

## CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP



COMHAIRLE NAN EILEAN SIAR



# IJB Development: Our Accountability, Engagement and Transparency

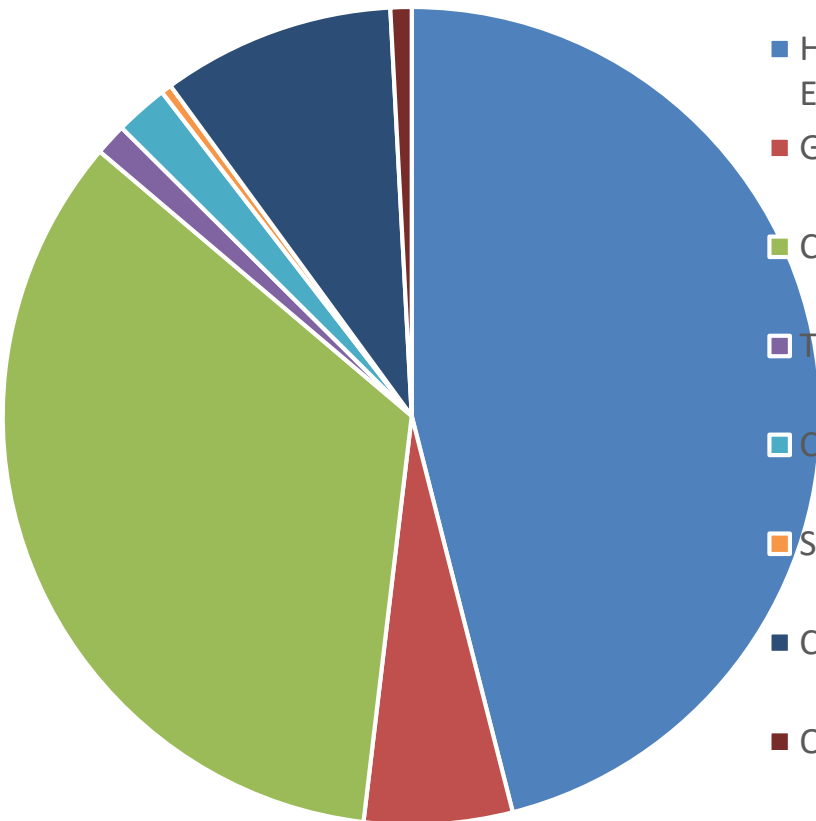


# Development of the Joint Board

- Invested time and energy in building a shared understanding in the early days... but we need to revisit this to maintain cohesion
- Built confidence across the partners (not just Comhairle and Health Board)... but we need to communicate to maintain equilibrium
- Ongoing reflection about our ability to engage with communities, to ensure we are accountable and to operate transparently...
- Ongoing reflection about integrated practice and how we create a seamless customer experience

# Health and Sport Committee

- IJBs need to make sure their communities know of their existence and role
- There is a clear need for greater public transparency and IJB decisions properly explained
- Important that IJBs make sure communities are fully involved and have confidence in the engagement being undertaken
- IJBs should ensure support for individuals and third sector organisations to mitigate the time, resource and money required to be properly involved in local planning
- Each IJB should identify a single individual taking responsibility for public involvement and community engagement

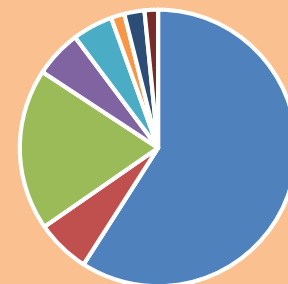


- Health Board / NHS Employee
- GP and GP staff
- CNES Employee
- Third Sector
- Community Representative
- Service User
- Carer
- Other (please specify)

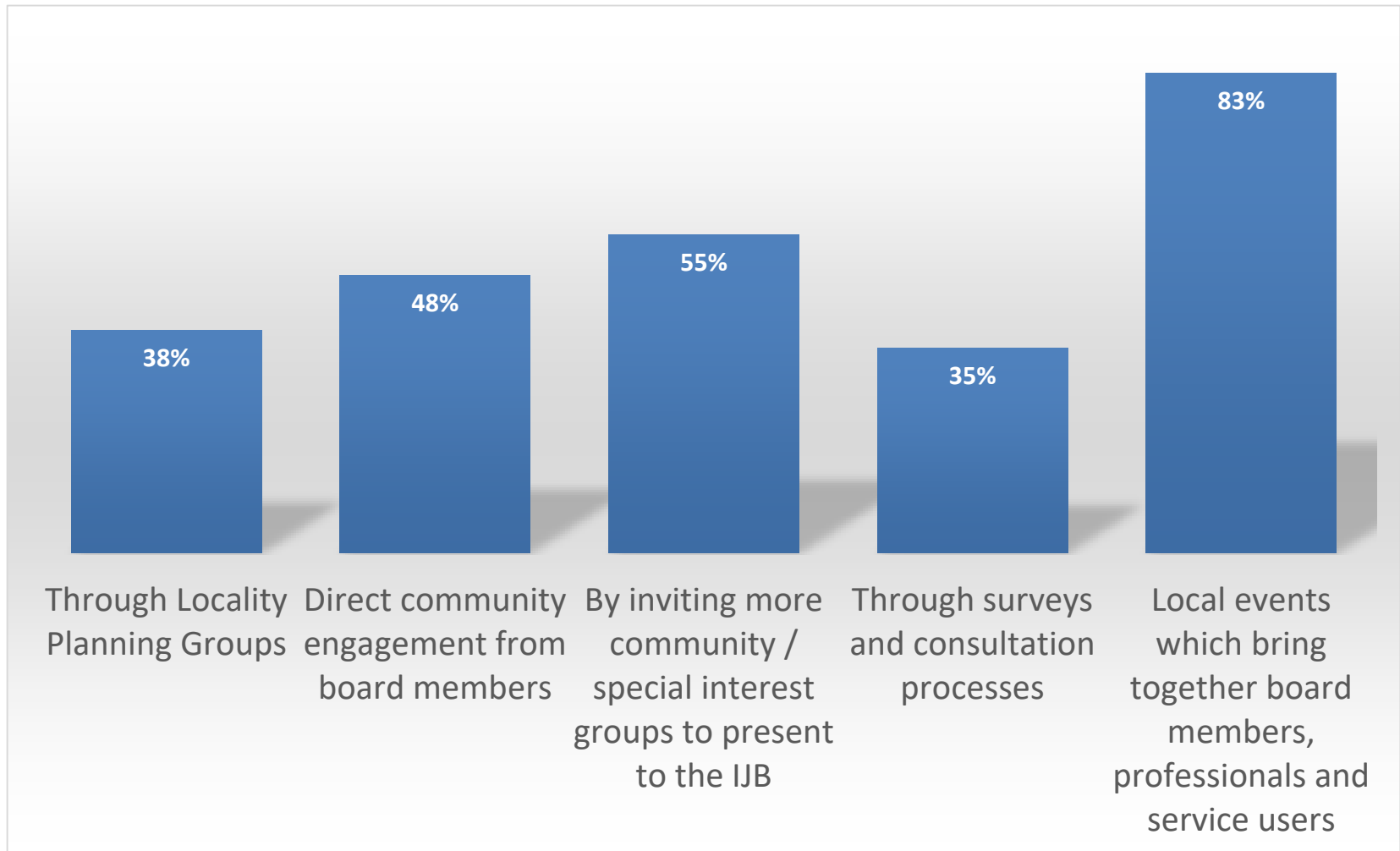
2018	
47.41%	110
3.88%	14
35.34%	82
1.29%	3
2.16%	5
0.43%	1
9.48%	22
	2
<b>Total</b>	<b>232</b>

2016	
60.0%	75
6.4%	8
19.2%	24
5.6%	7
4.8%	6
1.6%	2
2.4%	3
	2
<b>Total</b>	<b>125</b>

