



Welcome to our

# Annual Public Meeting

Tuesday 26 November 2024



Engaging  
Communities  
Solutions

# Introductions



Members of the public

Guest Speakers – Primary Care Transformation

Dr Anand Rischie

Angela Poulton

Stallholders

Staff

Manager

Youth Engagement Lead

Engagement & Information Lead

Community Outreach Lead

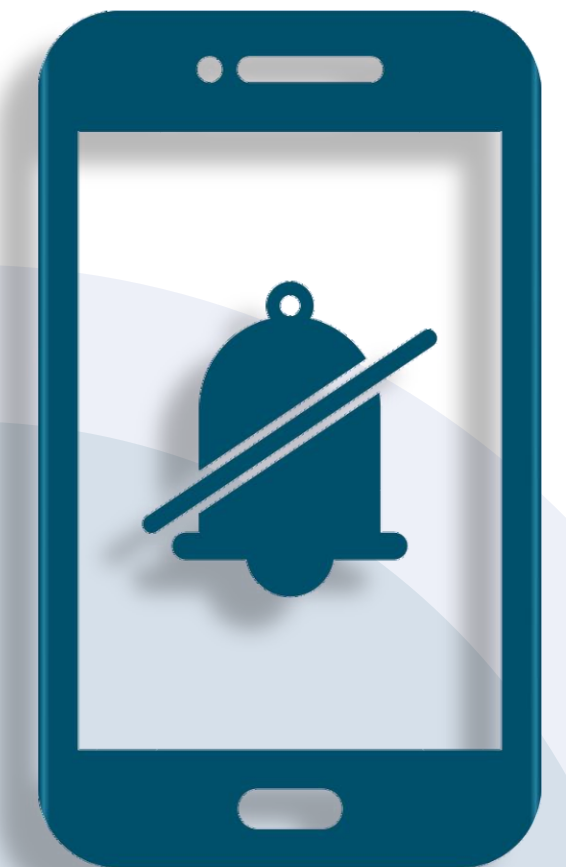
Chair HWW ISAB

Ross Nicklin

## Housekeeping

- Fire alarms
- Fire exits and meeting point
- Toilets
- WiFi – DrayTek-LAN-A
- Password: K7U57X045FDSW

Please can we ask you to put your mobile phone on silent.





# Meeting Agenda

- Welcome
- Presentation – Primary Care Transformation
- Public engagement
- Presentation of our 2023/2024 Annual Report including finances
- What matters to you?
- What you told us & closing remarks
- Lunch & Networking/support stalls



# How we are working to improve primary care services

Dr Anand Rischie – GP at Pleck Health Centre, Medical Director of Walsall Together Partnership, Primary Medical Service Partner member on the ICB Board and member of the Black Country Primary Care Collaborative for Walsall

Angela Poulton, Associate Director – Primary Care



# Case for Change

## The Black Country health system has a financial deficit

12%

of ICB budget flowed into Primary Care FY 23/24

£368m

spent on Primary Care in the Black Country FY23/24

Primary Care should receive more investment because...

1

Primary Care is a valuable part of the Black Country System

95%

of NHS activity is delivered in Primary Care

£14

return on every £1 invested in Primary Care\*

\*Research commissioned by the NHS Confederation

2

Primary care is struggling to keep up with patient demand

8.1%

increase in Black Country list-size (2019-23)

5.2%

increase in appointments (2019-23)

3

The population is growing, with increasing prevalence of long-term conditions and complex needs

7.1%

population growth (2011-22)

