

Happy,
Healthy People



Wigan Borough Locality Plan (2020-25)

You Said, We Listened
January 2020



Introduction

We've recently completed a programme of engagement with patients, residents and staff to help shape our 5 year plan for health and social care services. Our plan, called Happy Healthy People, describes how we'll work through the Healthier Wigan Partnership to improve services and improve the health and wellbeing of local people.

The purpose of this report is to give feedback on how the feedback from patients, residents and staff influenced our final plan.

If you've got any questions about the report or the Locality Plan itself please don't hesitate to get in touch on:

Call: 01942 482711

Email: shapeyournhs@wiganboroughccg.nhs.uk

Write: FREEPOST RTRA-BXKR-RTTT, Shape Your NHS, Wigan Borough CCG, Wigan Life Centre, Wigan, WN1 1NJ



Our 7 places

| You Said | We Listened |
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| <p>People are supportive of services working around the 7 places and understand the benefits of this.</p> | <p>It was great to hear that people are supportive of us working around the 7 places in the Borough. Within the plan we've included an explanation of how services are being built around the 7 places.</p> |
| <p>People would like to rebuild a sense of community in their local area.</p> | <p>This is really important to us too. Within the Locality Plan we've included a section on "building our community assets". This sets out our commitment to investing in community assets and working in partnership with the voluntary, community and faith sector.</p> |
| <p>People talked to us about how difficult it can be to travel across the Borough and how they would like to see more services in their local community, e.g. blood tests.</p> | <p>We appreciate travel and transport can be difficult for some people in the Borough. We are currently working on providing more diagnostic tests in the community and looking at where planned care service are provided. It is sometimes necessary for people to have to travel a little further for more specialist services. This difficulty is referenced in the hospital chapter and is part of the Greater Manchester review of hospital services. In 2020 we're going to do more engagement work to understand how people travel across the Borough to use our services.</p> |
| <p>The cost of public transport can be a barrier for people who don't drive. People really want us to think about travel when we plan services. There are restrictions on some of the services such as Ring and Ride.</p> | <p>We will think about this when we plan to change any services or introduce new services. All the programmes described within our Locality Plan will have detailed delivery plans, i.e. we will set out exactly what we are going to do to achieve what we have set out. They will also be accompanied by an Equality Impact Assessment which will consider the impact on different groups and we look at deprivation as part of that. The Ring and Ride service is commissioned by Transport for Greater Manchester.</p> |
| <p>Some people have to travel into the centre of Wigan or Leigh to attend different community groups.</p> | <p>We know that community groups can be a real life line for some people in the Borough and we'll share this feedback with the Wigan Borough Community Partnership. Our plan outlines our commitment to build on our community assets and we'll do this by investing, collaborating and supporting the delivery of voluntary, community and faith groups in the Borough. There are lots of community groups in the Borough and the Community Book is a great place to search for ones closest to you: https://www.communitybook.org/. We've also invested in Community Link Workers who, via your GP practice, will be able to link people into different community groups and activities.</p> |

Starting Life Well

| You Said | We Listened |
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| <p>Our maternity voices partnership group felt the references to maternity services might sit better under the hospital section as they are about the health and care of the family, not just the child.</p> | <p>We've moved the information about maternity services under the hospital chapter.</p> |
| <p>Our maternity voices partnership felt the priorities for maternity services should be around, 1. antenatal support/sessions 2. digital technology 3. mental health.</p> | <p>The Maternity Voices Partnership engagement group will continue to meet and will be involved in any transformation of maternity services in the Borough. They have agreed to look at those 3 areas as a priority in 2020. Within the wider Locality Plan we've included perinatal mental health and developments around digital services as part of our transformation priorities. We will be putting together detailed delivery plans for each programme to describe exactly what we are going to do.</p> |
| <p>Young Carers highlighted the importance of health and wellbeing support in schools. We were told access to counsellors wasn't consistent across schools.</p> | <p>We've taken this feedback and captured it within the Start Well Chapter in the Locality Plan and within the Mental Health and Wellbeing section. Our plan outlines our commitment to work with places within our 7 places that our families value, such as schools and colleges. We'll work collaboratively with schools to improve the emotional and mental health of children and young people in the Borough.</p> |



