



Wakefield District
Health & Care
Partnership

Wakefield District Experience of Care Network – Our Journey so far

Creating a vibrant community of interest with people with a passion for improving experience of care

Dáša Farmer, Senior Engagement Manager and Laura Elliott, Head of Quality (West Yorkshire ICB)

Nick Rogers, Operations Manager (Healthwatch Wakefield)

Thursday 28 September 2023



About Wakefield District

FACTS ABOUT THE HEALTH OF PEOPLE IN WAKEFIELD DISTRICT

- People are living longer with more illness than ever before
- People living in the most well-off areas of the district live (on average) 8 years longer than those living in the poorest areas
- Cancer and cardiovascular disease are increasing in people aged over 75
- Less than half of new-born babies are breast fed
- Childhood obesity is rising faster than elsewhere in the country in all age groups
- More than half of children are growing up in low-income households
- One in five adults are smokers
- One in three people suffer from a mental illness



start well



age well



live well

We knew people's Experience of Care was ...

Collected and understood by individual providers and services

BUT people do not live in silos
– they experience care and support across many different services

Poor coordination of services and gaps in care often most affects those with the greatest needs and the poorest outcomes

[Understanding integration: how to listen to and learn from people and communities \(kingsfund.org.uk\)](http://kingsfund.org.uk)

Developing our Experience of Care Network

◆ We started with

- an **idea**
- an **open** invitation
- a **blank** sheet of paper
- some willing **volunteers**

◆ And created a

- **kind**, welcoming and **supportive** space
- focus on **pathways of care**
- **shared view** of experience of care for our population



Our co-designed aims and objectives



Aims

Improve **outcomes**

Utilise feedback to **influence strategic priorities**

Ensure **people's voice is influential** in our work

Collaborate – share information, insight and intelligence

Build - on our combined expertise, skills and resources

Be at the forefront of **innovation**



Objectives

Bring together colleagues with similar roles

Use feedback for **improvement, engagement** and **positive change**

Align priorities, explore new ideas and **share learning**

Create a **strong and cohesive team**

Develop a **consistent approach**

Consider the **wider determinants** of health



Our journey so far...

February 2022: Tested
using experience of
care insight about
urgent care services



November 2021:
Started with an
idea and a blank
piece of paper



September 2022: Focus on
experience of being
discharged from hospital



May and June
2022: Focus on
experience of
getting a GP
appointment

March 2023:
Developed an A-Z
of sources of
experience of care



November 2022:
Celebrating our
first year



June 2023:
Focus on
experience of
waiting for
planned care



Wakefield District HCP Experience of Care Network – June 2023

At our recent Experience of Care Network we discussed ‘What are people telling us about their experience of waiting for planned care?’

Key experience of care themes

- 64% feedback analysed from various sources had a negative sentiment
- Long waiting times for appointments
- Cancelled appointments (sometimes on multiple occasions)
- Long waiting lists for surgery and negative impact on people’s wellbeing while waiting
- Cancelled or delayed surgery
- Rejected referrals from gynaecology and ophthalmology
- People waiting for letters, or trying to contact the relevant department for information
- People not being kept informed about what is happening next with their care and treatment
- Issues with transfer of care to independent providers
- Positive experiences of planned care and treatment at Pontefract Hospital, particularly orthopaedics
- Good feedback about care and treatment at independent providers – community ophthalmology, musculoskeletal, endoscopy, dermatology and physiotherapy

