

Consultation Questionnaire

Please use this questionnaire to give us your views on Transforming Your Care.
Please send your responses to:

Transforming Your Care Programme Team,
3rd Floor,
HSCB HQ,
12-22 Linenhall Street,
Belfast,
BT2 8BS

Website: www.TYCconsultation.hscni.net
Email: tycconsultation@hscni.net
Telephone: 02890 553790
Textphone: 18001 02890 553790
Fax: 02890 553625

**However you choose to give us your views, we want to hear from you.
Please send us your comments by 15 January 2013.**

Alternative formats of this document including EasyRead, Braille, audio formats, large print or minority languages (for those not fluent in English) are available on request. Please contact as above with your request.

Transforming Your Care: Consultation Response Questionnaire: Downloadable Form

Introduction

To have your say, please complete the questionnaire below.
Further information on the Transforming Your Care consultation is available on the 'What we are consulting on' page.

Note: Questions marked with an asterisk (*) indicate required information.

Freedom of Information – Please Read

The HSCB will publish a summary of responses following completion of the consultation process. Your response, and all other responses to the consultation, may be disclosed on request under the terms of the Freedom of Information Act 2000. The HSCB can only refuse to disclose information in exceptional circumstances. The HSCB cannot automatically consider as confidential information supplied to it in response to a consultation. However, it does have the responsibility to decide whether any information provided by you in response to this consultation, including information about your identity should be made public or be treated as confidential. This means that information provided by you in response to the consultation is unlikely to be treated as confidential, except in very particular circumstances.

If you do not wish information about your identity to be made public please select the 'Yes' option below to request that your response be treated as anonymous.

***Please indicate if you wish your response to be treated as anonymous.**

Yes / No

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About you or your organisation:

*Are you responding (please tick):	On behalf of yourself? <input type="checkbox"/>
	On behalf of someone else? <input type="checkbox"/>
	On behalf of South Belfast Partnership Board and South Belfast Health and Wellbeing Forum
*Are you/they (please tick):	a) over 65; <input type="checkbox"/>
	b) under 65; <input type="checkbox"/>
	c) disabled; <input type="checkbox"/>
	d) a carer; <input type="checkbox"/>
	e) a parent; <input type="checkbox"/>
	f) Other? <input checked="" type="checkbox"/>
	Area Partnership Board and Community Organisations
Organisation (if applicable):	<u>South Belfast Partnership Board (SBPB)</u>
Name	<u>Una Lappin</u>
Job Title (if applicable):	<u>Strategic Health Development Officer</u>
Postal Address:	<u>23 University Street, Belfast, BT7 1FY</u>
Email Address:	<u>una.lappin@southbelfast.org</u>
Contact Telephone Number:	<u>028 90 244070</u>

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*Please fill in any boxes marked with an asterisk, this will allow us to ensure that we have received a cross section of responses

Question 1.

Do you agree that our health and social care services need to change in order to meet the needs of the community and promote health and well-being through prevention and early intervention so that as much acute illness as possible is avoided?

Strongly agree Strongly disagree Have no opinion
 Agree Disagree
 Comments:

We at the SBPB strongly agree that the health services do need to change in order to meet the needs of the community and promote health and well-being. This should be a gradual one because when one service, that individuals are used to, is removed there must be another structure ready to be implemented as the dependency on the services will be affected. It is also very important to add that during the transferring of care the services are not diluted as the needs have not changed.

Promoting health and wellbeing through prevention and early intervention is well placed with the community sector and needs to be part of all programmes of care pathways enabling an improved approach to peoples care.

We would like to see commitment from all commissioning bodies to place a higher value on community development approach to address and support health and wellbeing via prevention and early intervention by enabling mainstreaming of community sector provision to improve sustainability.

We feel that health and wellbeing promotion is not just a matter of the health and social care system. We believe that it begins with the individual and the choices they make in order to live healthily for as long as possible. Throughout South Belfast the key emerging health and wellbeing issues include alcohol and drug use and mis-use, mental health and obesity.