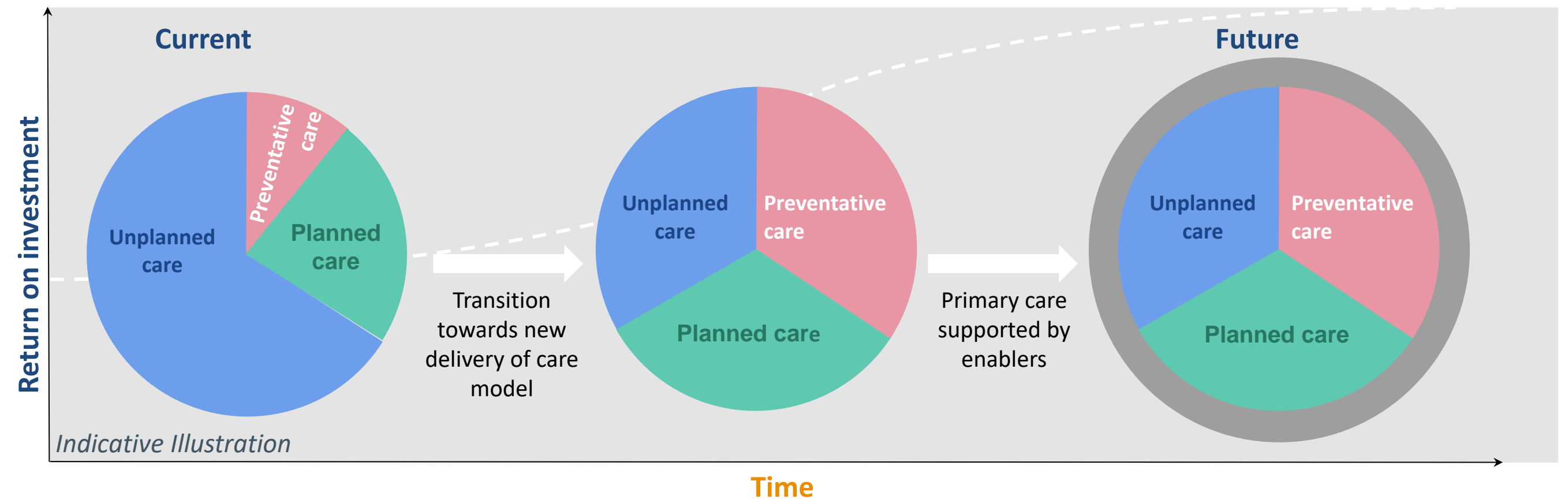
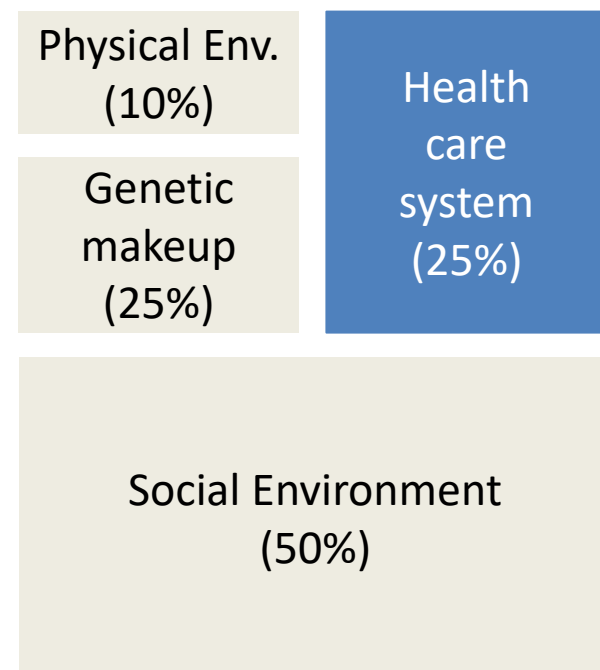
12%

of the Black Country population is projected to have diabetes by 2029

# Transitioning the way we deliver care to better meet your needs

- **3.89% increase in funding** 2024/25 for Primary Medical Care Services, assumed will continue for the next 5 years.
- With this funding, our Future Primary Care strategy wants to see the amount of care, based on need, more equal across **unplanned** ('8am rush), **planned** (health care booked in advance) and **preventative** services in GP surgeries, with Pharmacies, Opticians and Dentists doing more where can.
- Having the right workforce, information, buildings and using digital means to provide care are important.