Staying Safe & Well

| You Said | We Listened |
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| <p>There was support for cancer being one of our priority areas, particular around raising awareness and early detection. We spoke to people with experience of loved ones being diagnosed with cancer late on.</p> | <p>This was great to hear. Our Cancer programme is described by the four themes of prevention, screening, diagnostic and treatment and living with cancer and beyond. Our plan also includes information on palliative and end of life care and support for families and carers.</p> |
| <p>We had lots of positive comments for services like Healthy Routes and Inspiring Healthy Lifestyles. People feel lucky to have these services in the Borough and want to see them continue.</p> | <p>It was great to hear feedback from so many people who had used the services and felt like they'd helped them. Looking after your own health is a key part of our plan and we want to continue to build a Borough where people are healthy, active, happy and doing what they enjoy.</p> |
| <p>People would like to see services do more outreach into the community to reach people and promote their services.</p> | <p>This feedback will be shared with the Communications Teams in each of the organisations. We recently launched a new website: www.healthierwigan.nhs.uk that has a directory of local services. In 2020 we'll be making further additions and improvements to this new website.</p> |
| <p>People like how GP practices are more proactive in calling people in for Health checks which can detect issues early.</p> | <p>We agree that these are really valuable. Health checks, Annual reviews, Screening and Immunisation programmes will continue and is part of what GP practice deliver. All practices will continue to encourage patients to attend screening programmes and track patients who do not attend. Work is ongoing to scope the introduction of lung health checks and testing for symptoms of bowel cancer.</p> |



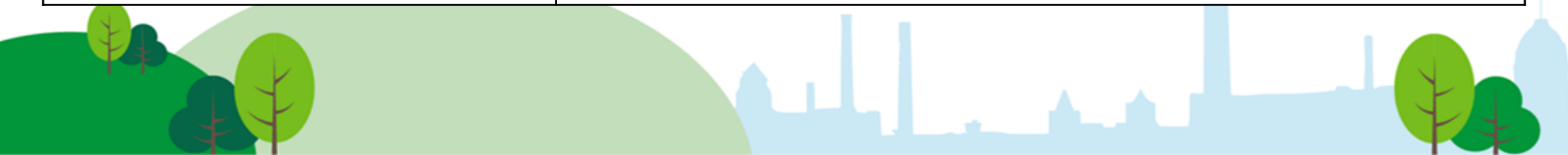
Staying Safe & Well

| You Said | We Listened |
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| <p>It was suggested one of our priorities should be around supporting and encouraging people to join different groups and activities in the Borough – these can have a positive impact on wellbeing.</p> | <p>We completely agree and this is reflected in the Locality Plan in a number of different sections, i.e. Our Part, Your Part, Asset base approach and building out community assets.</p> |
| <p>Health checks have motivated some people to make positive lifestyle changes to get healthier. People need to understand more around the reality of living with some long term conditions, e.g. diabetes, which may encourage change.</p> | <p>This feedback will be shared with colleagues in our Engagement and Communication Teams to see if there is anything they can do to help promote awareness of different long term conditions.</p> <p>Planned Care is provided for patients when a condition requires investigation or is identified as needing treatment. Patient conditions are monitored and receive treatment in a planned way where agreement is made between patient and clinician. Traditionally the majority of planned care are delivered on a hospital site. For Wigan Borough, as part of the transformation of our services, more will in the future be provided by primary care in community settings.</p> |