The improvement also requires joint action across government, inclusive of all departments, and partnership working - to build on what is being developed across the city to eliminate duplication.

Question 2.

Do you agree that people who need care and support should have control over how their assessed care and support needs should be met?

Strongly agree Strongly disagree Have no opinion
 Agree Disagree
Comments:

We at the SBPB strongly agree that individuals who require care and support should have control over how their assessed care and support needs should be met however the question is how much control.

The individual knows their health and circumstances better than anyone else so we feel they should input in to their care, however there are limitations to this i.e. will the individual always be in a position to make a fully informed choice, have the freedom to do so or be knowledgeable - have the right information at the right level to understand the most appropriate care for their condition/issues.

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Question 3.

Do you feel the provision of individualised budgets and self-directed support should be more widely promoted?

Yes No

Comments:

We at the SBPB feel the provision of individualised budgets and self-directed support should be more widely promoted, when applicable as it may not suit everyone.

We strongly feel that it also needs to be based on appropriate assessments with monitoring and accountability attached to it in order to review the impact/improvement of health and wellbeing.

Question 4.

Do you agree we should organise our services to enable people to stay at home for as long as possible and / or be cared for at home?

Strongly agree Strongly disagree Have no opinion
Agree Disagree

Comments:

We at the SBPB strongly agree that services should be organised to enable people to stay at home for as long as possible and / or be cared for at home.

This, for many people, would be ideal however it is important to note that this may not be an option for everyone so there needs to be flexibility. For individuals who this would work for it is important that the home care packages are sufficient and practical support for carers for example is more readily available as carers are currently over utilised within the family setting.

There is an education element to this shift as well, as individuals have relied on the knowledge of health care staff historically, specifically medical staff, and with this shift there will be more emphasis on family members and communities knowledge base and understanding.

As the shift in services from hospital to community is being proposed which will result in some treatments being made available in local areas, it is critical to ensure that the community setting is appropriately resourced and funded for a smooth transition i.e. the community and voluntary organisations, GP's and local Pharmacists.

It will be necessary to look at current infrastructure, including personnel, and to assess if more is needed locally or if the services need to be brought together more. It is important to note that a single 'hub' may not meet all the needs of neighbourhoods so it would be necessary to develop 'spokes' to ensure the successful implementation in close meaningful consultation with local communities.

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Question 5.

Given the choice, who would you like to provide your care and support in your home?

- 1. **Statutory bodies**
- 2. **Voluntary and community group**
- 3. **Independent sector**
- 4. **A mixture of the above**
- 5. **You would prefer to receive the money yourself to choose**

Comments:

The SBPB believe a mixture of care provision to be the best way forward.

Community sector organisations are well placed to provide support locally in neighbourhoods but this will need preparation and a sustainable investment. Existing PHA/BHSCT or other Service Level agreements are already at full capacity so if more referrals are made locally then payment will be required to extend current services.

It is essential to note for quality of care that the community and voluntary groups providing care and support must have set quality standards and the appropriate personnel with training/experience.

The monitoring of quality and effectiveness would need to be managed well alongside an improvement of coordination and communication between the different parties – individuals, statutory and voluntary and community.

Question 6.

Do you agree that Integrated Care Partnerships could make a positive contribution to the delivery of care closer to home rather than in hospitals?

- Strongly agree**
- Strongly disagree**
- Have no opinion**
- Agree**
- Disagree**

If your response is 'disagree' or 'strongly disagree', do you think there are any alternative ways to deliver care closer to home? Please provide details

We at the SBPB do strongly agree that Integrated Care Partnerships (ICP's) could make a positive contribution to the delivery of care closer to home rather than in hospitals. The development of the ICP, we hope, will develop joint proposals along the pathway of care from health improvement to long term self-management.