Strategic challenges and actions

- Large and growing planned care waiting lists – pandemic recovery, ageing population with increasing number of chronic diseases/comorbidities, inappropriate referrals to secondary care, fragmentation of services, and variation in outcomes
- Meeting NHS England’s 2023/24 Operating Plan key objectives for planned care – includes eliminating 65+ week waits by March 2024
- Planned Care Redesign Programme in place includes Prepared and Informed Care workstream which aims to empower people to take charge of their own health and keep patients well whilst they wait
- Waiting well pathway provides personalised holistic care for people waiting the longest. Social prescribing focused on wider issues of health like housing, welfare, financial, and wellbeing advice.
- By 31 May 70% of all patients waiting over 35 weeks have been contacted personally. Most people are effectively managing their wellbeing and were positive and appreciative of the additional support offered.
- Increasing utilisation of Patient Initiated Follow-Up (PIFU) - gives people flexibility to arrange their appointments as and when they need them is increasing
- Shared referral pathway (e-consultation) – collaboration between GPs and hospital Consultants providing clinical advice to reduce referrals
- Developing a central repository of local, condition-specific clinical pathways that support GPs and hospital clinicians to make informed decisions with the patient
- MY Planned Care website provides information for patients waiting for clinical opinion, treatment or surgery
- Patient Knows Best (PKB) portal allows people to view their appointment letters and test results

Actions for Network members

- Share information about waiting well and waiting list reduction initiatives within our own organisations (including Healthwatch staff and volunteers) and across our networks to help spread the message
- Discuss opportunities to replicate waiting well initiative to support people waiting in other areas, for example, mental health
- Arrange attendance at People Panel to give assurance about the support for people waiting the longest for planned care
- Provide input to help embed quality, experience of care and involvement in the wider planned care redesign programme
- Share key points from the presentation with independent providers of planned care
- Promote PKB with care homes confirming staff can access portal on patients behalf with appropriate permissions
- Planned care leads to share progress at future Network

Achievements:



Mutual and shared understanding of local issues and promoted and facilitated closer working among partners

16

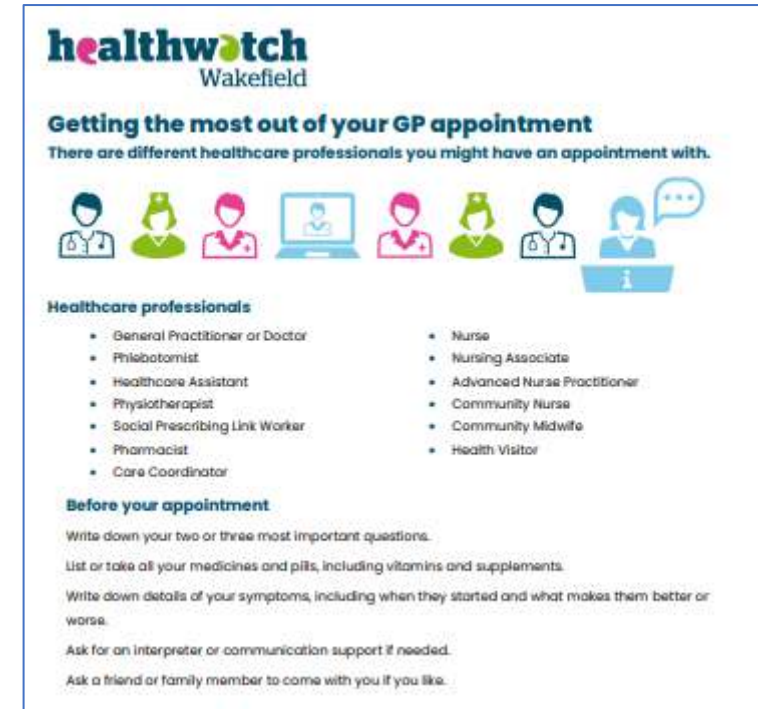
8 organisations came along to the first session – membership had doubled by June 2023



A greater positive sentiment in experience of care feedback - Q1 2022/23 19% positive sentiment increased to 31% in Q1 2023/24.


Other positive outcomes

- ◆ Promoted and facilitated **closer working** among partners
- ◆ **Mutual** and **shared understanding** of local issues
- ◆ Developed an **A-Z listing** of experience of care data sources and contacts
- ◆ Senior leaders are regularly talking about the **value and outputs** of the Network
- ◆ Supporting **health inequalities programme** for our Primary Care Networks (PCNs) - diverse range of feedback and insight from the network has informed PCN plans and overall approach.
- ◆ Our approach will help us **meet the recommendations** of the National Quality Board guidance on *Improving experience of care for health and care systems*



healthwatch
Wakefield

Getting the most out of your GP appointment
There are different healthcare professionals you might have an appointment with.