Primary Care

| You Said | We Listened |
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| <p>Many people we spoke to had experienced issues getting through to their GP practice on the telephone and/or getting an appointment in a reasonable timeframe. Whilst people were happy to see “7 day appointments” they’d like us to improve how they can get through to their GP practice.</p> | <p>We know this is an issue and it’s something we are working on. We have 60 GP practices in the Borough and between them they offer 5,500 GP appointments every day. Our GP practices are very busy. We have a section in the Locality Plan that describes how we will transform GP practices. One of the things we’ve already done is to set targets to encourage patients to sign up to online services. We now have high levels of uptake across the majority of our practices which is improving access to booking systems for many people and helping to free up phone lines for those who need to speak to a member of the practice.</p> |
| <p>People were supportive of GP practices working together in 7 areas and we talked to some people about the different projects they’d done together.</p> | <p>It was great to hear this support. This will progress further with the development of Primary Care Networks. Primary Care Networks will enable GP practices to work much more closely together for example by helping them recruit and retain staff, manage financial and estates pressures and provider a wider range of high quality services to patients. The Primary Care Networks will also provide the foundation for GP practices to strengthen joint working with dentists, community pharmacies, opticians and other partners in the 7 places to improve the health of their populations. The GP practices will continue to get their Patient Participation Groups (PPGs) involved in discussions.</p> |
| <p>People are supportive of the need to reduce medicines waste and we heard some individual stories from people who had family or knew people who waste medicines. They think this is an area we should do much more work around to reinvest the money back into other services.</p> | <p>Again this was great to hear. We invest £60 million in medicines every year. We have a number of Medicines Management programmes in place to help reduce the waste of medicines and over the past couple of years we’ve held training sessions for GP practice staff and patients. We’ve also run a public campaign to raise awareness of the issue amongst the general public. We really need the continued support of members of the public to help raise awareness of the issue.</p> |



Primary Care

| You Said | We Listened |
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| <p>People were supportive of having Digital (online) health services in the plan, however, for those who can't or don't use the internet they don't want a reduction in face-to-face services.</p> | <p>This message came out really strongly when we did our engagement work around digital services in summer 2019. Whilst we'll be encouraging residents to use digital services if they can and want to, we also understand they won't be for everybody and that's okay. Our ambition is for our 60 GP practices to deliver a digital patient experience to rival the consumer sector, with capabilities that have become the norm in a majority of industries. Our hope is that if we can get residents using more digital services this may free up some capacity on the phones or in person in our GP practices.</p> |
| <p>People are supportive of 7 day access. We spoke to many people who had used the Extended Hours Service and we gave out the number for those who hadn't heard of it. This service has been really helpful for people who work or have other responsibilities during the day.</p> | <p>It was great to hear such positive feedback for the Extended Hours service. We will continue to fund this service and are working with the provider, Wigan GP Alliance to ensure the service is accessible across all areas of the borough and continues to provide a high quality service for local people.</p> |
| <p>Some people had concerns around when the receptionist in the practice asks questions before allocating an appointment. They want us to make sure that the receptionists have appropriate training to do this and to follow a set process / procedure.</p> | <p>Many practices are now starting to introduce 'care navigation' which involves asking patients some simple, non-clinical questions to find out who would be best placed to meet their needs. This is about ensuring people gain access to the right service or support in a more timely way. The CCG is working with practices to ensure all staff have access to high quality training to support this new approach.</p> |
| <p>There is support for us working on GP workforce and introducing new roles.</p> | <p>Recruiting and retaining staff to work in Wigan borough practices is one of our priorities. In recent years, work has been undertaken to develop new roles in practice including Community Link Workers and Clinical Pharmacists. This work is now being led by the 7 Primary Care Networks and there is national funding available to develop the workforce further. Practices are looking the ways in which Physician Associates, First Contact Physiotherapists and paramedics could help to deliver high quality patient care in general practice.</p> |

