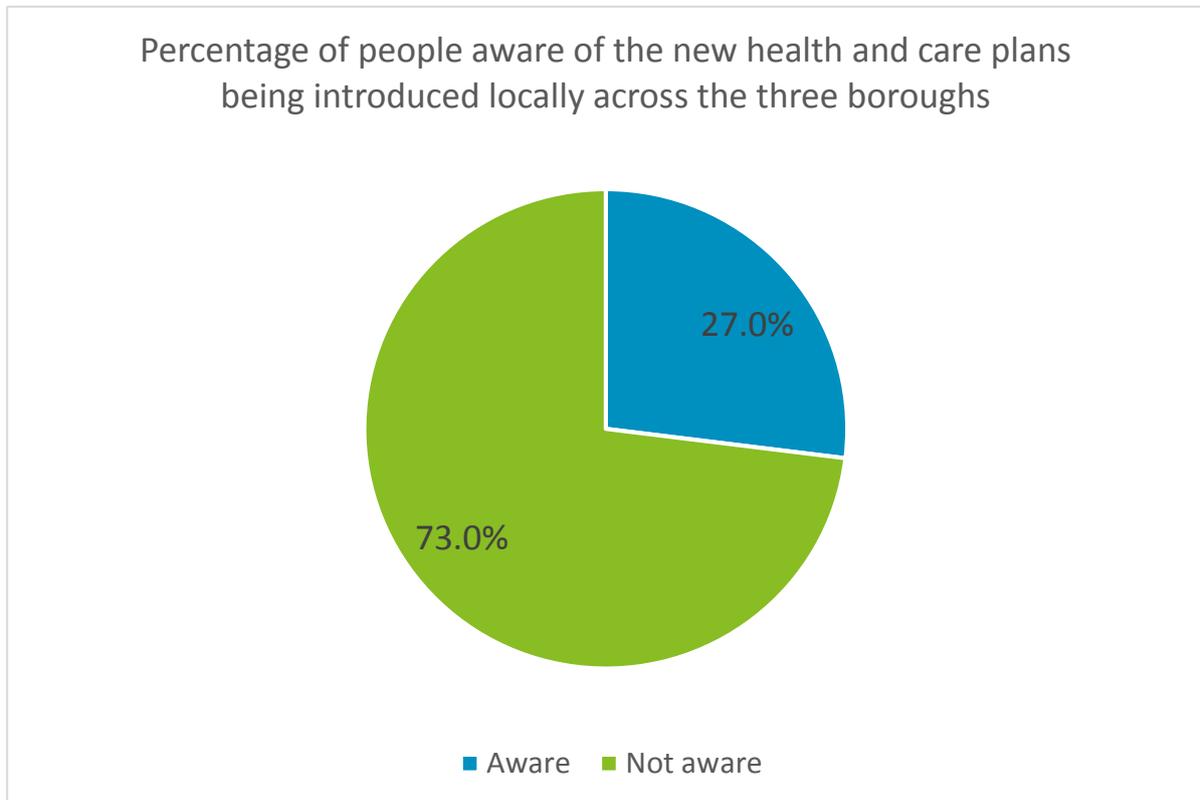
- 144 from Kensington & Chelsea
- 66 from Hammersmith & Fulham
- 135 from Westminster



