





Croydon Health and Care Plan
Feedback from the engagement event
20 November 2018



#### Introduction



- Since publishing the South West London Health and Care Plan STP Refresh in November 2017, we have been working together to define a case for improvement for Croydon.
- We held a partnership health and care event on Tuesday 20 November 2018 to identify shared actions that will have the greatest impact on the issues identified.
- Over 160 people attended the event
  - Frontline staff NHS, Local Authority, Voluntary Sector
  - Representative sample of local people of the borough
  - Community and stakeholder groups
- The feedback is being reviewed by our One Croydon programme boards to help inform the development of our Croydon Health and Care Plan. This will be published as a "discussion document" by March 2019. All of the boroughs in South West London will also be doing this in parallel.

# We designed an interactive day which focussed on action on the Choydon



#### Croydon Health and Care Event



Tuesday 20 November 2018

Tuesday 20	7 November 2016				
Time	Agenda Item				
10.00-10.05	Welcome Councillor Louisa Woodley, Chair of Croydon Health and Wellbeing Board				
10.05-10.10	We need your help today Dr Agnelo Fernandes, Clinical Chair of NHS Croydon Clinical Commissioning Group				
10.10-10.15	Tudor Academy Choir "We get by with a little help from our friends"				
10.15-10.35	How today will work and icebreaker				
10.35-10.50	Understanding the borough Rachel Flowers, Director of Public Health, Croydon Council				
10.50-10.55	Introducing Robert's Story Kate Pierpoint, Chief Executive Officer, Age UK Croydon				
10.55-11.05	Engagement to date and wider context and challenges Andrew Eyres, Accountable Officer, NHS Croydon Clinical Commissioning Group				
11.05-11.25	Our Focus Areas today and initial reflections Guy Van Dichele, Executive Director – Health, Well-being and Adults, Croydon Council and Collaborate				
11.25-11.40	Refreshment break				
11.40-12.20	Activity 1: Imaginarium				
12.20-13.00	Activity 2: Exploring the focus areas				
13.00-13.15	Dotmoc racy				
13.15-14.00	Lunch break				
14.00-14.15	Success stories so far Nnenna Osuji, Medical Director and Deputy Chief Executive, Croydon Health Services NHS Trust				
14.15-15.30	Activity 3: Ideas into Action				
15.30-15.45	Gallery Walk – reviewing the work of our day				
15.45-15.55	Reflections from the day				
15.55	Next steps and closing remarks				
16.00	Close				

#### Taking action on health and care



What can people do to help themselves manage their health better?	What could we all be doing earlier?	What can be done now to improve support?	What might take more planning?	What could we do to support families, parents and carers?

## We made a film to give people a flavour of the day ...



https://youtu.be/Crg5k-rMges

## A visual summary of the event

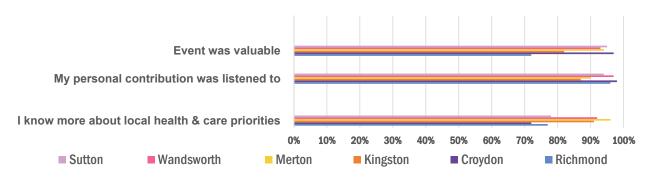




## High level feedback from participants



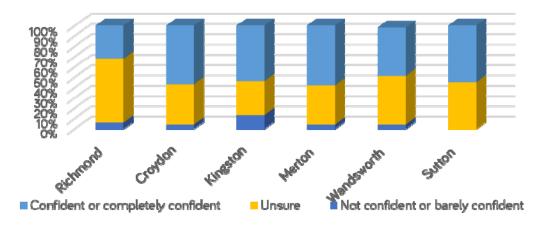
#### % of people who felt the event was worthwhile



166 attendees at the event. Of the 99 participants who completed the feedback form:

- 97% felt the event was valuable
- 98% felt their contribution was listened to
- 58% felt confident that the priorities will make a positive difference to health and care in Croydon
- 72% felt they know more about the health and care partnership than they did before the event

## Priorities outlined will make a positive difference to health and care services in this borough



#### Finalising Croydon's Health and Care Plan which will...



- Be a delivery plan for the Health and Well Being Strategy
- Be co-designed and owned by both health and local authority partners
- Address the developing health and care needs of the local population
- Outline the vision for health and care locally and the health and care model that are being developed
- Identify and address financial issues in the borough so that we can take a system-wide approach to our collective financial challenges
- · Identify and address workforce, clinical and other sustainability issues in the borough
- Outline what the local system will do to support the SWL health prevention/promotion priority (Children and Young People's Mental Health)
- Allow partners to shape the developing plans through the governance structures in their organisations

#### Next steps...



- **December/Jan 2018/19:** The film, illustration and evaluation is sent to all those who attended event, together with a note from the HWBB Chair outlining next steps for moving forward together.
- **December 2018 onwards:** Programme Board chairs are to come together to evaluate the outcomes of the day and agree ideas that should be explored further. A proposed priorities will be reviewed by programme boards.
- Updates/discussion at the Health and Wellbeing Boards during January and February.
- Dec March 2019: analysis health and care plan initiatives undertaken and priority actions identified.
- March 2019: Health and Wellbeing Board receive draft *Health and Care Plans Discussion Documents* for approval, and following this *Health and Care Plans Discussion Documents* circulated to partner organisations for consideration and comment, as well as wider engagement with communities.
- May June 2019: Feedback considered by Partnership Groups and recommendations made for inclusion in the final health and care plan.
- June 2019: Final Health and Care Plan presented to the Health and Wellbeing Board for approval.
- July 2019: Publication of Health and Care plans.