As the ICP's will join up local services including GPs, community health and social care providers, hospital specialists and representatives from the independent and voluntary sector, it is critical to ensure the community sectors should be adequately funded/resourced and current workloads are acknowledged to ensure active and meaningful involvement.

The process to be part of an ICP needs clarity and transparency. Meaningful and on-going engagement with relevant stakeholders will enable innovativeness and improve communication regarding change.

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Question 7.

Do you agree with the proposals set out in respect of older people's services?

Strongly agree

Strongly disagree

Have no opinion

Agree

Disagree

Do you believe there are better alternatives? Please provide details

We at the SBPB agree to the recommendations linked to older people's services however we have some specific issues:

- There are limitations to using the home as a hub of care for older people - the home care packages would need to be sufficient and practical support for carers would need to be more readily available as carers are currently over utilised within the family setting
- Carers own well-being should also be addressed as traditionally they will just keep going beyond what realistically they can achieve
- The pathway for older people's services needs to begin from birth – challenging and enabling wellbeing and cultural changes in how we look after ourselves across the lifespan
- There will be the requirement for additional funding/support for the more community-based step-up/step-down and respite care
- The need for tailored health promotion material for resilience and independence taking hearing/vision/mobility into account
- There is concern over closure of some residential homes but an understanding that places of care could be run differently with more innovativeness
- The need to acknowledge the specific social needs of older people and their family unit

Alternatively, there is also the need to review what structures/networks/groups exist at the moment, in order to build upon and strengthen rather than recreate e.g. the Older Peoples Forums that exist across the city inclusive of a specific South Belfast one.

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Question 8.

With regard to Long Term Conditions, would it be helpful to

a) make more information and education available to help those with a long term condition to monitor and manage their own condition?

Yes No

b) enable those with long term conditions to make more use of technology in their home to help problems be identified earlier, and reduce the need for avoidable visits to hospital or the doctor?

Yes No

Comments:

Increasing use of technology would be a step forward however the success will be largely dependent on the individual's skills and self-motivation. It may not be for everyone, so care must be taken to ensure potential users feel empowered and sufficiently skilled in the use of appropriate equipment as it represents a significant financial investment and a shift to individuals managing and taking responsibility of their own health and wellbeing. .

SBPB appreciates that the ideal is to reduce avoidable visits to the doctor/hospital. In doing so, TYC presents an opportunity to strengthen the links and relationships with locally based/accessible services- in particular community pharmacies. It will therefore be critical that the capacity of local pharmacists will be built upon, if necessary, and that the individuals have access to the named contacts for the multi-disciplinary team in each GP surgery as outlined in the proposals.

Question 9.

Do you agree that the proposals set out in respect of palliative and end of life care would support you to be cared for in a place of your choice?

Strongly agree Agree Strongly disagree Disagree Have no opinion

Do you believe there are better alternatives? Please provide details

We at the SBPB strongly agree to the proposals set out and we would like to add the following:

- New pathways should be endorsed by users and family members as they have first-hand experience
- It is imperative that the individual key worker communicates effectively and works with the patient and family members
- It is important to learn from the Liverpool Care Pathway

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Question 10.

Do you agree with the proposals set out in respect of mental health services?

Strongly agree
Agree

Strongly disagree
Disagree

Have no opinion

Do you believe there are better alternatives? Please provide details

We at the SBPB strongly agree to the proposals set out and we would like to add the following:

- Mental health services being more joined up is crucial and welcomed as long as this makes a difference at local level
- In Belfast there needs to be full attention given to the citywide Mental Health Mapping commissioned by Local Commissioning Group with recommendations which would support the key proposals and the outcomes from the Belfast Strategic Partnership Mental Health and Wellbeing “Have Your Say” questionnaire
- Mental Health services need to enable GPs to have confidence in social prescribing introducing alternatives to drugs or complementing drugs. Community sector organisations can deliver alternatives but there needs to be a higher value placed on the NICE guidelines for social prescribing and the use of Physical activity for example to address mental health
- It is important that simpler care pathways beginning with prevention are developed and communicated widely with local communities
- It is vital that Mental Health services budgets are prepared for the impact of Welfare Reform – more debt, unemployment and more people struggling to get through life increasing the demand for services and an opportunity to use alternatives to drug prescribing and investing in stress management programmes and mentoring
- The additional establishment of an early intervention programme on top of an existing over-stretched service – additional funding and resources would need to be made available
- We welcome the review of home treatment services for specific groups however ethnic minorities have not been included
- The shift of services from hospital and community requires an audit of which community organisations are best placed and which adhere to Quality Standards – i.e. Clear Standards, to carry out all services as not all organisations cater for mental health services or have the capacity/resources/funding to do so
- A concern over discharge and complete resettlement by 2015 if the individuals are not ready

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Question 11.

Do you agree with the proposals set out in respect of learning disability services?

Strongly agree **Strongly disagree** **Have no opinion**
Agree **Disagree**

Do you believe there are better alternatives? Please provide details

We at the SBPB strongly agree to the proposals set out and we would like to add the following:

- To ensure the development of information resources are appropriate to learning need and accessible to all
- A concern over discharge and complete resettlement by 2015 if the individuals do not have an appropriate re-settlement programme in place. If the plan is to be within the home setting, support/resources/funding would need to be made available to the family unit

Question 12.

Do you agree with the proposals set out in respect of physical disability and sensory impairment services?

Strongly agree **Strongly disagree** **Have no opinion**
Agree **Disagree**

Do you believe there are better alternatives? Please provide details

We at the SBPB strongly agree to the proposals set out and we would like to add the following:

- The joint planning of services must include the users themselves or a representative for the specific group, the community development approach, as they should have the opportunity to shape the service
- Additional support for carers if they are to become involved in the planning process
- Not all individuals would be capable of controlling their specific service budgets
- The additional respite and short break provision needs to be closely managed and monitored on a regular basis to ensure impact

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Question 13.

Do you agree with the proposals set out in respect of Family and Child Care?

Strongly agree
Agree

Strongly disagree
Disagree

Have no opinion

Do you believe there are better alternatives? Please provide details

We at the SBPB strongly agree to the proposals set out. We would like to add the following statements:

- There is a great need for more joined up working and learning with the different stakeholders inclusive of parents/guardians. We would like to see the Children and Young People's Strategic Partnership moving forward to create and deliver via the new structure. Locality Planning Groups and Family Hubs in local settings should enable connectivity to the right services at the right time if thorough preparation is undergone with all service providers. The key to this working is good relationships being built with all stakeholders and the care pathway beginning before a diagnosis is required i.e. prevention. All services that are referred to will need funded and community sector needs valued with mainstreamed funding
- We feel children need to be kept safe with their families whenever possible parenting support should be available for all parents at all stages of parenting
- There is a great need to promote foster care both within and outwith families however the barrier to individuals/families fostering children currently needs to be reviewed

Alternatives should extend to include local community sector services in small neighbourhoods often offering a social lifeline to parents and guardians. Many staff/volunteers within these organisations offer support at all levels – building confidence, practical suggestions, offering hand holding to find solutions – one to one opportunities in natural non-medical settings that can be the beginning of positive life changes. Statutory health services need to be better connected to all the resources available locally. Much work needs to be done for care pathways for family hubs to have an positive impact on the ground.

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Question 14.

Do you agree with the proposals we have set out in respect of maternity and child health services?

Strongly agree Strongly disagree Have no opinion
 Agree Disagree

Do you believe there are better alternatives? Please provide details

We at the SBPB agree to the proposals set out for Maternity services. We would like to add that the services continue to be needs led. However, we feel that first time mothers may need more time in hospital; based either on circumstances - establishment of breastfeeding, or at the mother's request. We agree with all of the proposals in providing better services for children under the age of 16 within Child Health Services. We want to reiterate that parenting support should be available for all families. More families who normally could cope are being impacted with Welfare Reform and the current recession resulting in more debt, unemployment and mental health issues, so more resources will need to be made available to help.