Primary Care

| You Said | We Listened |
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| <p>The issues of not being able to get through on the telephone is a real barrier for some groups, particularly those with communication needs, caring responsibilities or veterans who can feel more frustrated at the difficulties.</p> | <p>More and more patients are choosing the use online services to book appointments and communicate with their GP practice. This is helping to free up phone lines for those patients who want to continue to use this method. We will continue to work with practices and patients to identify ways of improving access, particularly for those individuals who have specific needs.</p> |
| <p>We have some GP practices that struggle to offer a consistent GP and this is really important for some people, particularly those with complex issues or long term conditions/s.</p> | <p>We are working with practices and patients to improve continuity of care for individuals with long term conditions or more complex care needs. This also links with work to improve the co-ordination of care across different teams such as community nursing, therapies or social care. We are looking to introduce the concept of a 'Care Manager' who would take a co-ordinating role and be the first point of contact for patients with more complex care needs. We will work with patients and carers to develop this role.</p> |
| <p>We met some people who had positive experiences with community link workers and would like to see more of this approach.</p> | <p>We are pleased to say that we've secured permanent funding for the Community link Worker service. We have 14.8 full time equivalent Community Link Workers in post and a further 7 will be recruited early 2020. The team will work with the Primary Care Networks to continue to help people to connect with community based support and services. The Community Link Workers are now working closely with Healthy Routes Advisors to ensure we offer holistic support that addresses emotional wellbeing, practical support on issues such as housing and debt and support to make healthier lifestyle choices.</p> |
| <p>Some people would like to see something in the plan around accessible information standards across GP services.</p> | <p>All GP practices are required to adhere to accessible information standards and we have done work to support them with this. The Locality Plan doesn't reference this specifically as it is all about how we plan to transform services, but Accessible Information Standards are something all services need to adhere to as standard.</p> |
| <p>Patients at practices with drop in clinics really appreciate this approach.</p> | <p>This feedback will be shared with our local GP practices. It isn't within our gift to set how GP practices run their appointment systems but we've noted the comment and will share this with them.</p> |

Help in your community

| You Said | We Listened |
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| <p>People would like us to improve access to therapies and mental health support for people with Long Term Conditions and remove the need for constant re-referral from the GP.</p> | <p>The improvement and transformation of mental health services is a key theme running through the locality plan. We'll be working on services for adults and children & young people and a detailed plan will be developed.</p> |
| <p>There was support for us including “dying well” in the locality plan and making sure we meet the wishes of residents.</p> | <p>It was great to hear people being supportive of our inclusion of “dying well” within our locality plan. We did a big piece of engagement work back in 2018 which helped us to develop our local end of life strategy and it was clear that people wanted us to do more work to get people talking and thinking about “dying well”. Our vision for these services are captured with the Community Services chapter and references have been made to Advance Care Planning i.e. patients who are palliative or end of life having the opportunity for their wishes and choices to be recorded.</p> |
| <p>People think we should prioritise improving the waiting times for services like Physiotherapy and Ear Care.</p> | <p>This feedback has been shared with our quality and commissioning team. They do look at the waiting time for services and work with them to address any issues that arise. In terms of Physiotherapy we are also looking at whether there would be opportunity for Primary Care Networks to offer these services in GP practices in the future.</p> |
| <p>From certain locations people have to travel a way to access some community services, for example in Chandler House a few people told us they had to travel to Boston House for different services and it was 2 buses. We were asked whether the location of community services was “fair” across the Borough.</p> | <p>Again we'll share this feedback with our commissioning team. It's not always possible for us to provide every service in every location so there may be times people have to travel. However in 2020 we'll be undertaking more engagement work to understand how people travel across the Borough and use services. We are also undertaking a process of reviewing how some of our larger health centres are currently utilised and whether there may be opportunities for different services and groups to use the space in the future.</p> |



Help in your community

| You Said | We Listened |
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| <p>Some people feel that certain areas of the Borough could have more voluntary community sector groups, for example one lady who lives in Hindley has to travel into Leigh to attend her group which is quite a way. There may be vulnerable people who are unable to travel who need groups/services closer to home.</p> | <p>We know that community groups can be a real life line for some people in the Borough and we'll share this feedback with the Wigan Borough Community Partnership. Our plan outlines our commitment to build on our community assets and we'll do this by investing, collaborating and supporting the delivery of voluntary, community and faith groups in the Borough. There are loads of community groups in the Borough and the Community Book is a great place to search for ones closest to you: https://www.communitybook.org/ . We've also invested in Community Link Workers who, via your GP practice, will be able to link people into different community groups and activities.</p> |
| <p>We were told that respite care is lacking and difficult to access and this should be a priority in the plan.</p> | <p>We know that respite care is absolutely vital for some people in the Borough and this feedback will be shared with relevant teams. Our Locality Plan is about the transformation of local services. Whilst respite care doesn't feature in it specifically we do talk about our commitment to support carers and families in the Borough. We will continue to work with carers and relevant organisations in the Borough who support them.</p> |