## What did we find?

**Question 1: Did you know that there are new plans being introduced for Healthcare in this area?**

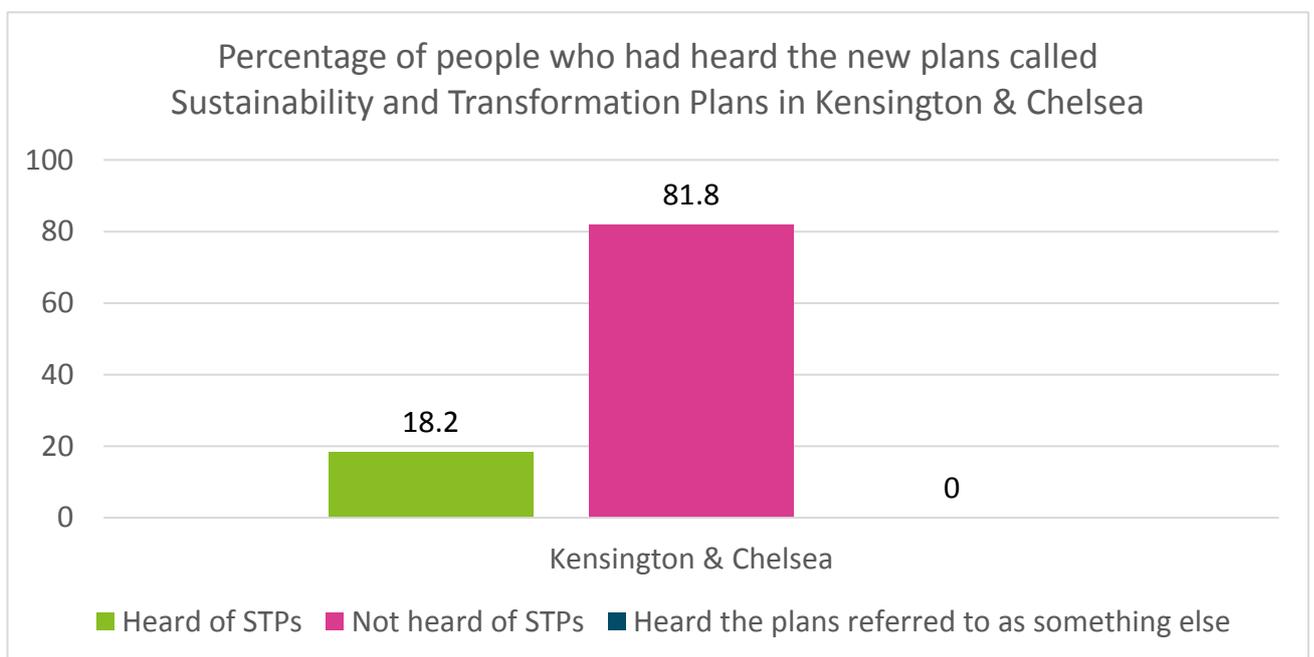
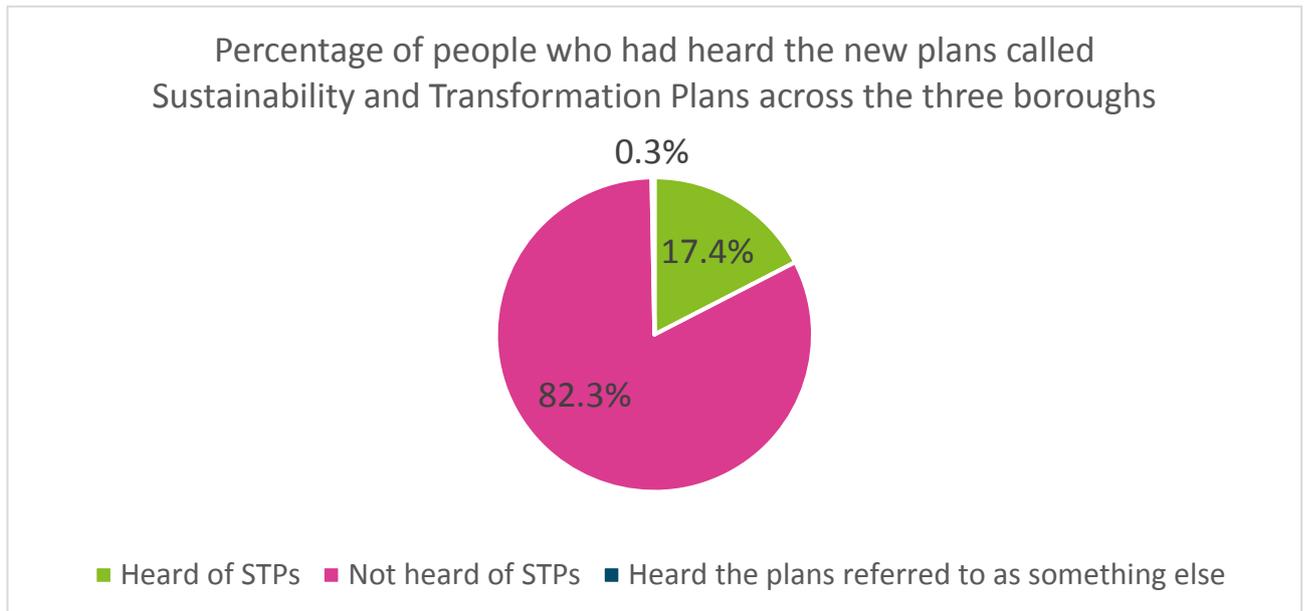
**Less than 30% of the people asked are aware of the new health and care plans being introduced.**



