

We have sought the views and concerns of local people and our communities in developing our priorities

COST OF LIVING CRISIS



- Affecting people's mental health and ability to live a healthy lifestyle – from early years to older age
- ! Accessibility of services – transport and affordability
- ! Financial support through the crisis – help to know about and access the funds that are available to support them – lack of trust contributes to this, not just about signposting
- Concerns about feeding families and heating homes
- Concerns about housing – lack of availability and affordability
- Homelessness on the increase
- Higher risk of certain health conditions – putting extra pressure on NHS services – particularly mental health services and increasing health inequalities

NEW!

EMPLOYMENT



- Pathways to employment after covid, for carers, people with learning disabilities
- Support for local economies, including local businesses and job growth

NEW!

DIVERSITY AND INCLUSIVITY



- Unconscious bias training
- Encourage conversation about transparency on cultural differences
- Be prepared to make changes
- Ensure systemic issues are investigated and tackled



COMMUNICATION, NAVIGATION AND SIGNPOSTING

- Signposting, navigation and a single point of access where possible
- ! Sufficient information to know where to get help, all in one place
- ! People's ability to look after their own health and wellbeing (self-care), with ability to ask professionals questions or and contact to help navigate where necessary
- Lack of materials in accessible formats, including for people with a learning disability, translations, sight impaired
- Transition between services - need for joined up approach across health and care – 'tell us once' approach
- Missing letters and not keeping patients informed about delays and changes to appointments

NEW!

GREEN AND ENVIRONMENTAL CONCERNS



- Access to clean, green spaces
- Traffic and poor air quality barriers to healthy living
- Active travel

NEW!

DEMENTIA



- Variability of support services across SWL
- Information needs to be in one place, support from one point of contact



TRUST IN PUBLIC SERVICES

- In public sector organisations and professionals amongst some communities
- ! Trust issues higher in areas of inequalities and those from Black, Asian and Minority Ethnic backgrounds
- ! Need to build trust in services, based on experiences people have had before

NEW!

DIGITAL EXCLUSION



- Shift to digital services has left some population groups facing digital exclusion
- Need multiple points of access and to retain options for face to face contact



VOLUNTARY AND COMMUNITY SECTOR CAPACITY



- ! Capacity and resource across the sector
- Important to hear from small & large organisations
- Broader representation is needed

SUPPORT FOR CARERS



- Carers' voices need to be elevated and need for carers to be considered as essential part of support and decision making

SOCIAL ISOLATION



- Social isolation for older people and adults with learning disabilities
- Also for carers and younger adults and children



MENTAL HEALTH SERVICES

- Long service waiting times, need interim support
- Access, hard to navigate, more support needed in some communities and services need to be culturally competent
- Children and young people's mental health - access, waiting times, substance misuse

REFERRALS AND WAITING TIMES



- Challenges getting timely referrals and long waiting times for mental health, children and young people's mental health and outpatient services
- Patients left chasing updates and not being clear who to contact about their referral. How can we support and provide more information and updates for patients about status of their referral

GPs AND DENTISTRY



- Availability of appointments, waiting times including face-to-face
- Variation in access across and within boroughs



SERVICE AVAILABILITY AND DEMAND

- Perceptions that additional services are wanted and are not always delivered
- Concern around service availability of services/sites in some areas
- Multiple engagement requests with tight timescales and low resources affect communities ability to be involved
- Priority for local people that we feedback how their feedback has influenced the provision of services

NEW!

New topic

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Added view