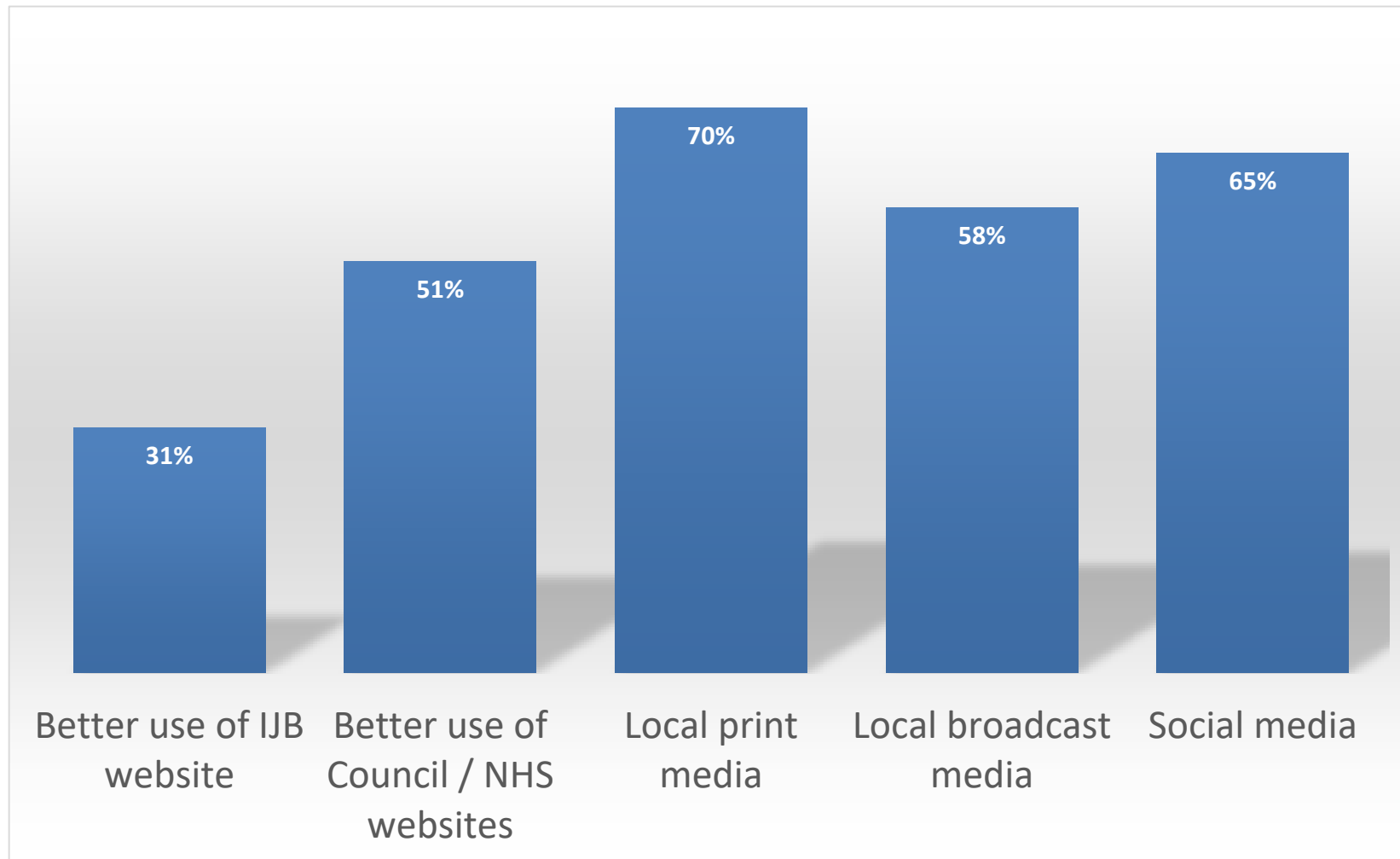
**% of all staff responses**  
**Health Board / NHS Employees: 24% (up from 17%)**  
**CnES Employees: 13% (up from 4%)**



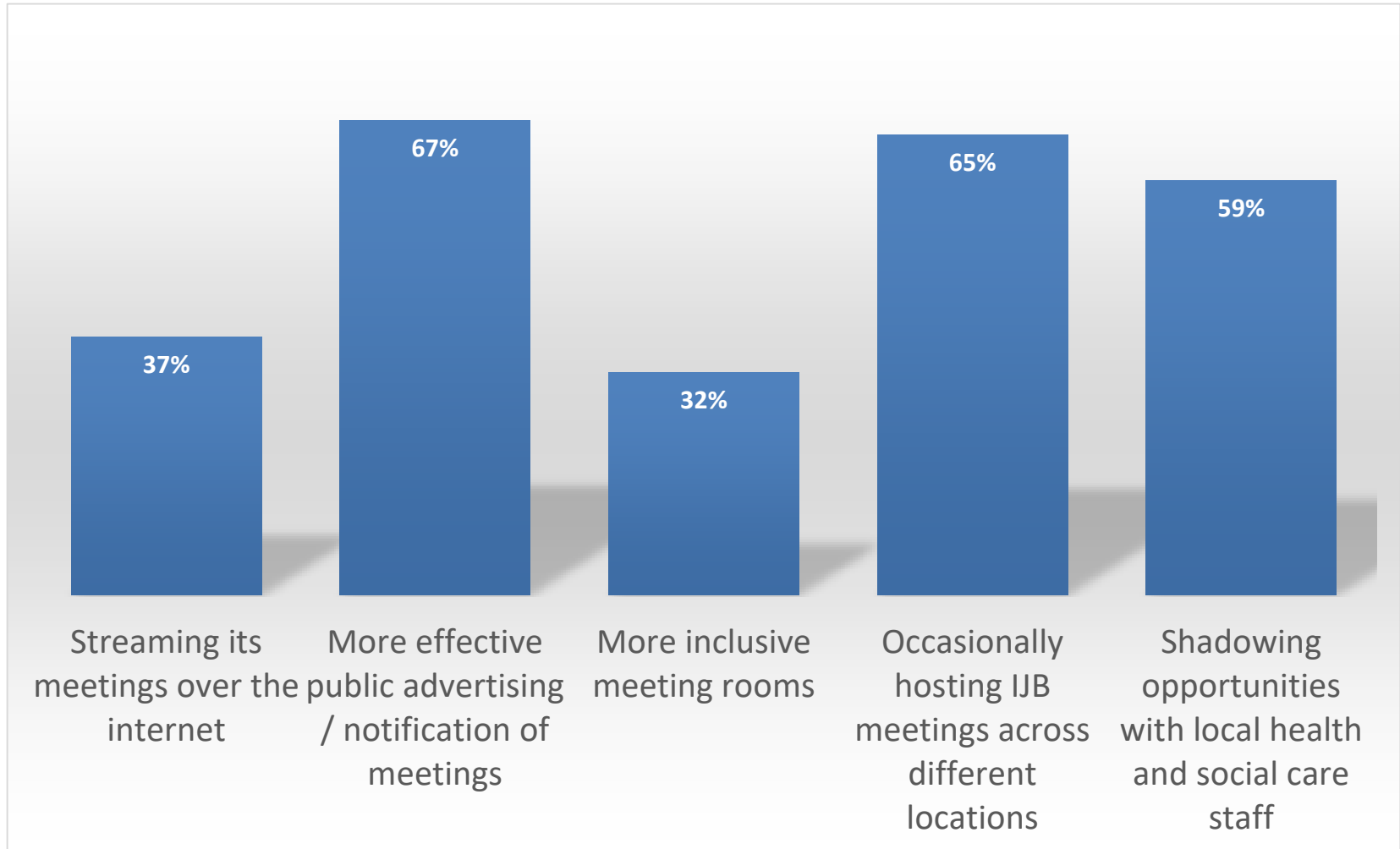
# Q2 Connecting with communities, patients and service users