**Question 2: Did you know that these plans are called Sustainability and Transformation Plans (STPs)?**

**Less than 20%** of the people asked knew that the new health and care plans being introduced locally were called Sustainability and Transformation Plans.

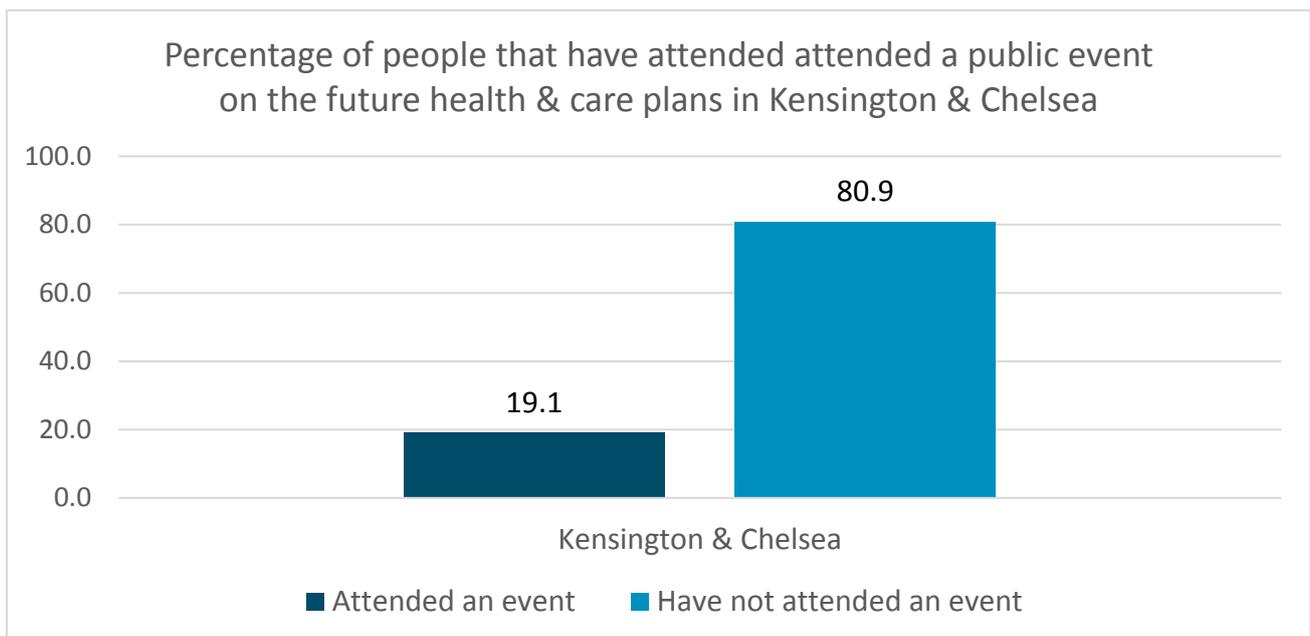
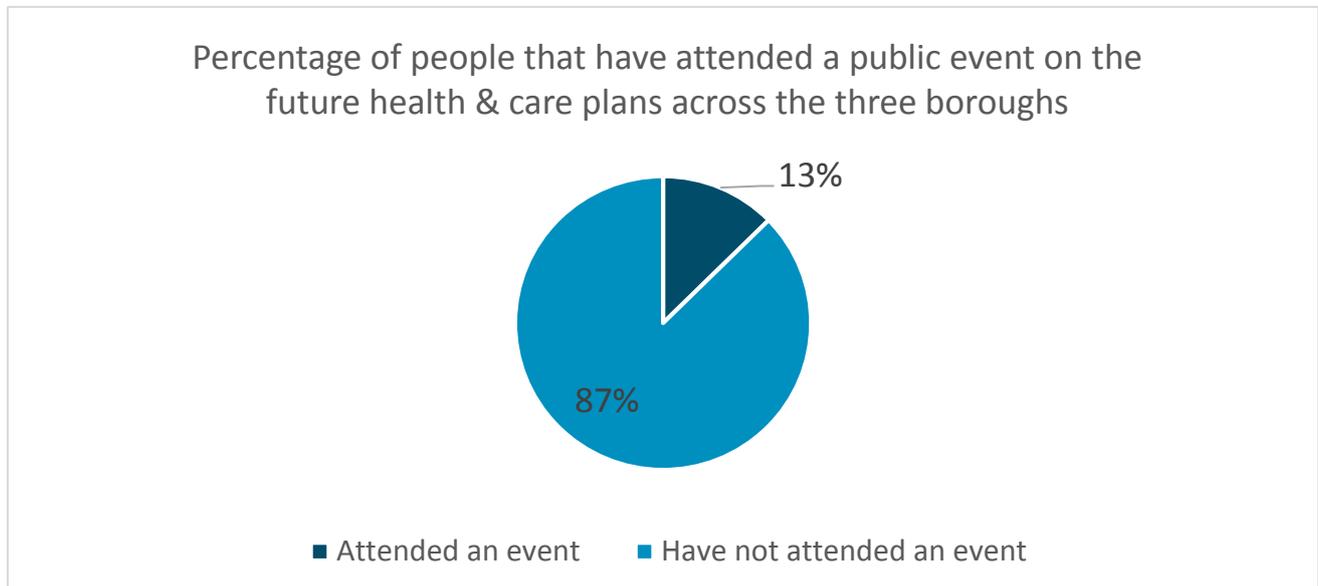
Out of the people that were aware of the new plans, 83% knew that they were called Sustainability and Transformation Plans.