## Determinants of health

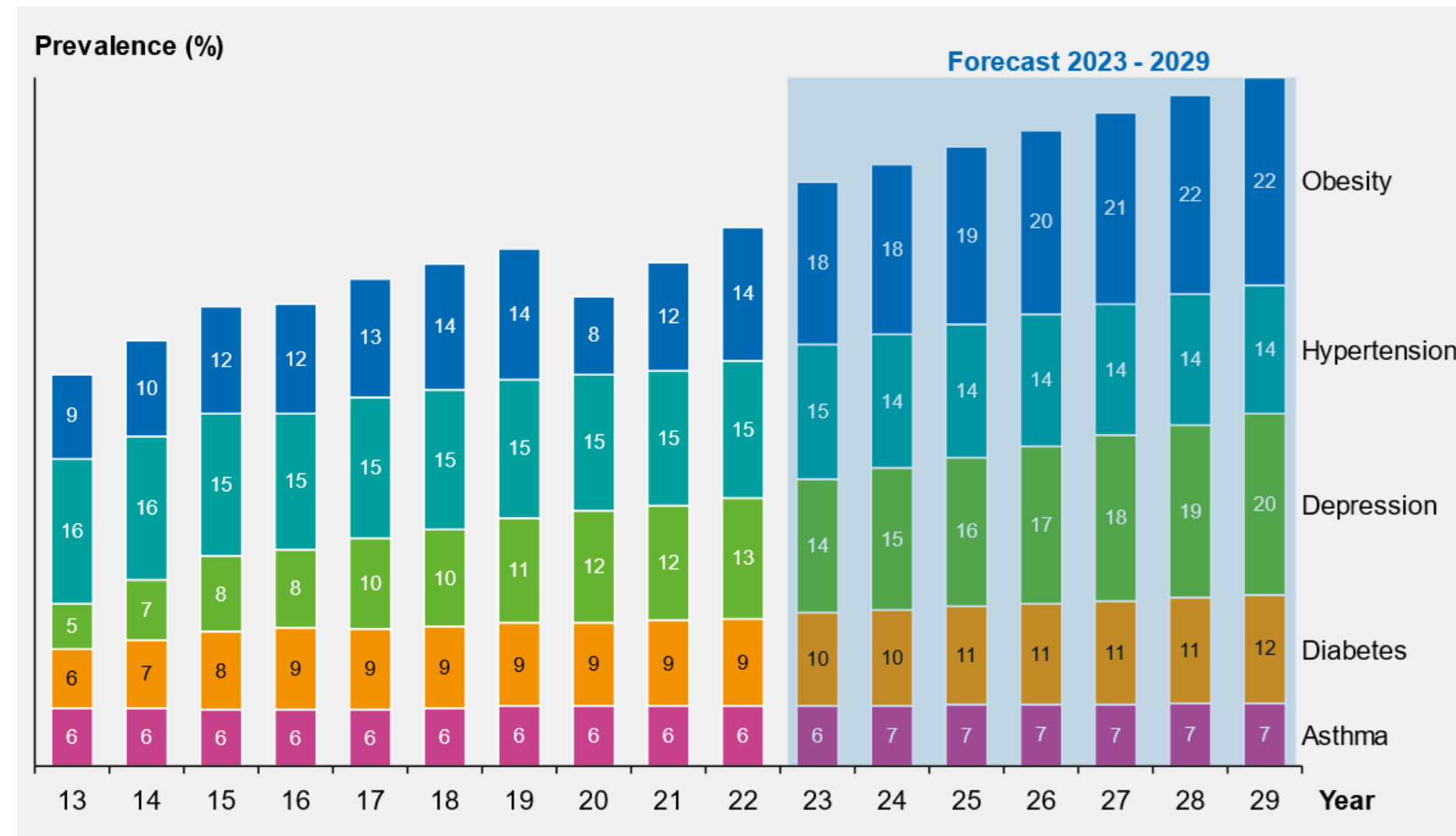


# Population growth, increasing prevalence of LTCs and poor health outcomes is driving demand pressures on Primary Care services

- Black Country population has grown by **7.1%** (2011-2022), and is **expected to grow**, in-line with the national average, until 2029\*
- Rates of **obesity, depression and diabetes** are projected to increase in the next 5 years
- Percentage of adults classified as **overweight or obese** is **71.6%** across Black Country, compared to national average of 63.8%

## Black Country prevalence (%) of top 5 QOF conditions

Linear projection from 2023 - 2029.