Question 15.

Do you agree with our proposals in respect of acute hospital services?

Strongly agree Strongly disagree Have no opinion
 Agree Disagree

Do you believe there are better alternatives? Please provide details

We at the SBPB agree with the proposals in respect of acute hospital services and support the recommendation that urgent care provision is locally available to each population. This urgent care needs to be monitored for correct use as currently some of the A&E hospitals are abused in terms of an alternative to seeing the GP. If the population are to not go to A&E, alternatives need to be effective with clear guidelines when to use which service e.g. out of hours, pharmacies.

An alternative to improve the current service could be the access to a GP within the hospitals for minor ailments.

There are opportunities to be innovative in re-educating the population on how best to use the health services – meaningful engagement to find new ways locally can be found. Community Pharmacy projects and using pharmacists more effectively could enable positive change. Health and Social Care Trusts, ICPs and Local Commissioning Group Drugs and Therapeutics committees need to explore new ways to use a community development approach and the social model of health parallel to the medical model.

We believe the reorganisation of outpatient and diagnostic services between hospitals and the ICP's should be a gradual one as individuals are currently dependent on these services.

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Question 16.

Do you agree that the criteria set out in Appendix 1 against which acute services have been assessed remain the most appropriate criteria?

Strongly agree **Strongly disagree** **Have no opinion**
Agree **Disagree**

If you disagree or strongly disagree, please provide specific details on what you see are more appropriate criteria. Please give reasons for your comments.

We at the SBPB agree and respect the medical needs to run safe and quality services in demanding environments. We would ask that good communication with all staff and departments is implemented to encourage value of all professions and adjustment to change.

Communication with the public on change needs to be simple, honest, clear and concise and answers to questions must be properly tackled with compassion.

Delivering services locally could be innovative especially if the Hub and Spoke Model is implemented but the local community's need to be engaged in a timely manner in order to extend understanding of changes and support. We strongly believe that relationship building enables much more effective non aggressive outcomes.

Question 17.

To what extent do you agree we should develop closer working relationships with the Republic of Ireland and Great Britain?

Strongly agree **Strongly disagree** **Have no opinion**
Agree **Disagree**

Comments:

We at SBPB fully agree and understand it is important that current health services are connected to on-going new learning and improvement and if this can be supported by closer working relationships outside of Northern Ireland then it needs to be explored with sensitivity and wisdom.

One of the Community Development principles is to learn from each other and this development of closer working relationships outside of NI is a simple illustration of this. The learning, of course, would need to be localised.

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Question 18.

Are the proposals set out in this consultation document likely to have an adverse impact on any of the nine equality groups identified under Section 75 of the Northern Ireland Act 1998? If yes, please state the group or groups and provide comment on how these adverse impacts could be reduced or alleviated in the proposals.

Comments:

We do not foresee any adverse impacts as long as the nine people groups have the opportunity for on-going meaningful engagement.

Question 19.

Are you aware of any indication or evidence – qualitative or quantitative – that the proposals set out in this consultation document may have an adverse impact on equality of opportunity or on good relations? If yes, please give details and comment on what you think should be added or removed to alleviate the adverse impact.

Comments:

No.

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Question 20.

Is there an opportunity to better promote equality of opportunity or good relations? If yes, please give details as to how.

Comments:

We at the SBPB believe it is vital that the nine peoples groups have the opportunity for on-going and meaningful engagement throughout this process and its implementation with the proposed population plans across the city. These plans are the strategic element across the city for addressing needs and the creation of an Engagement Framework after the consultation process.

Question 21.

Are there any aspects of the proposals where potential human rights breaches may occur?

Comments:

No