One person in Westminster knew the plans as ‘Integrated Care’. Another person commented that the term “‘Sustainability & Transformation Plan’ is not easily repeatable or memorable.”

**Question 3: Have you attended a public event in the last 6 months on the future plans for health and care?**

Majority of people asked had not attended an event on the future plans for health and care.



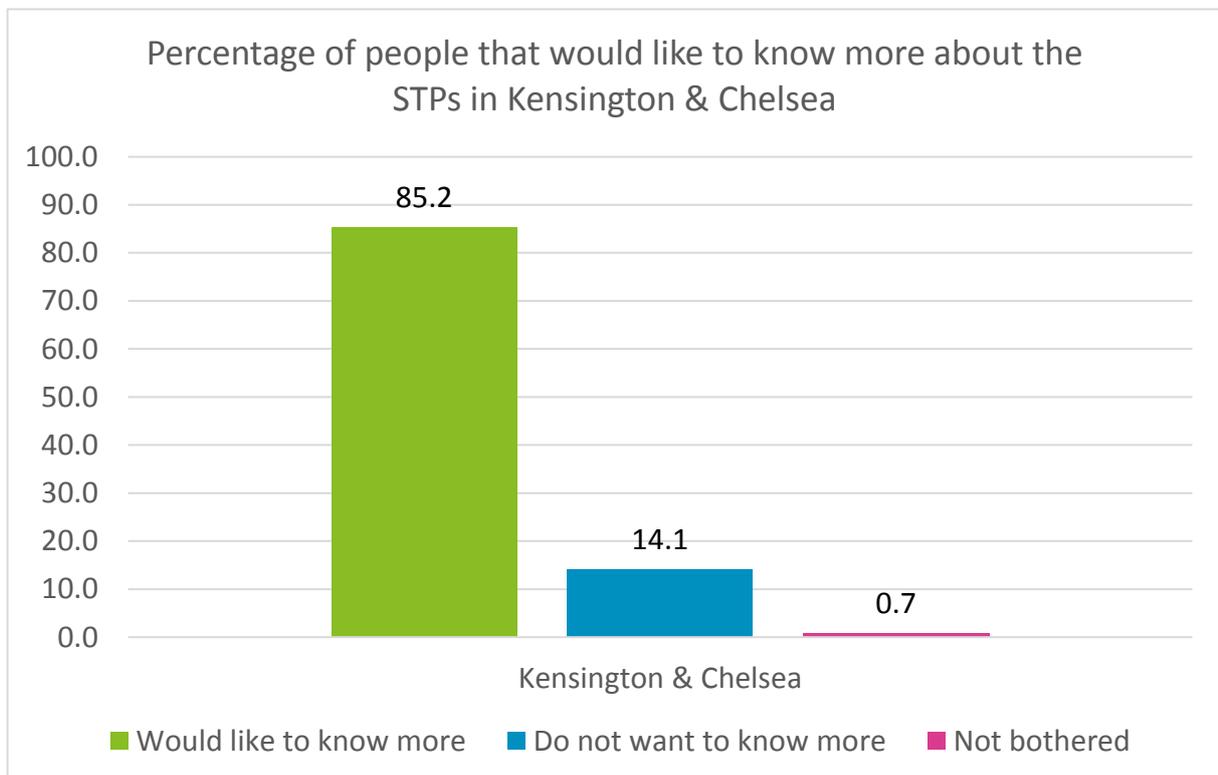
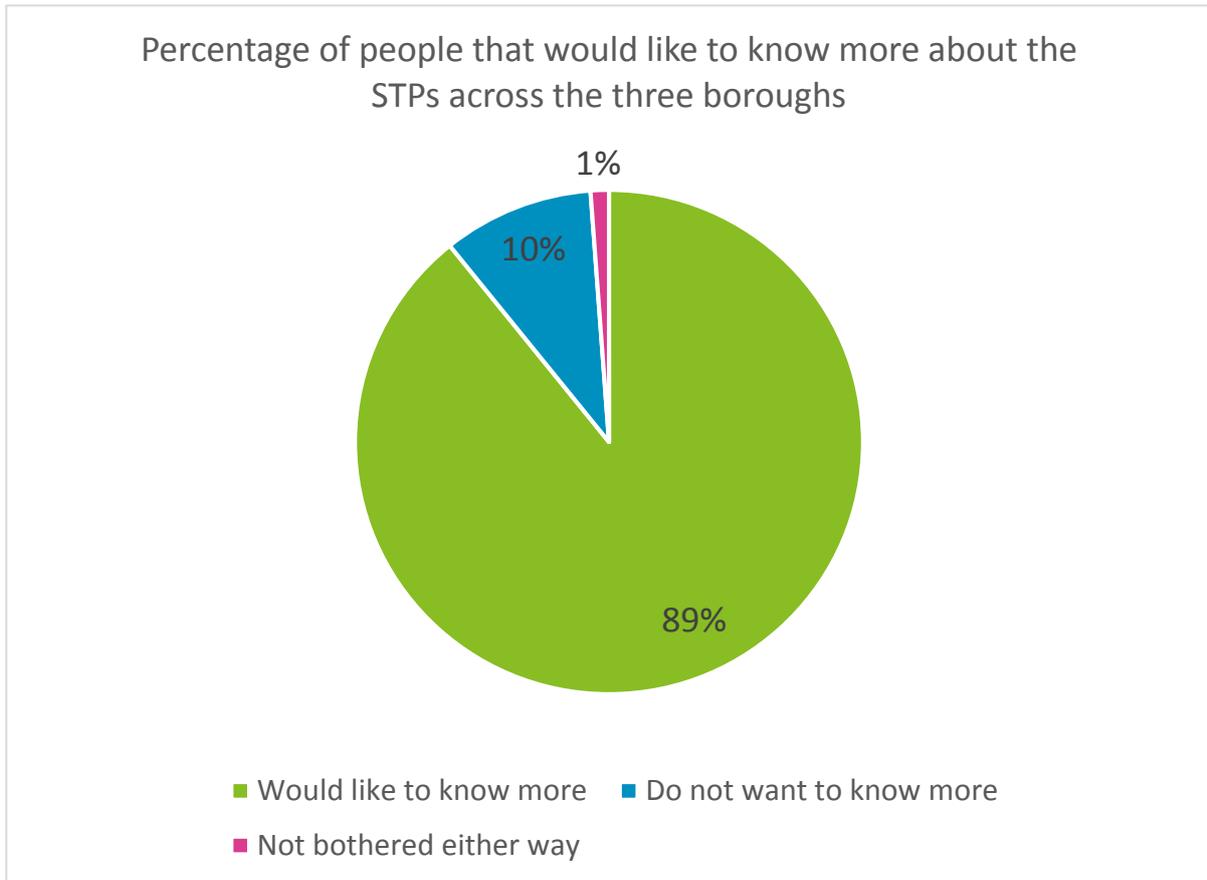
**35%** of people that attended a public event felt that they had an opportunity to comment on the new plans.

