

## **Analysis of Consultation Response – West Lothian IJB Vision, Values and Strategic Priorities**

### Method

Consultation on the IJB's Vision, Values and Strategic Priorities took place from 13 August to 5 November 2018 and included a wide range of stakeholders including health and social care professionals, providers of health and social care, users of health and social care and their Carers, providers of social housing, third sector providers and school children.

The survey could be accessed online using Survey Monkey. In addition, every house in West Lothian has been reached through an insert in the council's Bulletin publication. An effort was made through council and NHS Lothian networks to draw attention to the survey from staff, hard to reach groups, community councils and community organisations and groups.

### Results

427 responses were received. Of those who specified, 373 were individuals, 19 identified as an employee of West Lothian Council, 29 identified as an employee of NHS Lothian and 12 responded on behalf of an organisation or group.

The responses were overwhelmingly in support of what was proposed in the consultation document.

- 95% of respondents agree with the Vision “to increase wellbeing and reduce health inequalities across all West Lothian communities”
- 95% of respondents agree with the Values “to ensure seamless accessible services which are person centred, caring, safe and respectful, with focus on quality and accountability, are empowering, supportive and inclusive and involve individuals and communities”
- 88% of respondents believe the five priorities are the right ones to make health and social care services better in West Lothian

The Strategic Priorities were ranked in order of importance. Taking the numbers of those who rated priorities as 1 or 2 (1 being most important, 5 being least important), the priorities ranked as follows:

1. Prevention and Early Intervention
2. Transforming Health and Social Care
3. Tackling Health Inequalities
4. Integrated and Coordinated Care
5. Managing Our Resources Effectively

### Thematic Analysis of Comments

The questions that gave respondents an opportunity to comment were:

- Our Vision is to increase wellbeing and reduce health inequalities across all West Lothian communities. Do you agree with this? If no, please explain why and/or tell us what else should be included? (23 comments)
- Our Values are to ensure seamless accessible services which are person centred, caring, safe and respectful, with focus on quality and accountability, are empowering, supportive and inclusive and involve individuals and communities. Do you agree with this? If no, please explain why and/or tell us what else should be included? (32 comments)
- The IJB believes that the five priorities are the right ones to make health and social care services better in West Lothian. Do you agree with this? If no, please explain why and/or tell us what else should be included? (55 comments)

The following details the main themes arising from comments in response to the consultation questions, and the response.

Comments where the intention or meaning was unclear have not been included in this analysis. There was a substantial amount of overlap in the nature of comments between questions so the comment themes are grouped by subject rather than by question.

<b>GP Services</b>	
<b>Theme</b>	<b>Response</b>
It is hard to get a GP appointment	Individual GP practices are responsible for how they manage appointments. However, the way primary care services are provided is changing. We will signpost people to the most appropriate resource to meet their needs and enable them to directly access a range of services without the need to go through their GP wherever possible, freeing up GP time for those who need it.
GP services do not adequately cater for those with disabilities and chronic illness	The way primary care services are provided is changing. We will signpost people to the most appropriate resource to meet their needs and enable them to directly access a range of services without the need to go through their GP wherever possible, freeing up GP time for those who need it.
Older people should be entitled to home visits from GPs	GP practices assess suitability for home visits based on need not age. We will signpost people to the most appropriate resource to meet their needs and enable them to directly access a range of services without the need to go through their GP wherever possible, freeing up GP time for those who need it.
Everyone should have a named GP	Individual GP practices are responsible for how they manage appointments. However, the way primary care services are provided is changing. We will signpost people to the most appropriate resource to meet their needs and enable them to directly access a range of services without the need to go through their GP wherever possible, freeing up GP time for those who need it.
<b>Prevention and Early Intervention</b>	
<b>Theme</b>	<b>Response</b>
A more preventative approach will reduce cost and or/ prevent crisis	The Strategic Plan will emphasise the importance of preventative approach to health and social care services. This is partly about educating people in how to keep healthy and to self-manage their conditions and symptoms; and partly about providing the right care at the right time to keep people well and reduce the likelihood of someone needing to access unplanned or acute services.
Individuals should be responsible for their own health	The Strategic Plan will emphasise the importance of preventative approach to health and social care services. This is partly about

	educating people in how to keep healthy and to self-manage their conditions and symptoms; and partly about providing the right care at the right time to keep people well and reduce the likelihood of someone needing to access unplanned or acute services.
Individuals should be empowered and supported to manage their own conditions and/or to make decisions about their care.	The Strategic Plan will emphasise the importance of preventative approach to health and social care services. This is partly about educating people in how to keep healthy and to self-manage their conditions and symptoms; and partly about providing the right care at the right time to keep people well and reduce the likelihood of someone needing to access unplanned or acute services.
<b>Workforce and other partners</b>	
<b>Theme</b>	<b>Response</b>
There should be more focus on Carers and the support they require	The draft Strategic Plan will set out how the IJB intends to support Carers and deliver on its duties under the Carers Act.
Commitment and action is required by all partners to realise the Vision	The IJB is committed to working with partners to realise its Vision. The IJB commissions services from the council and NHS Lothian. A wide range of stakeholders are represented on the Board and its Strategic Planning and Locality Planning Groups including health and social care professionals, providers of health and social care, users of health and social care, carers, providers of social housing, third sector providers and service users.
Staff should be engaged in service redesign	The IJB is committed to working with partners, including staff, to realise its Vision. A wide range of stakeholders are represented on the Board and its Strategic Planning and Locality Planning Groups including health and social care professionals, providers of health and social care, users of health and social care, carers, providers of social housing, third sector providers and service users.
Other services can have a positive impact on addressing health inequalities and can contribute to prevention and early intervention.	The IJB is committed to working with partners to realise its Vision. The IJB commissions services from the council and NHS Lothian. A wide range of stakeholders are represented on the Board and its Strategic Planning and Locality Planning Groups including health and social care professionals, providers of health and social care, users of health and social care, carers, providers of social housing, third sector providers and service users.
Employ more staff/develop existing staff to deliver services	The IJB's Workforce Strategy influences how adult health and social