Mental Health

| You Said | We Listened |
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| A few people mentioned to us they'd like to see us improving mental health support for people with Long Term Conditions. | We've included this within our Locality Plan. There is lots of information in the plan about how we want to transform and improve mental health services. |
| People would like to see more money going towards mental health services in general. | Every programme within the locality plan will have detailed delivery plan (to describe how exactly we will go about achieving the change) and will have an investment plan (to describe what it will cost). |
| Children and Adolescent Mental Health Services (CAMHS) should be a priority for us. | Improving Children and Adolescent Mental Health Services definitely is one of our priorities and features within the locality plan. We've recently been involved in engagement work led by the Youth Cabinet to understand what children and young people want and need from the services. We'll continue to work with them on this. |
| People would like to see GP training around mental health, we heard good and bad experiences about the support from GPs. | We have previously provided some extra training for GPs around suicide prevention and mental health. This feedback will be shared with the teams who work with GP practices on training needs and development. The new Mental Health Link Workers will also offer better support for people going to the GP with a mental health issue. |
| People think members of the public should have more awareness of mental health and how to support each other. | We agree and this feedback will be shared with the Communication Teams for each of the organisations. We've previously run Borough wide campaigns around mental health and suicide prevention. |
| People would like us to invest more in counselling services in the Borough. Young Carers highlighted the offer in schools isn't consistent. | As we've said above, schools are very much part of our place working and will be part of the children's mental health delivery plan. |



Mental Health

| You Said | We Listened |
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| <p>Mental Health services for carers should be a priority within this section.</p> | <p>Our locality plan does include information around carers and we are committed to improve the support and services available for carers in the Borough. We'll continue to work with carers and some of the organisations that support them in the Borough.</p> |
| <p>Our maternity voices partnership group felt that perinatal mental health should be another priority for us.</p> | <p>This is included within the Locality Plan and the Maternity Voices Partnership group will look at this as a priority in 2020.</p> |



Hospital services

| You Said | We Listened |
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| Some people didn't understand the title of the section "hospital without walls". | We've listened and changed the title of this section to "hospital services". |
| When talking to people about the hospital many people mentioned Accident and Emergency and would have expected us to have something in the plan around this. We heard some good and bad experiences about this service. | The feedback has been shared with our staff who manage Accident & Emergency. Our Locality Plan summarises our plans to transform services in the Borough so whilst we don't talk about Accident & Emergency specifically we do talk about how we plan to improve urgent care services. |
| In terms of moving services out in the community, people want us to make sure we choose the appropriate locations with the appropriate equipment. | All the programmes within our locality plan will have detailed delivery plans that will describe in more detail how we plan to achieve the improvements. If we look to move any specific services in the future we'd do much more engagement work at that point and we'd make sure we undertake full equality impact assessments to consider any impacts on the people who use the services. We advertise any engagement work on our "open consultations and projects" page on the website. |
| People would like us to focus on sorting out waiting times for things like Dermatology and Cardiology. | A Wigan borough planned care programme is being delivered, which will use research, innovation and evidence-based practice to support service sustainability. A number of specialities are included in this programme e.g. Cardiovascular, Respiratory, Diabetes, Ear, Nose and Throat, Gynaecology, Dermatology, etc. |
| Some people feel we need to invest in hospital buildings to modernise them where needed. | This doesn't feature within our Locality Plan. The hospital trust, Wrightington, Wigan and Leigh NHS Foundation Trust are developing their strategic plan. This document is still being drafted, however, it is understood estates will feature in the strategy. |
| There is some concern about potentially having to travel outside of the Borough for some hospital services. | We acknowledge this is a concern for some people. This difficulty is recognised and referenced in the hospital chapter and is part of the Greater Manchester hospital reconfiguration programme. We'll make sure that residents of Wigan Borough have an opportunity to get involved in any engagement or consultation work in Greater Manchester. |