Examples of some the public events people have attended are:

‘Your Health, Your Care’ (also referred to as other things e.g. STP presentation hosted by RBKC and CCG), Community Champion Spring Fair, PPG training, NHS Awards, Demonstration against cuts to NHS, King’s Fund seminar on STP, Patient and Public Engagement Committee Meeting, STP Event in Ealing, Meet the Care provider, Strategic Planning STP Meeting HIV and Sexual Health, Explain your stories about NHS services, Improving health and care at St Helens Church, Patient Support Groups, Mind - Community Living Well, Peer Support Network Meeting, Tri-borough sexual health.

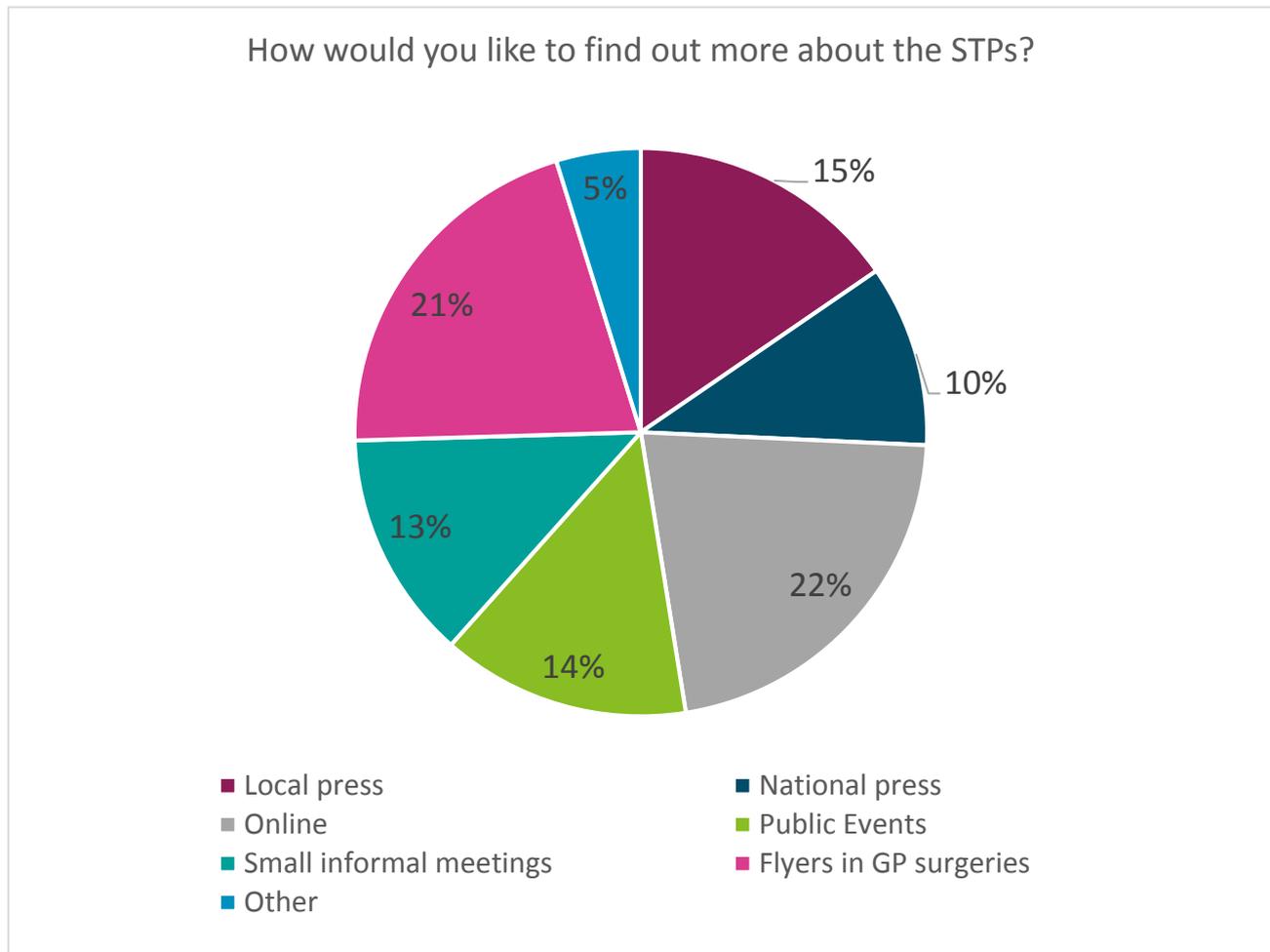
**Question 4: Would you like to know more about the plans?**

