

## **Older people Wellbeing Programme engagement report**

Haringey CCG and Islington CCG have carried out lots of engagement work with their respective local communities to find out what older people want from NHS health services.

Both Islington and Haringey are diverse boroughs and the CCG utilise good relationships and works with the local voluntary and community sector to hear from a broad range of local residents about their experience of health services.

The population of Islington and Haringey is living longer. Islington's population is projected to increase by 22,000 people (10%) over the next 10 years and the biggest increases are expected in those over the age of 65. That means an estimated 10% more people living with one or more long-term conditions. These figures indicate an increasing need for health and care services that cater for an ageing demographic, which includes identifying and managing long term conditions earlier and more effectively.

This report describes what older people have said about health services. Older people's experiences were fairly mixed, with some people reporting very positive experiences of health services, while others reported poor experiences. Feedback from older people can be broadly summarised in to the following topics: Accessibility, integration of health and social care, IT and sharing information, primary care services, social isolation and supporting people with long term conditions. The report lays out some recommendations at the end.

Haringey and Islington have spoken to older people through organisations, such as Age UK and Healthwatch, to gather older people's views about their experience of health and care services. The following reports were cited:

- Haringey Better Care Fund older people Engagement Report
- Integrated Care Research report 13/14
- Primary Care Extended Hours insight
- NHS 111 and Out of Hours insight
- Care My Way Community engagement 15/16
- HealthVoice Islington data 15/16

### **Some general key points for shaping services**

- Improve integration of health and social care services to offer older people a seamless service.
- Services must support older people to manage their health and wellbeing.
- Clear, easy-to-understand information about local services and how to access them, information about how to keep well, and how and where to access peer to peer and self-management groups.
- Staff attitude is crucial to a positive experience of health services.
- Services based in the community and closer to home are easier for older people to access.
- Services must support the communication and needs of all, including those from marginalised groups.

## **Accessibility**

- Many older people find booking GP appointments over the phone difficult and frustrating.
- Older people are experiencing long waiting times for booked GP appointments.
- Many older people feel rushed through GP appointments and often say that 10 minutes is not enough time to discuss their health concerns properly.
- Older people are in favour of extending primary care services to offer appointments in the evening and on weekends.
- Some older people said they would like to see their appointed doctor each time they visit, however many older people said they would be willing to take GP appointments at another location with another GP if it meant they would be seen earlier, providing as the location is convenient to get to.
- GPs have an important role as the first point of access and linking to other services.
- Many older people lack knowledge about what health and social care services are available to them and how to access them.
- Developing 'wellbeing hubs' or having access to wellbeing coordinators would help older people to access services
- In hospital, discharge planning could be improved and conversations about end of life care should be reinforced with patients, carers and families. Reduce noise on the ward for comfort of the patient.
- Some older people require support to attend appointments and may need 'Dial a Ride', but are not always offered this service.

## **IT and sharing information**

- Older people support the sharing of patient records and understand it's necessary for joined up care to succeed. Data security is considered very important and therefore older people need absolute assurance that their personal information is secure and only used by professionals directly involved in their care, and only with their consent.

## **Quality of health and social care services**

- Older people are in favour of a joined up system, where all the health and social care professionals involved in their care communicate with each other and work together as one team.
- Older people want to be communicated to in a way that meets their needs and capabilities. Older people want to feel confident that the care they receive is from qualified, well trained professionals and that services are well managed.

## **Social isolation**

- Social isolation is something that affects a lot of older people and is associated with poor health outcomes.
- Older people value services that promote wellbeing and reduce loneliness.
- More work is needed to actively identify people who need support.

## **Supporting self-management**

- Older people would like health and care services to support them to look after themselves. People are worried about being a 'burden' on carers and do not want services to take-over and do things for them, they don't want to be dependent on services.
- They want to maximise the amount of time they spend in good health and value services that help them to do things for themselves, supporting their independence.
- More information and advice about keeping well for people with long-term conditions, their carers and other health and social care staff, as this would help people to feel more confident to manage their conditions and live their lives.
- There needs to be a bigger focus on prevention, peer support and promoting and using the range of support services available in communities, so that older people have the right support to manage their health.
- More support for carers is needed.

## **Recommendations**

- Improve booking process for GP appointments to make the process more accessible to older people.
- More GPs, working flexible hours, to meet patient demand.
- Offer more treatment and minor procedures in pharmacies to support GPs.
- Extend appointment times for older people, especially for those with multiple conditions.
- Provide high quality, up-to-date information in a format accessible to older people, which identifies available services and how to access them. In particular provide information to support self-management of long term conditions, and those who may be at risk of social isolation.
- Personal information should be protected and only shared with consent.
- Personalise health and care services to improve older people's experiences of services and their general sense of wellbeing.
- Reducing isolation by working with charities such as Help on Your Doorstep. Their local befriending service provides peer-to-peer support for older people experiencing social isolation. People over 65 themselves could also be trained to be peer-to-peer care / information /education co-ordinators.
- Better support for carers.