## Q3 Promoting the work of the IJB

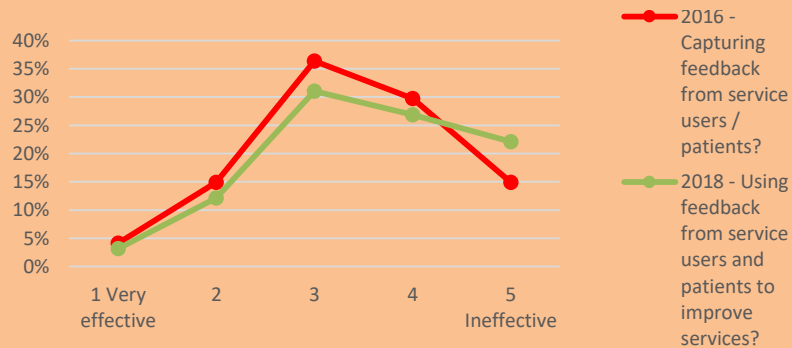
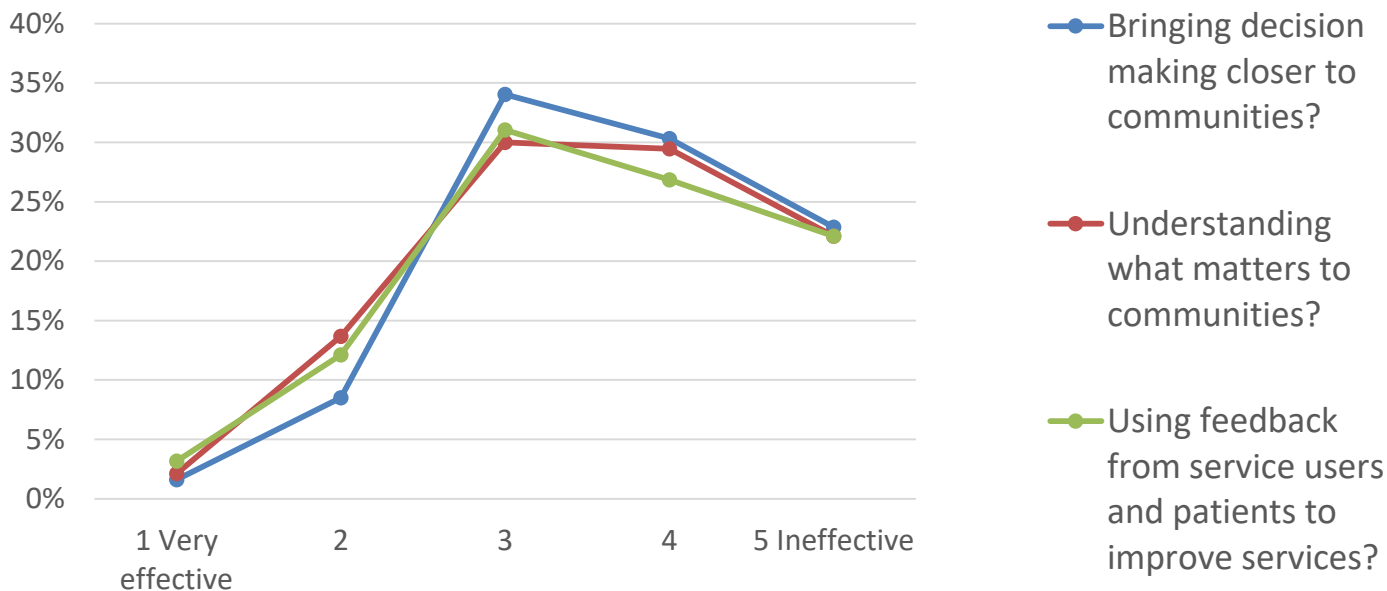


## Q4 Improving public accountability



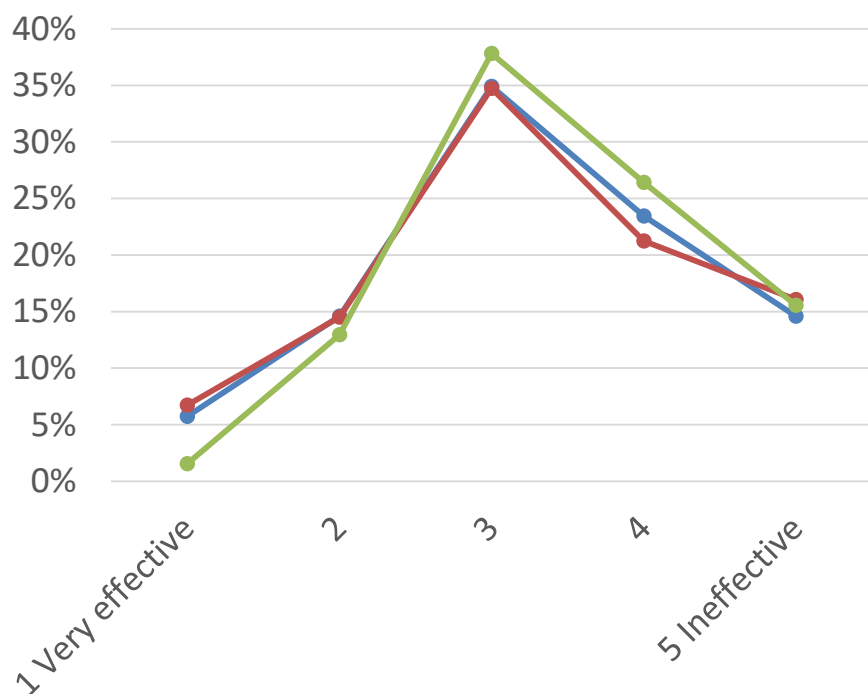
# Section 1 – Role of the Integration Joint Board (IJB)

## Q5 Effectiveness of community engagement





## Q6 Effectiveness of Locality Planning Groups



- Representing community opinion
- Representing local professional opinion
- Shaping local service provision

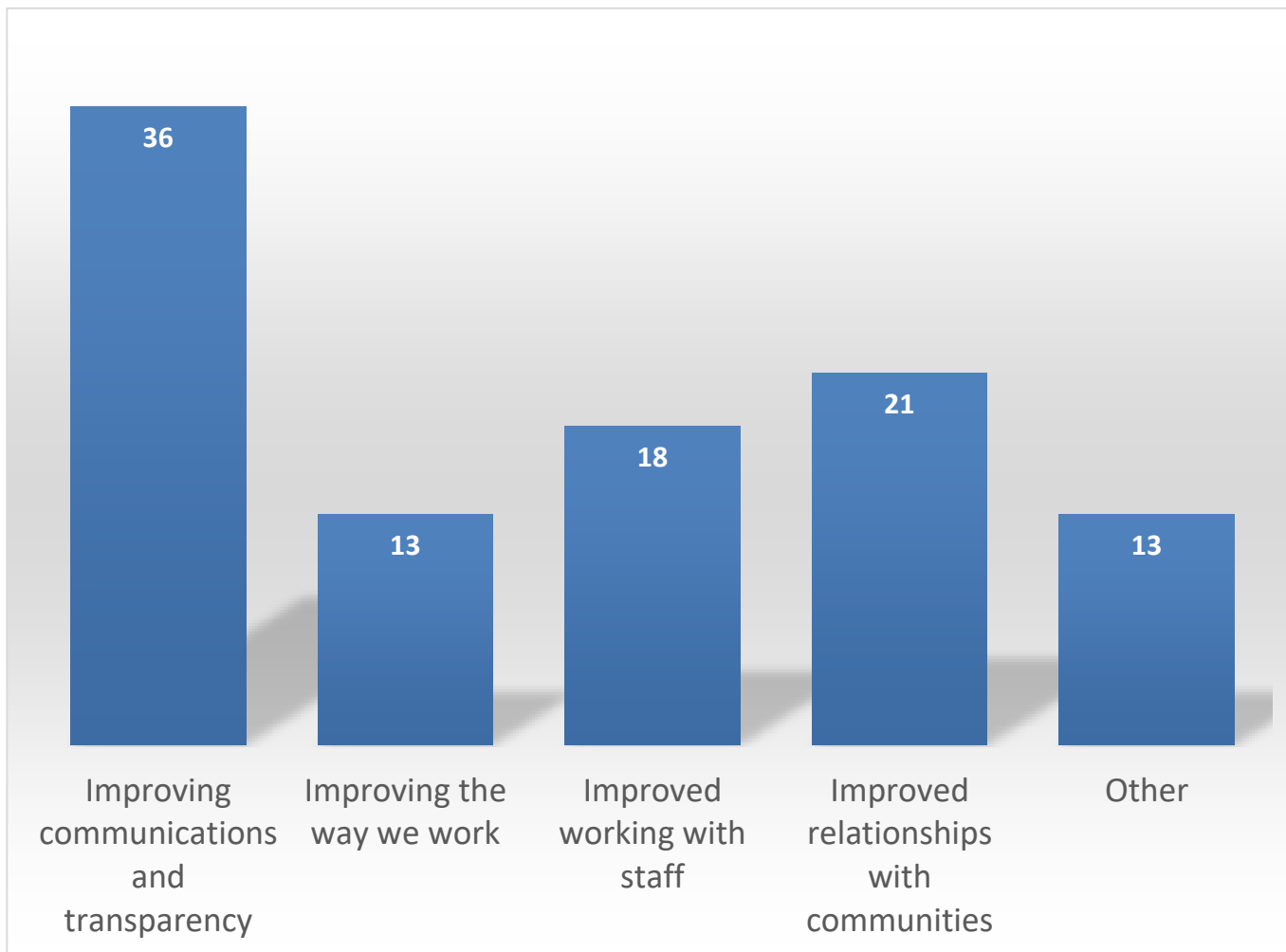
2016



- I am not aware of the Locality Planning Groups
- Little to no contribution
- Some (limited) contribution
- A good level of contribution
- Excellent contribution

## Section 1 – Role of the Integration Joint Board (IJB)

### Q7 Suggested actions to improve the IJB – main themes



# Section 1 – Role of the Integration Joint Board (IJB)

## Q7 Suggested actions – Improving communications and transparency

“Be honest - to all concerned and open in decisions that are made.”