Nearly 90% of people asked wanted to know about the new plans.



Those that wanted to know more about the plans were asked how they would like to find out more about the Sustainability and Transformation Plans. People were able to provide multiple answers.

The table below presents data from across the three boroughs.



Some **other** ways people wanted to find out more were:

- Social media
- Email
- At the work place
- In the post
- Information at community centres
- Library
- Childcare
- Audio CD
- Patient Participation Groups
- Meetings outside of working hours

Information by email, social media and post were particularly popular amongst the people that marked 'other'.

Whilst 'information online' and 'flyers in GP surgeries' were the most popular options, it is clear that people would like to find out more about the new plans in a range of ways.

## Comments

People were asked if they had any comments that they wished to share:

Give the information in simple language. Even the title is too complicated! 'Sustainability and Transformation Plans (STPs)'.

GP and nurses can hand leaflets when attending an appointment. Send email from the GP surgery with information on transformation to all people registered with surgery.

Not enough information being made available.

Changes to the health services seem scary!

It's the first I've heard about 'Sustainability and Transformation'. I have become wary and weary of so called 'new' plans.

How are you letting younger people know about the plans? Are you going into youth Clubs, etc. using social media?

It's quite hard to comment when unsure of the plans.

I hope that these events could be done in rooms with a loop system and that the symbol is used on the flyer. It is such a shame that anyone with hearing loss doesn't know if these events will have a loop so that they can attend.

Better communication, more patient involvement

Many patients are unaware of any issues around STP and therefore it's so important that information together with education is available and easy to understand.

Need to have very regular meetings to update people all over the boroughs about the development of the plans, not just one or two meetings!

It affects myself and all the community I live in we should be considered and consulted.

Need to improve ways of getting information out to people affected by the changes - I am a concerned local resident but have heard nothing about this.

Well-done. I believe this is a wonderful way to bring Healthcare closer to all!



## Conclusions and recommendations

The results from the questionnaire suggest that the local Clinical Commissioning Groups (CCGs) need to increase their engagement with the public around the Sustainability and Transformation Plans, providing more transparency and clarity. Despite the majority of the people being unaware of the new plans, most of the people asked were interested in finding out more.