	care services are supported by the workforces of West Lothian Council and NHS Lothian. Sometimes it is appropriate to recruit more staff, retrain existing staff and/or change staffing models to be more flexible. There are some areas that, nationally, are more difficult to recruit to, for example GPs.
<b>Managing our Resources Effectively</b>	
<b>Theme</b>	<b>Response</b>
Expression of dissatisfaction at services are being cut	Both West Lothian Council and NHS Lothian are facing significant financial challenges. The draft Strategic Plan will set out what changes the IJB intends to make to manage resources effectively whilst providing the right care at the right time.
It is difficult to achieve change with current financial and service constraints	Both West Lothian Council and NHS Lothian are facing significant financial challenges. The draft Strategic Plan will set out what changes the IJB intends to make to manage resources effectively whilst providing the right care at the right time.
<b>Care at Home / in the Community</b>	
<b>Theme</b>	<b>Response</b>
Services should help people to be cared for at home or in a community setting	The IJB is committed to shifting the balance of care from acute settings into the community through our Transformational Change Programmes.
Social isolation can be a problem for older people and those with learning difficulties being cared for in the community	The IJB is committed to shifting the balance of care from acute settings into the community through our Transformational Change Programmes. We agree it is important to tackle social isolation.
Comments in relation to care packages	West Lothian Council has operational responsibility for commissioning care packages. These comments will be passed on.
<b>General</b>	
<b>Theme</b>	<b>Response</b>
You can't disagree with the Vision /the Vision is too general/the Vision doesn't include specific mention of a particular group or service	The Vision is the overarching intention of the new Strategic Plan to which the IJB will aspire. It refers to increasing wellbeing for every person in West Lothian and closing the gap in health outcomes between groups. The draft Strategic Plan will refer in more detail to particular groups and services and there will be a further consultation

	on this early in 2019.
You can't disagree with the Values /the Values are too general/the Values do not include specific actions	The Values are intended to underpin the detail of the new Strategic Plan. The draft Strategic Plan will refer in more detail to how they way services are provided is going to change and there will be a further consultation on this early in 2019.
You can't disagree with the Priorities /the Priorities are too general/the Priorities do not include specific actions	The Priorities are intended to underpin the detail of the new Strategic Plan. The draft Strategic Plan will refer in more detail to how they way services are provided is going to change and there will be a further consultation on this early in 2019.
The focus of the consultation document doesn't allow people to express their view	This consultation is seeking views on the Vision, Values and Strategic Priorities of the IJB. The draft Strategic Plan will refer in more detail to particular groups and services and there will be a further consultation on this early in 2019.
Comment regarding service not delegated to the IJB.	This service is not delegated to the IJB but this comment will be passed on to the relevant organisation where appropriate.
Existing local facilities should be used instead of centralising services	The IJBs Locality Plans will explore how existing services in the community could be better used. However, it is not always possible to resource multiple facilities on a very local basis for some health and social care services.
Services should be visible and easily accessible	The draft Strategic Plan will set out what changes the IJB intends to make to provide the right care at the right time through its Transformational Change Programmes.
Comment regarding services for young people	Children and families services are not delegated to the IJB but this comment will be passed on to the council and NHS Lothian.
West Lothian services should be prioritised for West Lothian people	St John's Hospital provides a number of regional services to residents across Edinburgh and the Lothians in the same way that hospitals elsewhere in Edinburgh and the Lothians provide care to people from West Lothian. In addition, there are a number of 'hosted services' where a particular service is provided on a pan-Lothian basis from one area.
Consideration should be given to how people with Autism access services	The IJB is committed to providing person-centred services that empower, support and include individuals whatever their needs.
Waiting times are too long for specialist services	The draft Strategic Plan will detail the Transformational Change Programmes to re-design services, helping to get people the right care at the right time.

It isn't the state's responsibility to look after people/the state should not tell people what kind of lifestyle they should live	The Strategic Plan will emphasise the importance of preventative approach to health and social care services. This is partly about educating people in how to keep healthy and to self-manage their conditions and symptoms; and partly about providing the right care at the right time to keep people well and reduce the likelihood of someone needing to access unplanned or acute services.
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### Demographic Summary

More detail on the demographics of respondents are detailed on pages 13-30 in Appendix 3. Here is a brief summary:

Gender – the majority of respondents identified as female at just under 69%.

Ethnicity – the majority of respondents identified as White Scottish (78.5%) or White British (15.4%)

Age – 66% of respondents were aged between 35 and 64

Locality – 79% of respondents who indicated their nearest town or village reside in the East Locality versus 17% from the West Locality

Disability – 26% of respondents indicated that they considered themselves to have a disability and the majority of these indicated that this was a long-standing illness or other health condition

Caring – almost 49% of respondents who answered this question had no caring responsibilities, 33% cared for children under 18 and 15% had other caring responsibilities

**December 2018**