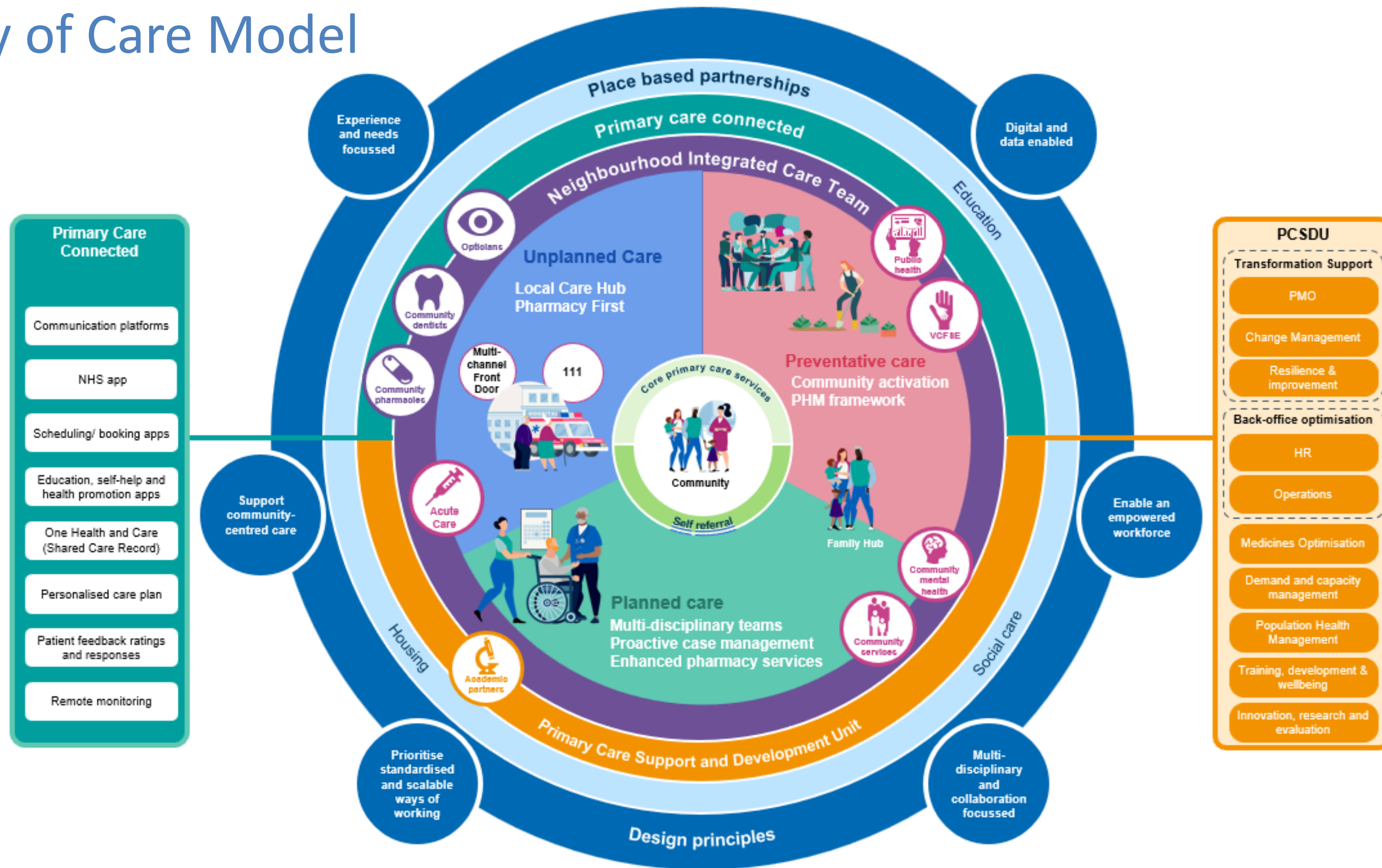




Despite increased demand, more appointments have been provided in General Practice although at a slower rate than the growth in the number of patients registered with GP practices (list size)