Other feedback

| You Said | We Listened |
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| <p>Would expect to see something around the ambulance service within the plan.</p> | <p>The North West Ambulance Service is referenced a couple of times in the Locality Plan. We work closely in partnership with the ambulance service and will continue to do so. Our Locality Plan vision is around supporting residents to look after their own health and wellbeing, ensuring services are easily available and are the best they can be.</p> |
| <p>Does our plan include communication and record sharing with out of borough hospitals.</p> | <p>Our plan describes how local people will be empowered through technology to better manage their health and wellbeing and to access care services when needed. There will be a shared digital record, building on our Share to Care programme, ensuring the right information is in the right place at the right time.</p> |
| <p>If the voluntary sector is part of our plan, people would like to understand what our plans are to invest in that sector to ensure it's sustainable.</p> | <p>Our Locality Plan outlines our commitment to building our community assets and we'll involve the voluntary, community and faith sector in our plans to transform services. Wigan Council has a Community Investment Fund which in recent years has awarded significant amounts of money to the voluntary sector.</p> |
| <p>People are interested in our plans for social care, this is an area of huge concern for some people.</p> | <p>Our Locality Plan does have information around how we plan to transform social care.</p> |
| <p>One of our priorities should be around training doctors and nurses for hospital and GP practices.</p> | <p>Wrightington, Wigan and Leigh NHS Foundation Trust will soon become a teaching hospital which will attract more people to train in Wigan Borough. Recruiting and retaining staff to work in Wigan borough practices is a strategic priority. In recent years, work has been undertaken to develop new roles in practice including GP Fellows, Nurse Fellows, Community Link Workers and Clinical Pharmacists. This work is now being led by the 7 Primary Care Networks.</p> |
| <p>The design of the plan was commented on and people liked the use of picture, it might be useful to include a summary of the organisations involved and what they do.</p> | <p>We were pleased with this feedback. We've made an effort to write and design the Locality Plan in a way that makes it appealing for patients and residents. We've included pictures of each of the chief officers from the organisations.</p> |

Other feedback

| You Said | We Listened |
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| <p>The CCGs Patient Forum would like to understand what we've achieved in the first 5 years of our plan and how much progress was made – we should celebrate any successes we've had.</p> | <p>We've outlined some of our key achievements within the Locality Plan. We'll work with the Patients Forum to share this information.</p> |
| <p>Does our plan cover services for older people, we have an ageing population.</p> | <p>We do capture this within our Locality Plan within the Community Services chapter.</p> |
| <p>Dementia is a huge issue, does this feature within the plan.</p> | <p>Yes it is, within our Mental Health and Wellbeing chapter. We know that 73.6% of estimated people with dementia are getting help from services. We have 13,000+ Dementia Friends in the Wigan Borough.</p> |
| <p>We should speak to patients and residents to see if they have any ideas on how we can save money or make services more efficient, e.g. being able to give hospital equipment back.</p> | <p>We're planning an engagement around finance in February 2020 and any patients or residents are welcome to join us. We're always open to ideas and suggestions from patients and residents.</p> |
| <p>Some front line staff didn't know about the locality plan or if their own service was a part of it.</p> | <p>Once we have a final version of the Locality Plan we are planning a launch event and we'll promote and share it across all our services.</p> |
| <p>Our Wigan Borough Engagement Group would like to understand the different programmes plans to engage and involve people in the delivery of this plan.</p> | <p>Our Commissioning and Transformation Team will be asked to provide this information to our Wigan Borough Engagement Group. We'll involve the Wigan Borough Engagement Group in our engagement plans and delivery.</p> |
| <p>Reasonable adjustments and accessible information should feature in the plan as a standard approach across all services.</p> | <p>Our Locality Plan describes our plans to transform services across the Borough. We don't reference reasonable adjustments or accessible information specifically as these should be business as usual. The CCG has set up an Equality Collaborative Group to work with our provider organisations to learn from each other and achieve a consistent approach. In 2019 we also set up an Equality Reference Group and we'll work with this group to gather feedback from different groups and work on ideas to improve services.</p> |

Contact Us

If you have any questions about our Locality Plan, or the feedback you've read here, please get in touch with us on the contact details below. We'd also love to hear from you if you're interested in getting involved in any of the services you've read about.

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