“More local advertising and publicity”

“Good honest transparency to progress effective decision making.”

“Improve communication, to show how the IJB is representing community and professional opinion, and shaping service provision. Clarity is required in order for the community and professionals to understand the decision making process.”

“improved local communication in rural Lewis”

“Give council staff, NHS staff an identity to belong to. Staff currently don't know what to call themselves - are we IJB? Is the IJB operations or governance? We are very much still the 'other' whether it be NHS / Comhairle / Third Sector. By giving us our own brand we would naturally work as a coalition of workers to the agenda of Reablement and integrated community networks. One Western Isles Alliance.”

“Continue to give regular, 'easy read' feedback about the positive outcomes of the work of the IJB - and how all of those IJB members feed in to that. From 'ground level', it feels as though there are many tiers to the IJB and it is difficult to appreciate how decisions are made”

“I have little awareness of IJB and the work it does!!”

“The public and staff knowing what's going on.”

“Better explanation and dissemination of their role and what they do.”

“Publicising achievements / progress made in local media”

“Early consultation/better communication in each locality especially with front line staff.”

“Increased visibility with more clarity around its responsibilities provided in a way that 'joe public' can understand and find accessible. All too often service users are oblivious to the IJB and its function.”

“More information about its purpose in a language that the public can understand”

“Publish in plain English a statement of where we are, where we are going ? and the hopeful end result? Not a long story just the main bullet points please thanks.”

“Communicate more. Who are the locality planning groups? Where are they? How do we find out when meetings are? Who is the IJB? What are they doing? Most people have no idea ...”

## Q7 Suggested actions – Improved working with staff

“Meet us in person, come along to staff meetings in each area.”

“Connect with front line staff and listening to front line professionals”

“Having a forum where staff can bring suggestions to help solve practical day to day issues and not feel that they would be in trouble for highlighting difficulties might go some way to tackling some of the problems and for staff to feel that they can engage with the board.”

“Inclusion of health and social care workers who actually have a service user/patient contact role, in an official capacity on the IJB.”

“Appreciate and ask those with the knowledge and experience for their thoughts to gain suggestions of improving services”

“Take heed of public and staff opinion when consulting. The IJB appears to give lip service to this process.”

“Early consultation/better communication in each locality especially with front line staff.”

“Cease disregarding the professionals who have extended experience of providing integrated care.”

“To speak more to front line staff, not just to Line Managers who are often so far removed from the real day to day challenges and benefits of services.”

“From my experience very few Line managers in Stornoway have a good grip on service provision and the community needs in the Southern Isles and Barra.”

“Credit where credit is due, the IJB has given us a small voice occasionally, and provided far more information.”

“It would also be nice to hear major decisions which effect peoples lives from line managers rather than through the press, social media and friends.”

# Section 1 – Role of the Integration Joint Board (IJB)

## Q7 Suggested actions – Improved working with communities

“To ensure that the IJB "meet the communities" in each area, not just those who represent at Locality Planning Groups, etc. Members of the community may attend small sessions where their voices can be heard, but sometimes the local representatives do not actually represent their locality views and ranges of opinions.”

“Caring for the people within the community and doing what benefits them and not for the benefit of the IJB”

“Give LPGs the feeling that they are being listened to, consulted and make meetings effective”

“Officers need to go out more and more to the communities - tell it as it is and build trust there - bottom up .”

“Being open and honest with the public and actually listening to feedback.”

“Increase awareness in the general community of the role, decision-making processes the IJB & how the community can find ways of having their voices/opinions heard/expressed.”

“Attend meetings with the more aging population who do not have access to internet, confidence to go to public meeting, most communities have a group on once a week for retired people, these group always accept speakers who provide info.”

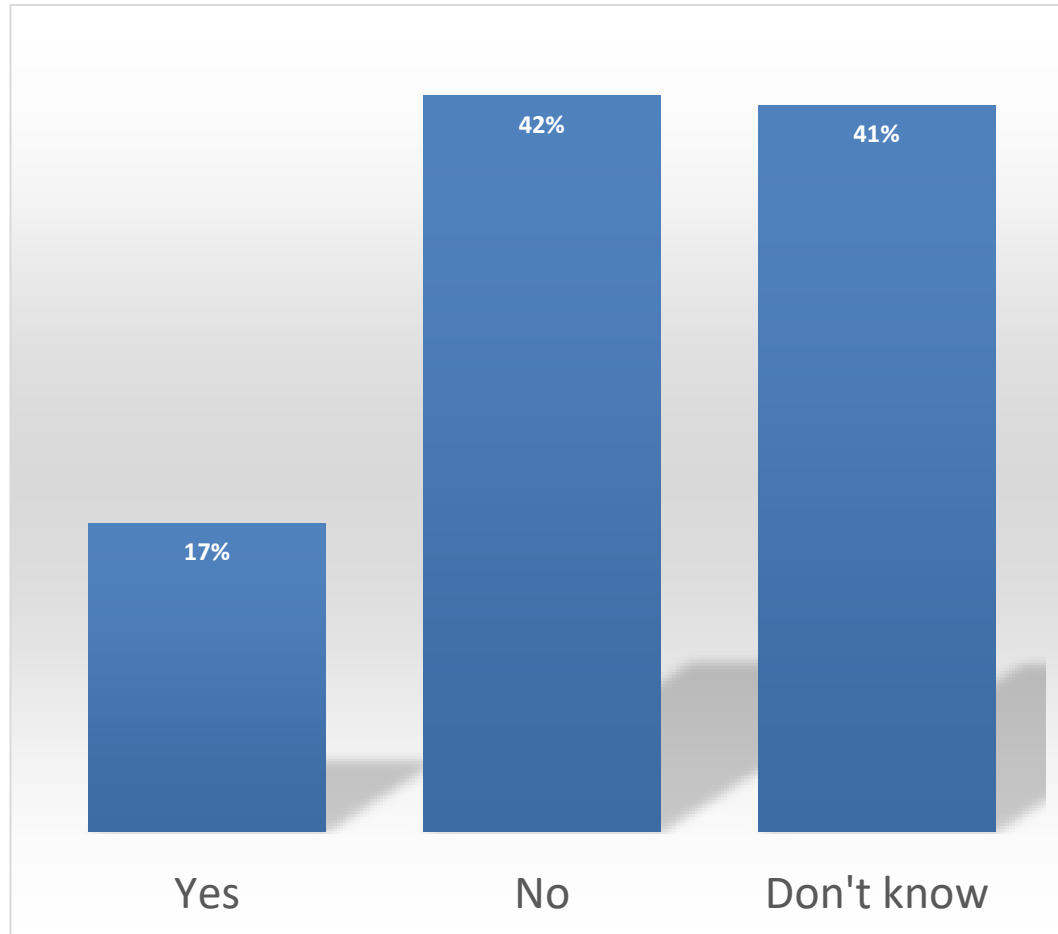
“You need to get out to the communities once or twice a year and speak to them directly, people feel there is a them and us divide and their concerns don't matter.