- The Black Country list size has increased by 8.1% over the past 5 years
- The number of qualified GPs, on the other hand, has increased by only 1.6%
- Meanwhile, general practice has continued to deliver more appointments over the last 5 years, with an increase of 5.2%
- Practices continue to deliver approximately 650,000 appointments every month, generally exceeding the number of appointments delivered in previous years
- 85% of appointments happen within 14 days of booking, same as national average
- The number of same-day appointments has increased from 2.40m to 2.78m, and now make up 47.0% of all appointments
- However, we know there is more to do

# Delivery of Care Model



# The 3 Pillars of Primary Care

1. Unplanned Care	2. Planned Care	3. Preventative Care
<ul style="list-style-type: none"><li>✓ Scale-up a standardised access blueprint</li><li>✓ Explore options for Local Care Hubs</li><li>✓ Support patient navigation through 'active signposting' protocol</li></ul>	<ul style="list-style-type: none"><li>✓ Establish Neighbourhood-level Integrated Care Teams</li><li>✓ Use PHM approaches to collaborate with specialist services and community teams</li><li>✓ Optimise local enhanced services in Community Pharmacy</li></ul>	<ul style="list-style-type: none"><li>✓ Establish a Black Country Population Health Management (PHM) framework</li><li>✓ Co-design and launch targeted health promotion initiatives with Public Health and VCFSE</li></ul>

# So what?

The **efficiency impact of every £1 invested in primary care is £14, compared to £4 for the rest of the NHS\***. With the right incentives and support **primary care can create the biggest shift in health outcomes and efficiency**, resultant benefits include:

## For the public

- **Improved access** with care provided in the right place, by the right person, at the right time
- **Longer appointment times** and **improved continuity of care** for those who need it most e.g. multimorbidity & complex needs
- **Better patient experience** moving between points of care, only having to tell their story once

## For NHS partners

- **Improved working with System partners**, with a greater appreciation for different roles and improved data sharing
- **Integrated care**, with greater capacity to provide sustainable resilient services
- **Reduced bottlenecks in the System** through improved demand management with the standardised access model

## For our staff

- **Greater satisfaction** and **productivity** through clearer career structures and progression opportunities
- **Reduced bureaucracy** creating opportunities to locally improve care and innovate
- **Supportive estates** and **digital technologies** to enhance working practice

## For the wider system

- **Sustainable services** designed to meet future need and meet current financial challenges
- **Reduction in health inequalities** with collaboration to addressing wider determinants of health alongside Public Health
- **Reduction in unwarranted variation of care**, through more standardised ways of working

*\*Research commissioned by the NHS Confederation*



# Involving our local communities

## FPC conversation (mid August – September 2024), some of what we heard

- Patients struggle to make timely appointments and perceive reception staff as ‘gatekeepers’, with patients feeling they have limited/no choices when booking an appointment – e.g. who they see, when they see them and how.
- Many face barriers to accessing online services. Patients want flexibility in how to book an appointment, not feeling pressured to go online.
- When attending appointments, patients often feel rushed with not have enough time to communicate all their needs. Some minoritised groups face unique barriers to accessing GP services. They want these to be understood and accommodated to ensure equal access.
- The attitude/manner of health professionals is important; patients want to feel respected and be treated as an individual.