Healthcare professionals

- General Practitioner or Doctor
- Phlebotomist
- Healthcare Assistant
- Physiotherapist
- Social Prescribing Link Worker
- Pharmacist
- Care Coordinator
- Nurse
- Nursing Associate
- Advanced Nurse Practitioner
- Community Nurse
- Community Midwife
- Health Visitor

Before your appointment

Write down your two or three most important questions.

List or take all your medicines and pills, including vitamins and supplements.

Write down details of your symptoms, including when they started and what makes them better or worse.

Ask for an interpreter or communication support if needed.

Ask a friend or family member to come with you if you like.

What do our members think?

That we have input from a broad range of services capturing information about the patient/service user voice from across the pathway.

Learning from others, feeling part of a team, improving knowledge of what goes on in other organisations /team.

Learning of things that are going on across the whole district and not just health.

That all colleagues who are in the network are passionate about experience of care and patients / service users.

That we are focussed on the services from a user perspective.

Great to see people actively making links across organisations as we go

Senior leaders' buy in and 'pledges' during Experience of Care Week

- ◆ We asked our Partnership Committee and People Panel members to make pledges
- ◆ Shared with colleagues at a staff briefing
 - encouraged to make their own pledges
 - attend Patient Experience Foundation Course

#ExpOfCare



Staff pledges during Experience of Care Week



LOWE, Tracey (NHS WEST YORKSHIRE ICB - 03R) 13:37

I pledge to grow and strengthen Wakefield Strategic coproduction group to give another opportunity for people with lived experience to have an equal voice as part of strategic decision making



FOY, Caroline (NHS WEST YORKSHIRE ICB - 03R) 13:38

I pledge to listen to ALL so we have a Place where people love to work and provide the best care and support for our own communities x



MORTON, Tracy (NHS WEST YORKSHIRE ICB - 03R) 13:35

I pledge to continue to listen and act



EZRO, Michele (NHS WEST YORKSHIRE ICB - 03R) 13:35

I pledge to see you as an individual and hear what you have to say.



BLAYDON, Dominic (NHS WEST YORKSHIRE ICB - 03R) 13:35

I pledge to put the experience of patients at the centre of all the work I do on system workforce



PRUS, Sally (NHS WEST YORKSHIRE ICB - 03R) 13:33

I aim to champion the voices of the citizens and patients of Wakefield and ensure they continue to be heard throughout our priority programmes



O'LOONE, Lucy (NHS WEST YORKSHIRE ICB - 03R) 13:33

I pledge to keep people's experience and voice at the centre of my work.



KNOWLES, Natalie (NHS WEST YORKSHIRE ICB - 03R) 13:35

I pledge to continue working on improving access and listening to service users experiencing health inequalities and health inclusion groups



STAFFORD, Julie (NHS WEST YORKSHIRE ICB - 03R) 13:57

(Admin) I pledge to continue to fully support my Colleagues across Wakefield Place and in particular Primary Care, to ensure that Wakefield PCN's & GP practices are given the correct information and guidance, to provide the best services for our local communities.



Personal pledges shared with permission



In summary - Our Experience of Care Network

- ◆ gives the Health and Care Partnership a **single shared view** of experience of care for our population
- ◆ ensures the **lived experience of our population** is at the forefront of planning, decisions and service delivery.
- ◆ **data-driven** with a focus on **emerging challenges and themes** to deliver against **what matters to people**.
- ◆ is **innovative and unique** as it is the first such network for the local area and the only one we are aware of in Yorkshire and the Humber.
- ◆ is **inclusive** and has been **co-produced, jointly led** with Healthwatch Wakefield playing a key role promoting people's voice.
- ◆ has a range of partners **far broader** than just traditional healthcare.
- ◆ is starting to see an **improved experience of care** from insight and feedback gathered from various sources.



Thank you

Any questions?