“with regard to effectiveness, there is a need to meet with frontline workers, carers, nurses, AHPs in community settings to understand where there needs to be improvements in communication and integration”

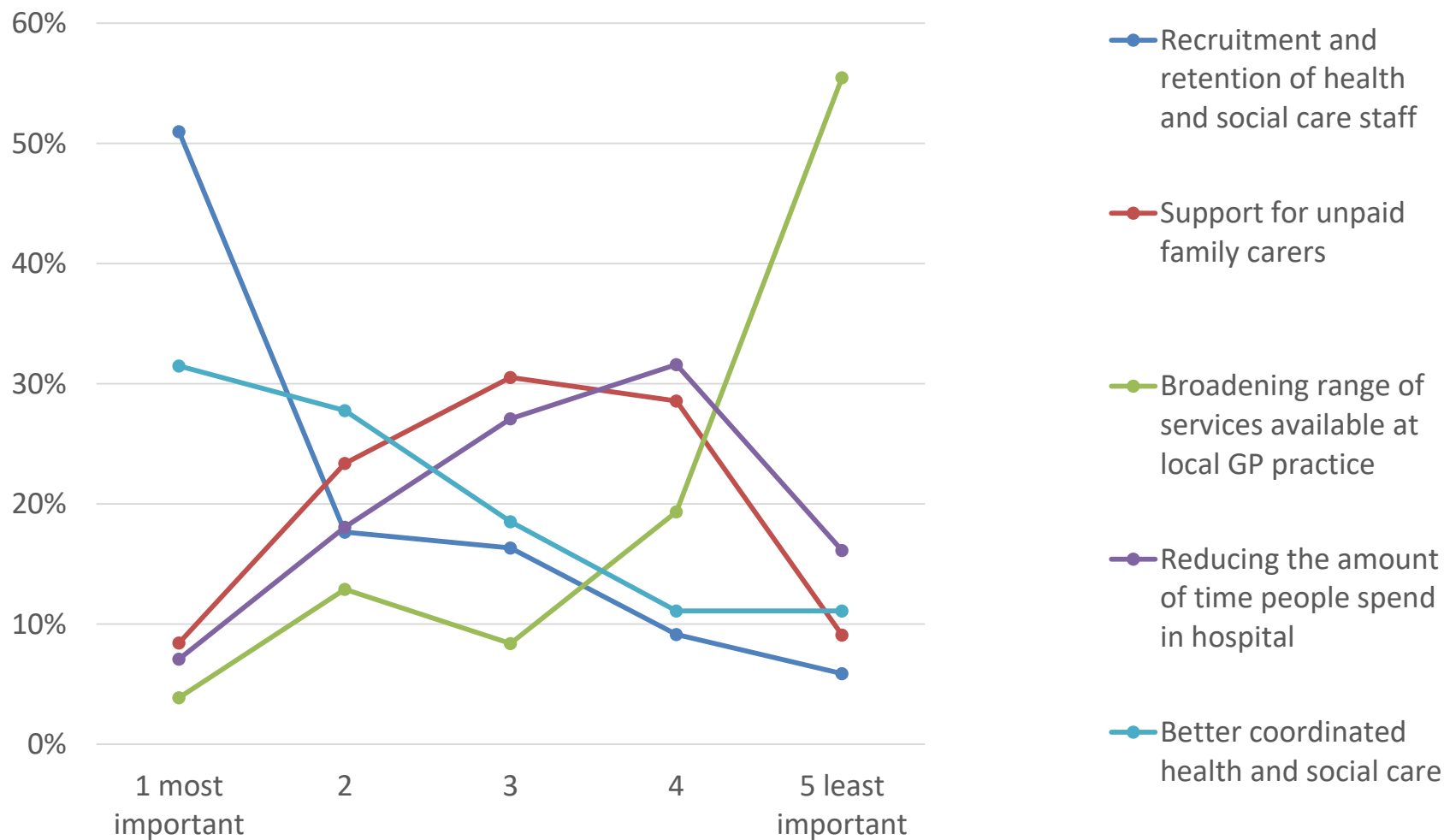
“better communication in each locality, especially with frontline workers, and service users.”

“Cease disregarding community requests to retain services locally”

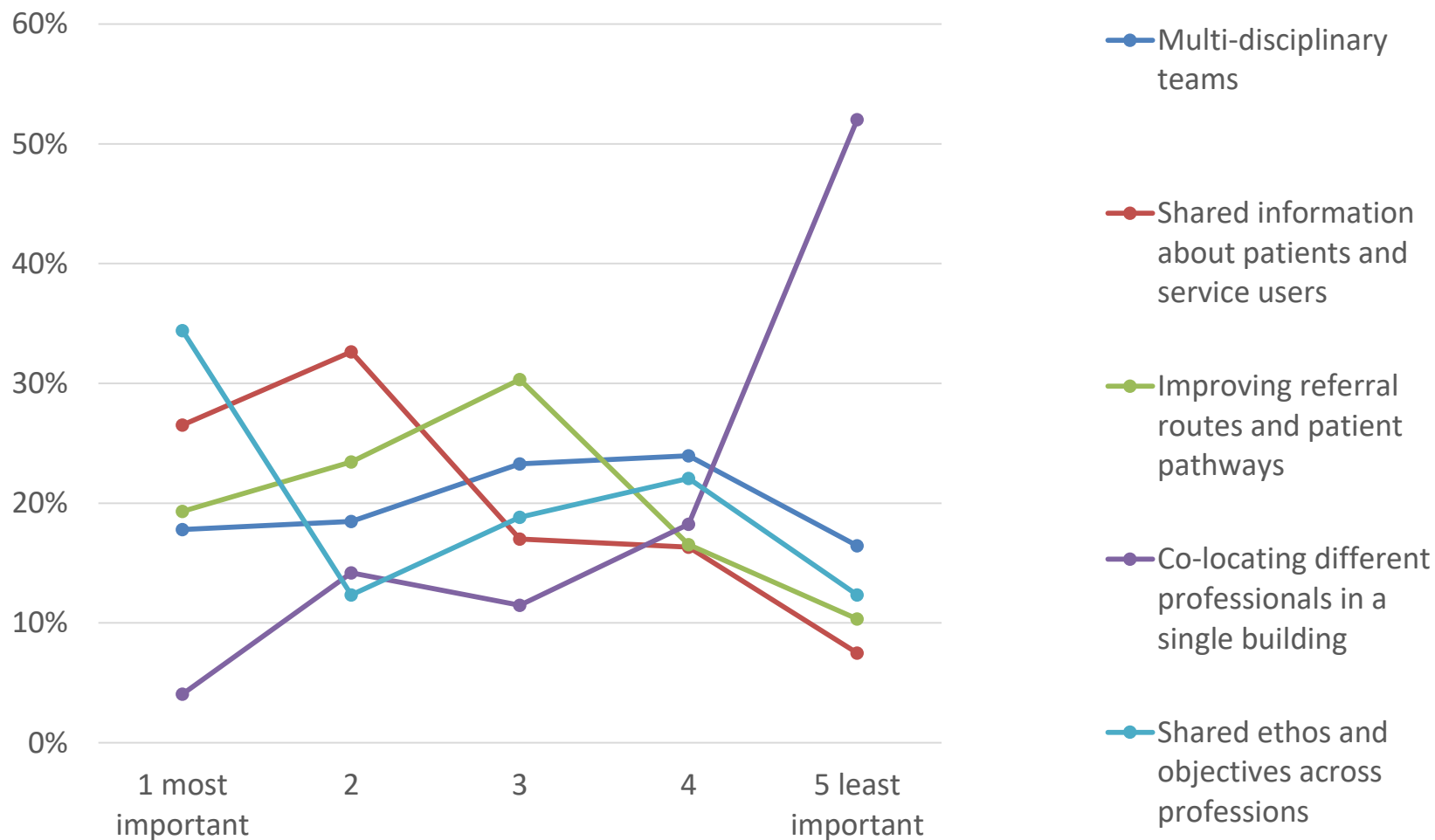
## Q8 Making a positive impact on local services