The feedback received implies that there is some unease around the new plans and a need for people to be better informed about the changes. An upfront dialogue and active engagement with communities is more likely to result in a wider understanding of why change is needed and support for the decisions that are made.

## Recommendations

**Healthwatch England** have outlined five key steps to ensuring that communities have their say when it comes to the Sustainability and Transformation plans:

1. The case for change needs to be clearly set out so that people can understand both the current situation and the reasons things might need to be done differently.
2. From the start, patients and the wider public should be involved in designing and discussing possible solutions to the challenges communities face.
3. The impact on every section of the community needs to be assessed and specific work undertaken, especially with underrepresented groups, to find out what people think.
4. The public ought to be given adequate time to consider the proposals on the table and provide feedback.
5. Once the final plans are agreed, they should be published and those in charge of the changes need to show how they have considered the feedback they have received, the difference this has made to their plans and how the impact of the changes will be tracked and reviewed.



***These recommendations should be implemented alongside the following local actions:***

### Engagement:

- The local NHS organisations (NHS) should consider how they can engage more with the public. Stands in everyday settings e.g. libraries, community centres and supermarkets may prove effective.
- Involvement of the wider voluntary, charitable and social enterprise sectors in local conversations about what the STP will mean for local health and care services. Talks at voluntary groups and stands at community events may be useful for reaching the wider community and involving seldom heard groups.
- As well as informing people of the plans, people should also be given an opportunity to share their views.
- It is important that it is made clear to people how their views have been used through regular 'you said, we did' updates.
- People should be regularly updated on how the STP is developing and of any changes that are being made.
- People should have an opportunity to respond to new plans and strategies early enough so that they can help shape local proposals.



### Information:

- The NHS should clearly explain STP proposals to their communities in clear, accessible language. Information needs to be available in various formats (audio, everyday language, easy read) in order to be accessible to everyone.
- The NHS should consider producing information leaflets on how people can get involved in what local health and care services will be provided for those that do not access information online.
- Information provided online should be easy to find.
- Promote the NHS England video about the STP.



**Events:**

- At future public events, the NHS could start with a 20 minute “have your say” session. This would enable people to air the issues that particularly concern them before presentations. That way discussions following the presentations are more likely to be focussed around the new information provided. It would also show that the CCG’s priority is to listen, not to talk.
- At future public events, people should be given the opportunity to share their views in a variety of ways e.g. publicly to the room, one to one with a member of staff or written.

**Healthwatch Central West London:**

- Local Healthwatch organisations were set up to encourage local people to speak up about their experiences and views of health and care. Healthwatch Central West London will be monitoring the effectiveness of communications, engagement and consultation with local people when it comes to the STP.
- In the future Healthwatch Central West London will collect demographic information in order to understand more about those that have been involved with the engagement process.



## Healthwatch Central West London



**Website:** [www.healthwatchcwl.co.uk](http://www.healthwatchcwl.co.uk)



**Telephone:** 020 8968 7049



**Email:** [info@healthwatchcentralwestlondon.org.uk](mailto:info@healthwatchcentralwestlondon.org.uk)

**Have  
your  
say**

**Appendix: Sustainability and Transformation Plan questionnaire**



Name of the organisation that passed you this questionnaire

**NHS England have told local NHS organisations to develop new plans for their local area**

Healthwatch Central West London want to know how much the public know about these plans. This is not a test, please be honest.

1. Did you know that there are new plans being introduced for Healthcare in this area?  
 Yes  No
2. Did you know that these plans are called Sustainability and Transformation Plans (STPs)?  
 Yes  No

If no, have you heard them called something else?

Please state:

3. Have you attended a public event in the last 6 months on the future plans for health and care?  
 Yes  No

If yes,

Name or topic of the event:

Did you have the opportunity to comment on the plans?

Yes

No

4. Would you like to know more about the plans?

Yes

No

If yes, how would you like to find out more about the STP and/ or share your views?

Local press

Small informal meetings

National press

Flyers available in GP surgeries and hospitals

Online

Public Events

Other

If you wish to be entered into our prize draw or leave comments, please turn over.