

Classification	Item No.
Open / Closed	

Meeting:	Bury Health and Wellbeing Board
Meeting date:	3 rd February 2022
Title of report:	Report on Community and Person-Centred Approaches - involving people with lived experience Understanding and tackling inequalities and promoting inclusion
Report by:	Ruth Passman (Chair of Healthwatch Bury) and Adam Webb (Chief Officer of Healthwatch Bury)
Decision Type:	For Information
Ward(s) to which report relates	All Wards

1.0 Executive Summary:

- 1.1. Healthwatch was established under the Health and Social Care Act 2012 to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

We exist on a national and local level, working towards the same goal of enabling people to have a voice about their health and social care systems.

- 1.2 The Care Act 2014 statutory guidance offers the following definition: "Co-production" is when groups of people get together to influence the way that services are designed, commissioned and delivered.
- 1.3 The Co-Production Model, developed by NHS England and NHS Improvement and Coalition for Personalised Care (formerly Coalition for Collaborative Care), outlines the following: 'Co-production is a way of working that involves people who use health and care services, carers and communities in equal partnership; and which engages groups of people at the earliest stages of service design, development and evaluation. Co-production acknowledges that people with 'lived experience' of a particular condition are often best placed to advise on what support and services will make a

positive difference to their lives. Done well, co-production helps to ground discussions in reality, and to maintain a person-centred perspective.'

- 1.4 The COVID-19 pandemic has starkly highlighted inequalities in access to, outcomes from and experience of health and care. With data suggesting that if you live in a deprived area, you are twice as likely to die from COVID-19, the pandemic has both shone a light on and amplified long-standing health inequalities. This has strengthened the conviction that society must not accept that some people face worse health outcomes simply because of where they live, their income, their disabilities, and or their ethnicity.

2.0 Recommendation(s)

- 2.1 That the Bury Health and Wellbeing Board continue to support Healthwatch Bury Community and Person-Centred Approaches - involving people with lived experience focussing on understanding and tackling inequalities and promoting inclusion.

3.0 Key considerations:

- 3.1 Introduction/ Background:** Community and Person-Centred Approaches - involving people with lived experience focussing on understanding and tackling inequalities and promoting inclusion

- 3.1.1** Healthwatch Bury, with the support of stakeholders and local voluntary sector organisations, continue to listen to patients to understand the current health and social care system and experiences of those who use it.

The ambition is to empower more people who share views with us report that they are confident that services will use their experiences to improve care. We can demonstrate nationally and locally how people's views have helped reduce health inequalities.

- 3.1.2** We engaged with 833 people face to face during 2021 and in addition to this supported and/or signposted over 300 people in the same period to numerous health and social care services.

3.2. Established activity across Bury

To support these priorities the following activities/initiatives have been started in the Bury area.

3.2.1. Health Access Assistance weekly drop in sessions

- Following the need that was identified in the community for asylum seekers and refugees by Eagle's Wing, Healthwatch Bury applied for a grant to hold weekly drop in sessions in partnership with Eagle's Wing – friendship group for asylum seekers and refugees.
- The need was to assist with a growing number of requests that were received on health and social care matters concerning residents, specifically from asylum seekers, refugee and non-English speaking residents in the Borough.

- The growing numbers of queries and requests for help concerning access to health and social care services, online form filling e.g. for free prescriptions and more complex queries regarding assistance to health services such as mental health and psychological support services for trauma based CBT.
- In the future Healthwatch would like to identify individuals who are interested in training courses to become interpreters and would be able to support with any health related enquiries. It would also signpost to various training courses to help people with employment opportunities.

3.2.2 Communic8te and communication barriers

- Communic8te is a community group for people who are deaf or have a hearing impairment. The group members have identified numerous barriers to health and social care services.
- Following the session arranged a meeting with the NCA and NWAS to highlight these issues and act as an intermediate between the patients and hospital/ambulance trusts.
- Planning to arrange a focus group/workshop in the near future to bring service providers and patients together to come up with solutions for service improvements.

3.2.3 Young People's Involvement

- Provide work experience placements and mini projects for young volunteers inc. designing HW 100 survey.
- Provide flexible voluntary opportunities e.g., Instagram team and video filming/editing for Carers Roadshow.
- Update website to include more resources for young people. Invite young people to consult and create content
- Provide further sexual health workshops similar to LGBT Foundation workshop. Include more sexual health info on website.
- Establish a regular drop-in activity for young people in Bury hosted at the HW Bury office or community centre/library.
- Continue to promote mental health organisations such as Kooth.
- Follow up piece of work from our 2019 report into children's mental health services.

3.2.4 Healthwatch Bury Virtual Roadshow

- The virtual roadshow was set up to fulfil the statutory obligation to provide information about health and social care services. The aim was to create an easy access online video directory for local carers and disability support services.
- In addition to above the roadshow will include carers and disabled people's stories and lived experiences.
- Will be working in collaboration with a Butterfly Initiative to interview and record these experiences and stories.
- The aim is to raise awareness about the unpaid carers and people with disabilities and offer them any information and support that is available locally and nationally.

- Empowering people with disabilities and unpaid carers by involving them in this project from the planning stage to completed videos.

3.4 Future Plans and programmes

3.4.1. Accessible Information Standard

- We will be working with local community groups and patients to identify the key issues for various groups.

3.4.2. Core 20 Plus

- NHS England and Healthwatch England have a new joint programme to address inequalities targeting the 20% of most deprived areas and the five pathways in localities which are currently evidencing the most significant inequalities.

3.4.3 Locality Board Lived Experience

- Healthwatch Bury has committed to identifying patients who have experience with local health and social care services and are willing to share their story with the Locality Board.
- The feedback will be used to share good practice and for improve existing services where necessary. The lived experiences will also help to raise awareness of various health conditions and highlight any barriers that patients might be facing.

3.4.4 Primary care provision and inclusion groups

- Further initiative to evaluate primary care access for Inclusion Health groups and those with protected characteristics including members of the Gypsy, Traveller and Roma communities, vulnerable migrants, patients from minority ethnic backgrounds and homeless people.

4.0 Key Issues for the Board to consider:

4.1 Meaningful co-production requires strong partnership working with stakeholders and takes both time and resource.

- Fine grained co-production initiatives require significant expertise, resource and time. The Board may wish to consider this in their commissioning strategies.

Community impact/links with Community Strategy

Full links with Let's Do It Strategy 2030.

The Health Champion training (RSPH) proposal, co-owned by Healthwatch Bury would be of great benefit to the co-production agenda, if resourced and delivered in partnership

Equality Impact and considerations:

Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to -

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services.

Equality Analysis	<i>Co-production initiatives are designed and tailored to address all sections of the Equality Act 2010 pertaining to all protected characteristics</i>

Background papers:

[A Co-Production Model – Coalition for Personalised Care](#)

[The health of people from ethnic minority groups in England | The King's Fund \(kingsfund.org.uk\)](#)

[Accessible Information Standard: Specification v1.1](#)

[NHS England » Core20PLUS5 – An approach to reducing health inequalities](#)

Please include a glossary of terms, abbreviations and acronyms used in this report.

Term	Meaning
HWB	Healthwatch Bury
NCA	Northern Care Alliance
NWAS	North West Ambulance Service