## Q9 Areas of work - priorities



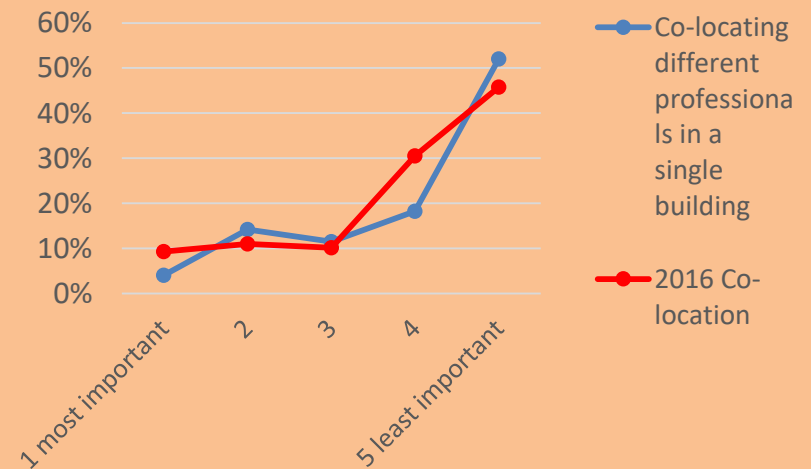
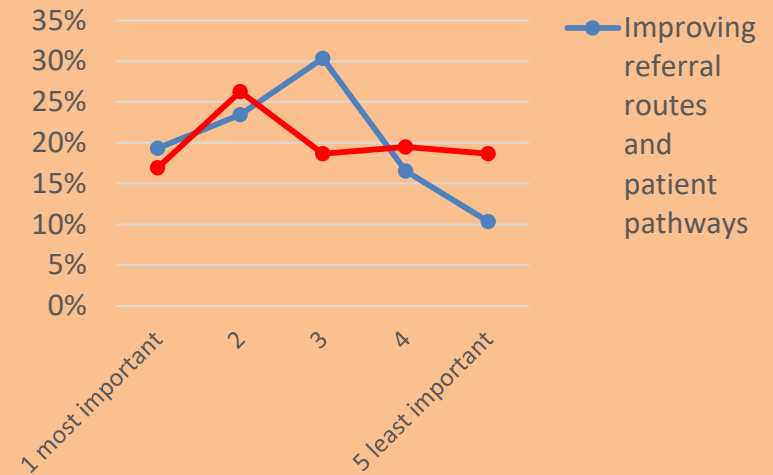
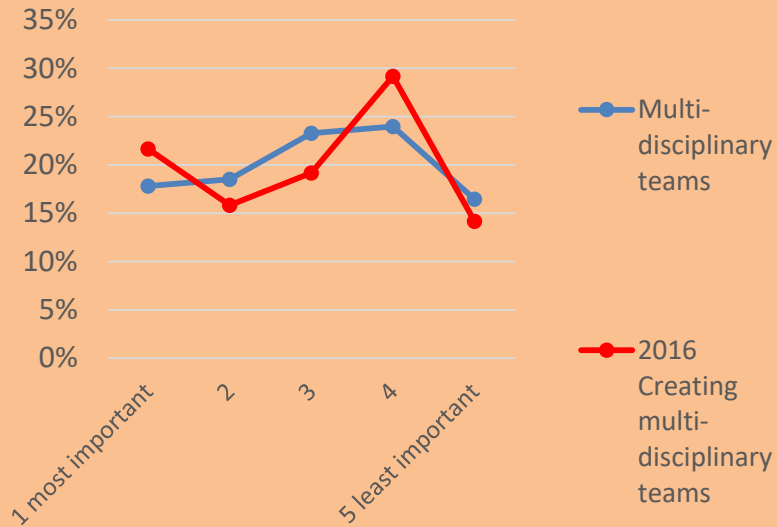
### Q10 Characteristics of integrated care





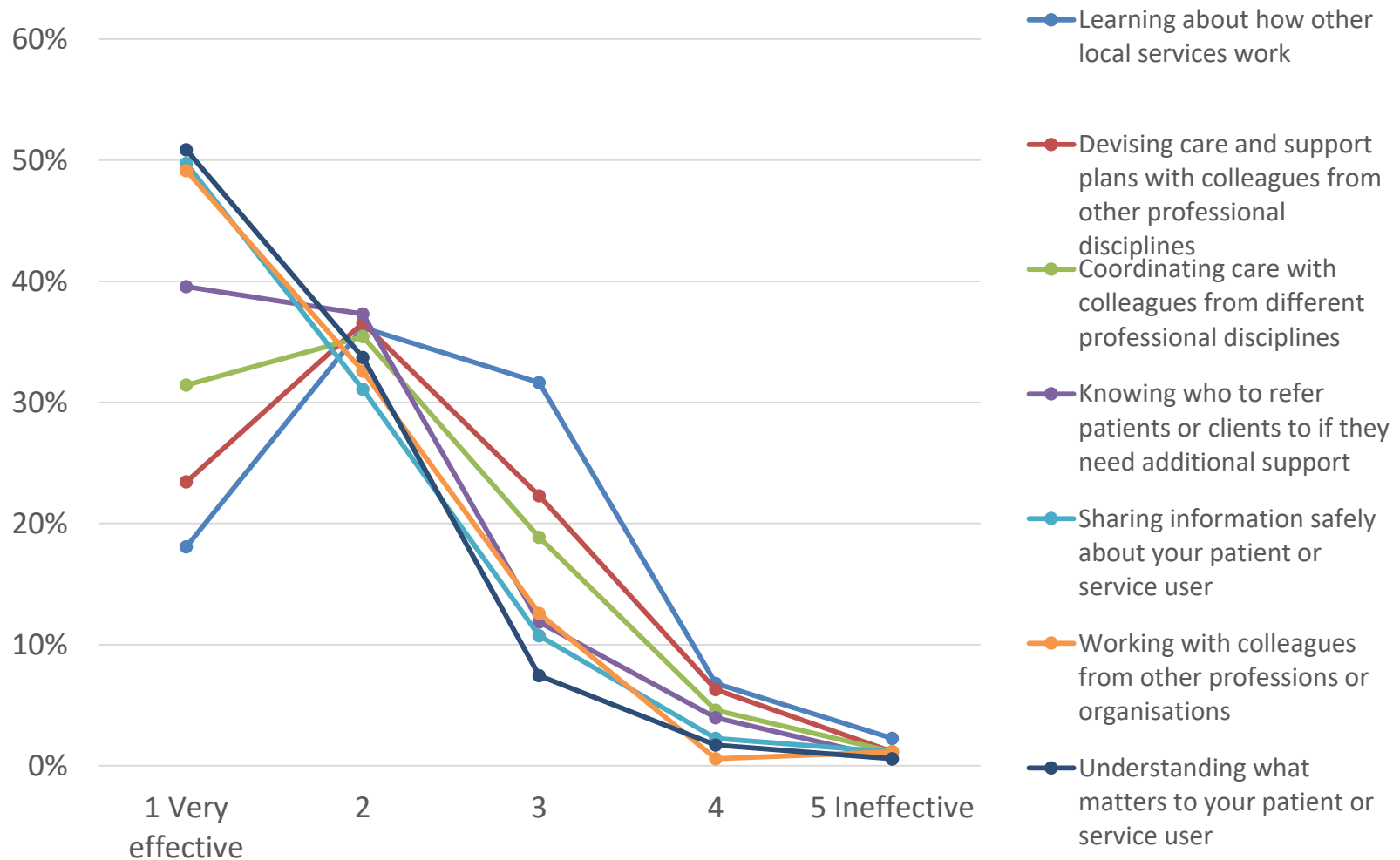
## Section 2 – Health and Social Care Services

