

Call to action – a summary of views collected at the session on 28 November 2013

Introduction

The CCG invited members of the public to join a session to be held after the governing body meeting on 28 November 2013 to discuss the call to action programme and their views on the NHS now and for the future. A presentation was given setting out the history of the NHS, the constraints and pressures facing the modern NHS and the local context for Southend CCG.

A number of members of the public joined the session and contributed their views. People were also provided with a short survey on which to record their views in their own time and were encouraged to hand them to friends and family. It was noted that this was not the only opportunity to provide views; a public event was planned for January 2014 and there would also be opportunities via the CCG website.

Summary of views

Future opportunities

- We should ensure we work collaboratively with other agencies and reduce the number of 'hand-offs' for patients and to stop patients from falling through the gaps. NHS Southend CCG is an Integrated Pioneer site and should look to share best practice across all agencies, learning from others
- We should strive for high quality of care across all agencies
- We need cultural change to enable this to happen so training and development for staff will be essential along with continual monitoring to ensure that changes are sustained
- We need to develop integrated pathways of care and roll out best practices across all areas so we don't reinvent the wheel. We need to learn from successes in other industries – an example of the airline industry was given where the cleaner to the pilot see themselves as part of a team
- There was slight concern about the public appetite for radical change and the solution was seen as a plan which allows incremental change towards the end vision, learning when things go wrong. It was acknowledged that we can't carry on as we are
- We should ensure the public know how expensive hospitals are and also how ineffective they can be at certain things along with the risks, such as hospital acquired infections

Keeping the NHS public

- If it ain't broke, don't fix it! We have a good NHS now and we don't need to build a new one. A number of people expressed their grave concerns about the NHS being privatised. They want to see the NHS remain publicly funded, publicly run and free at the point of access

- There was a feeling that the CCG was facing an almost impossible task – demand was increasing but funding was not. It was suggested that healthcare may need to be rationed, this may lead to privatisation and the fear was that we would end up with a healthcare system like the USA
- Where possible, NHS providers should be selected and the CCG was advised to look at Cheshire CCG. It was stated that the CCG had to operate in line with procurement legislation and as such this may not be possible
- Local authorities should be responsible for looking after people in their entirety
- Those working in the NHS and across other agencies should be held accountable for their actions
- Hinchingbrooke hospital was discussed where there was high patient satisfaction but that the service had become financially unsustainable
- One attendee felt that the CCGs should lobby government on keeping the NHS public

Funding

- A question was asked about how GP practices were funded – did GPs receive more funding for older patients, if so an ageing population should be good news. It was explained that funding was weighted in favour of older people but it was not significant enough to solve the problems
- In order to get involved, people need the facts about funding and the problems facing the NHS
- It was suggested that all GPs could become salaried to the NHS so they didn't have to be concerned about their partnerships
- There was a history of privatisation in the NHS and what needs to be improved is the administration of contracts, regardless of to whom they are let
- Some felt there was a need to get back to the concept of a national insurance scheme which had been lost over the years – people shouldn't begrudge the income tax

Constant change

- There is constant change and restructuring in the NHS. Change is sometimes necessary but it needs to be evidenced rather than happen just for change's sake

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