# Q10 Characteristics of integrated care - trends



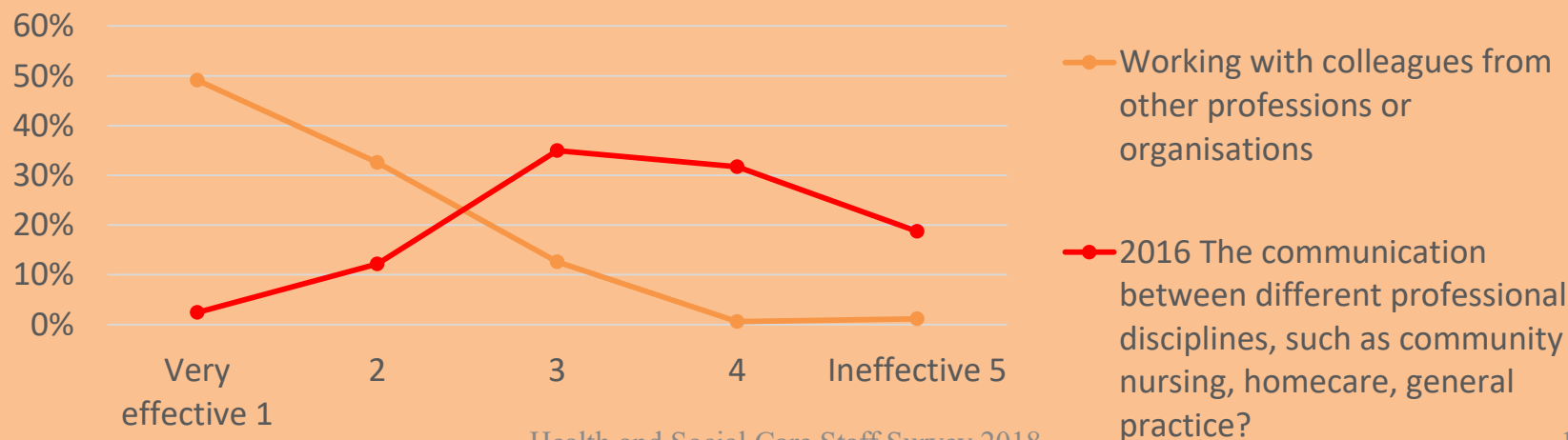
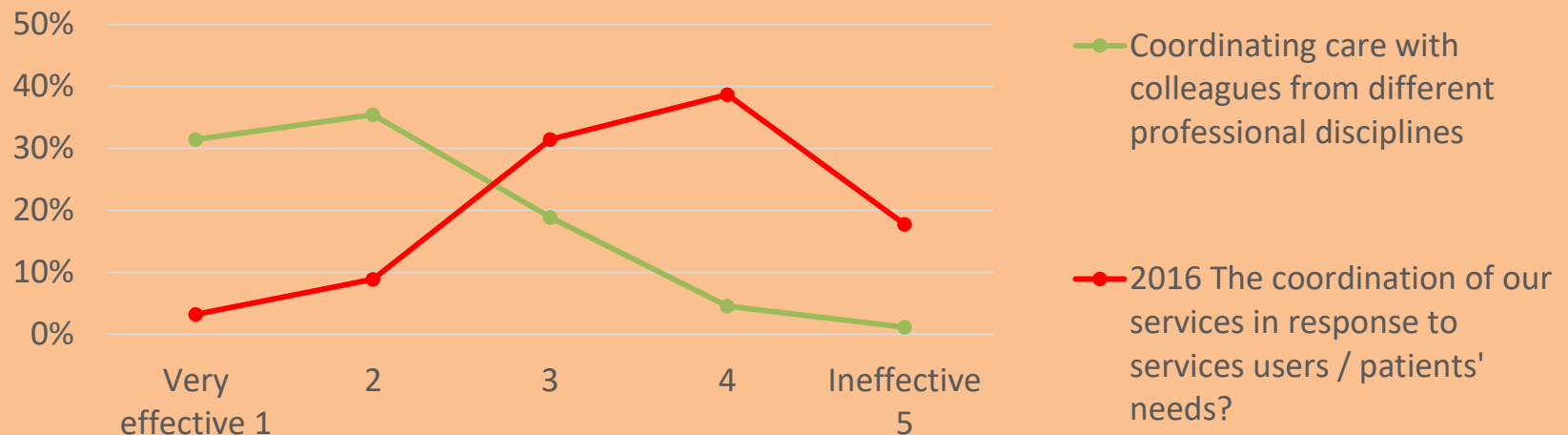
## Section 2 – Health and Social Care Services

### Q11 Effectiveness of Health and Social Care services

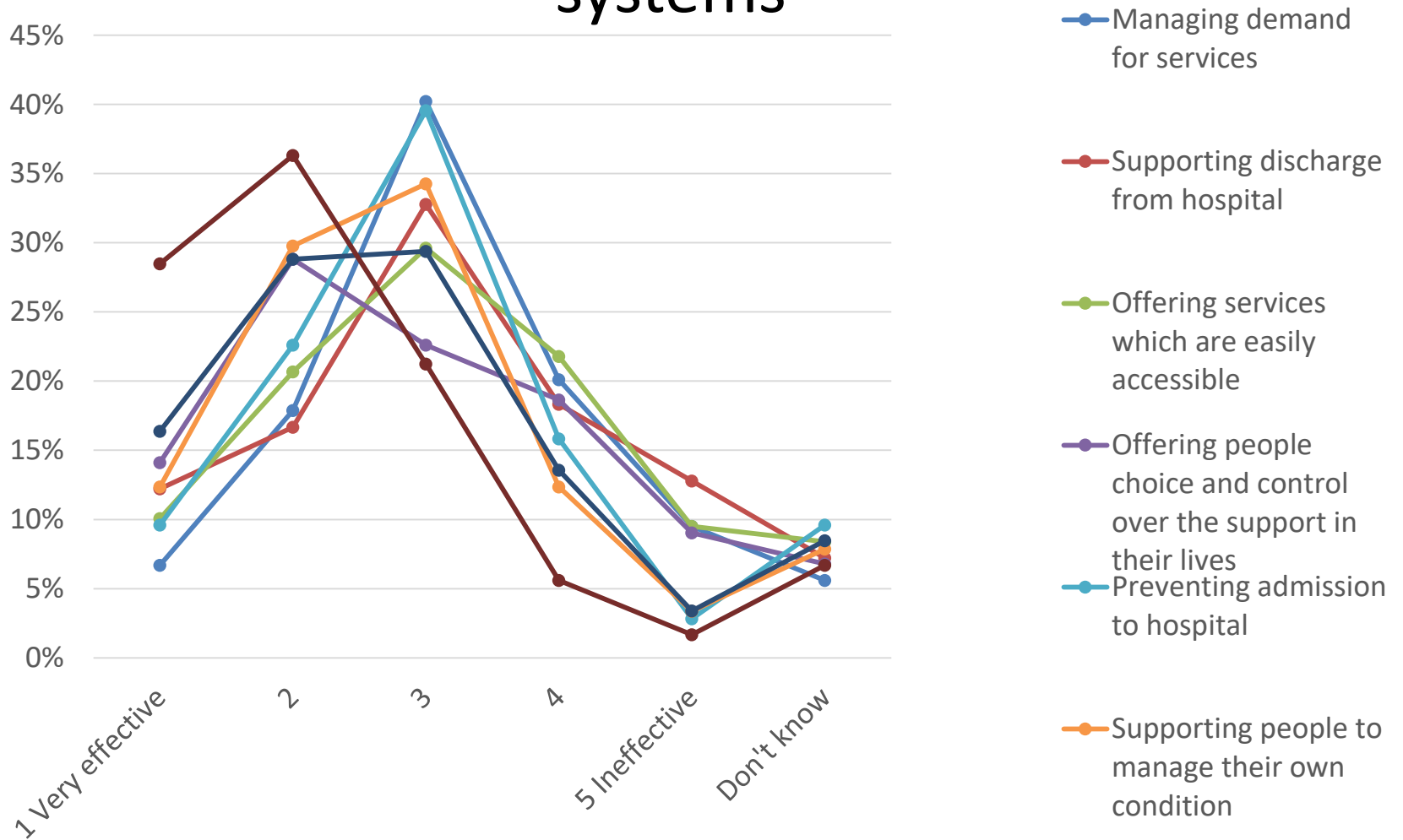


## Section 2 – Health and Social Care Services

### Q11 Effectiveness of Health and Social Care services – trends



# Q12 Effectiveness of Health and Social Care systems



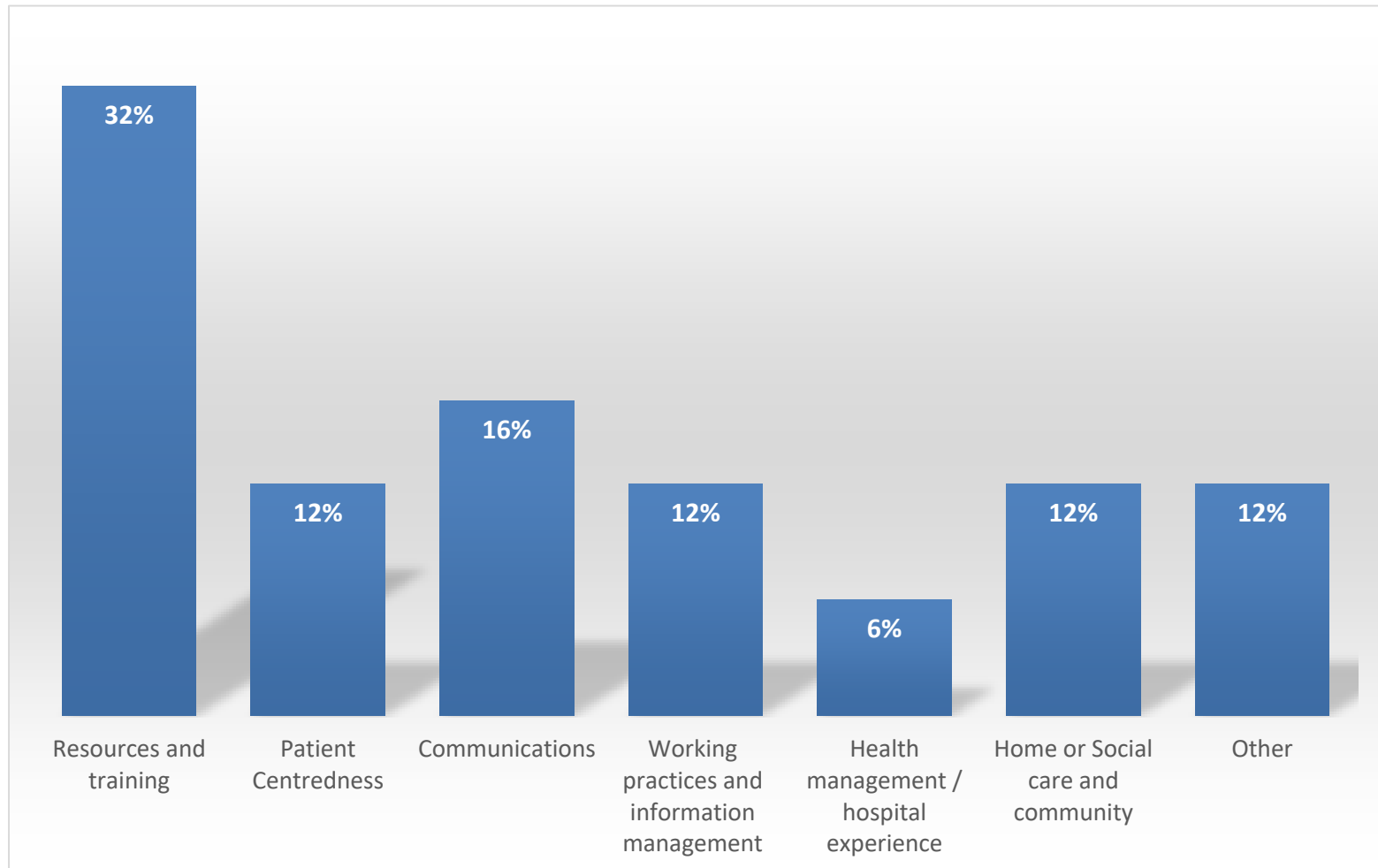
## Section 2 – Health and Social Care Services

### Q12 Effectiveness of Health and Social Care systems – trends



## Section 2 – Health and Social Care Services

### Q13 Improving people's experience of care – main themes



### Q13 Improving care – resources and training

“Courses on personal care”

“More physio help at home to help them to help themselves.”

“More staffing to enhance quality of care and time with client.”

“More staff to prevent disablement in hospital (i.e. quick turn around) and provide more options particularly out of hours.”

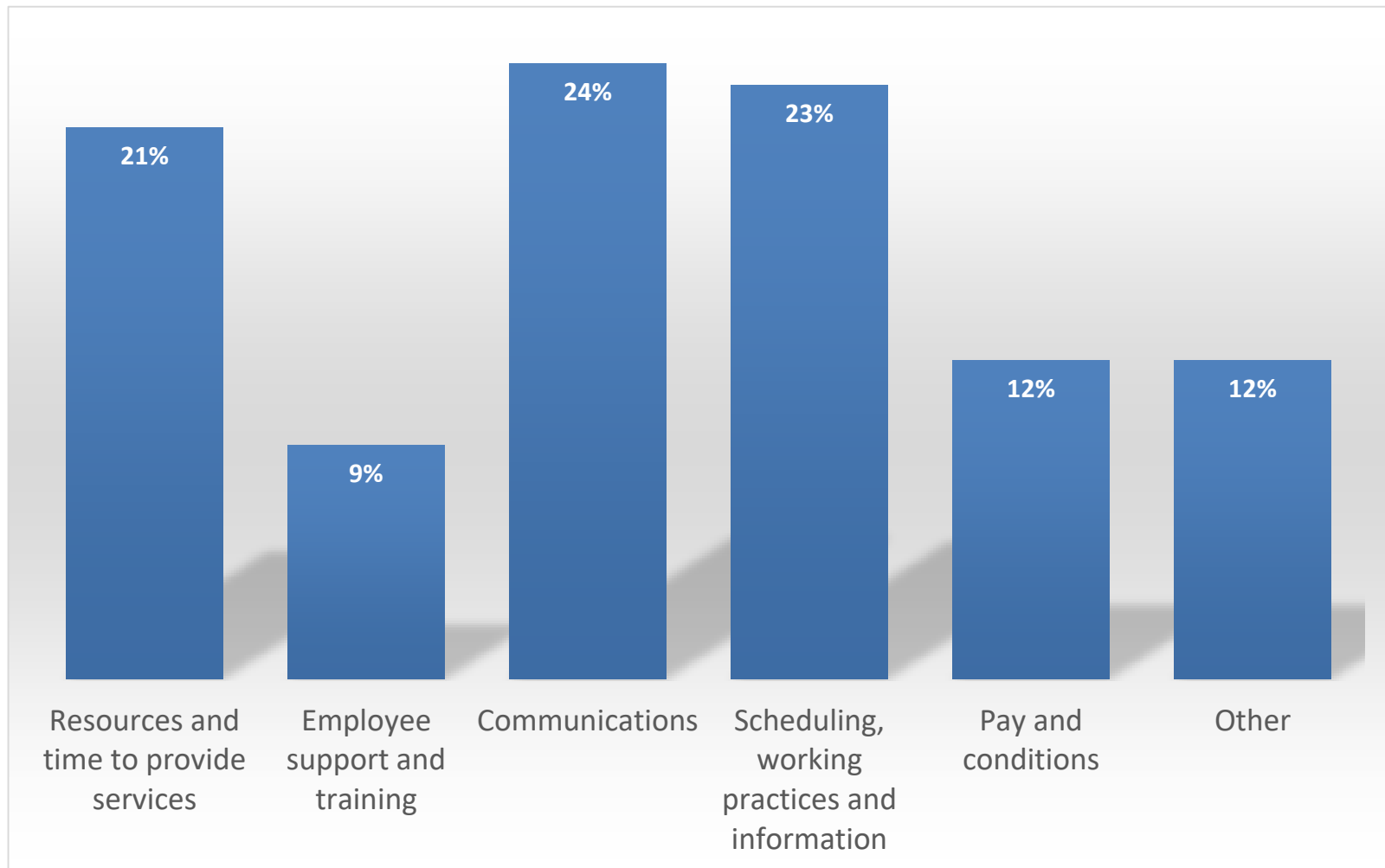
“better resourced community care”

“In addition to shared information systems across health and social care, to improve communication and team working”

“staff having more knowledge of patients conditions.”

- “Employ more carers so that more clients could have access to the service when the required it.”
- “Make care a more attractive job opportunity, therefore increasing the amount of quality carers recruited and retained, enabling existing carers to spend longer with patients”
- “To offer real choice about where people can be assisted to be cared for, as at present all options have issues (no home care available, no residential care availability, blocked hospice beds and no means of being admitted to hospital)”
- “Retaining and recruiting of staff, especially carers in the community.”

### Q14 Improving the working experience – main themes





### Q13 Improving working – communications

“To demonstrate fairness (outside of Stornoway).”

“Clear accountability and communication and access to information. Even if a worker may be effective in coordination and joint working it may be at the expense of their efforts as not all pull their weight in this.”

“Communication regarding staff meeting to discuss more hours or whether to help out instead of waiting to see what’s on schedule”

“Communicate more effectively so that workers can have a greater input into their working conditions”

“Listen to the people that are working within it on a day to day basis. They know the challenges, not managers “

“Engagement of senior managers – more visibility”

“Help us to reduce the duplication and paperwork by having streamlined, electronic ways to share and communicate about care.”

“Greater skill mix and co-location”

“Actually listen to the frontline staff who can see at first hand the effects of the changes that are being made.”

“Sharing the good news stories definitely makes those providing the service feel their work counts - we hear too often when things go wrong - publicise the good stuff!”

“Keeping all staff included in decisions.”

“Recognition of good work going on often not acknowledged”

“Respect, communicate with effectively and listen to staff.”

“Integrated teams, including community mental health team.”

“No pressure for paperwork and audits, actually focus on patient care rather than cost.”

“Increase leadership prioritisation and support for care teams to adopt and embed routine improvement that actively responds to and values what matters to people.”

# A few suggestions

- Invest in community engagement and communication
- Take the IJB closer to localities and increase public visibility
- Take advantage of local media to better communicate our successes
- Layer existing professional and organisational identify with 'Health and Social Care Partnership'
- Use the primary care agenda to empower MDTs at local level

# Questions