# Involving our local communities

## FPC conversation (mid August – September 2024), summary messages

- General support for the strategy, the focus on addressing health and social care needs before they escalate and better management of long-term conditions
- Frequently expressed view that investment and the required workforce are needed
- Support for doing things differently in primary care was widespread in principle although ensuring individual choice is key to ensuring that marginalised groups benefit equitably from any changes
- Strong will and desire from our people and communities to continue shaping and informing the future of primary care



# GP Patient Survey

- The Black Country scored lower than the national score for most questions in the 2024 survey. For example, when asked “Overall, how would you describe your experience of your GP practice?”, 68% of survey participants responded with “Very good” or “Good”, compared with 74% nationally.
- There is large variation between Places, with Sandwell in particular frequently lagging the other three.
- The Black Country scored about the same as the national score for overall experience of community pharmacy services, and better than the national score for overall experience of NHS dentistry services.
- Analysis suggests that Systems scoring highly for overall experience also tend to score highly on questions related to meeting patient needs, perceived treatment during appointments, and the ease of phone contact, suggesting potential areas of focus to improve results.



Thank you for the invite today

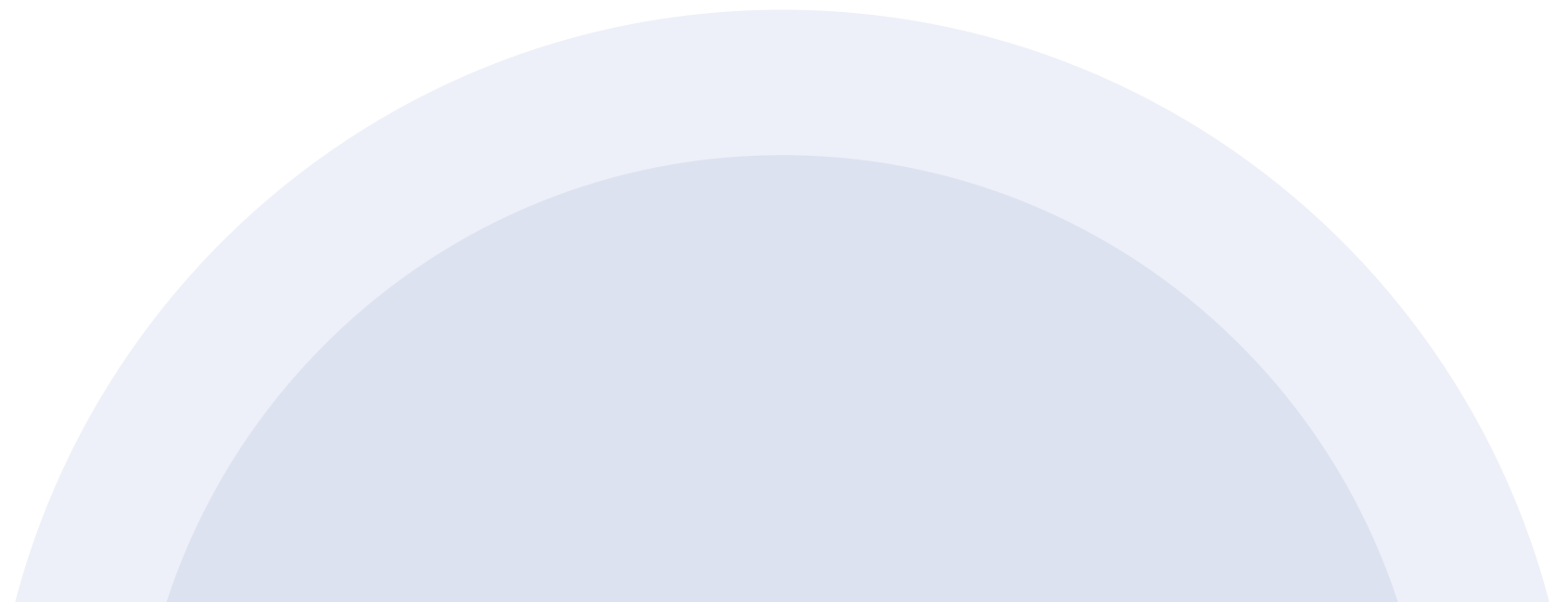
If you have any questions, please ask



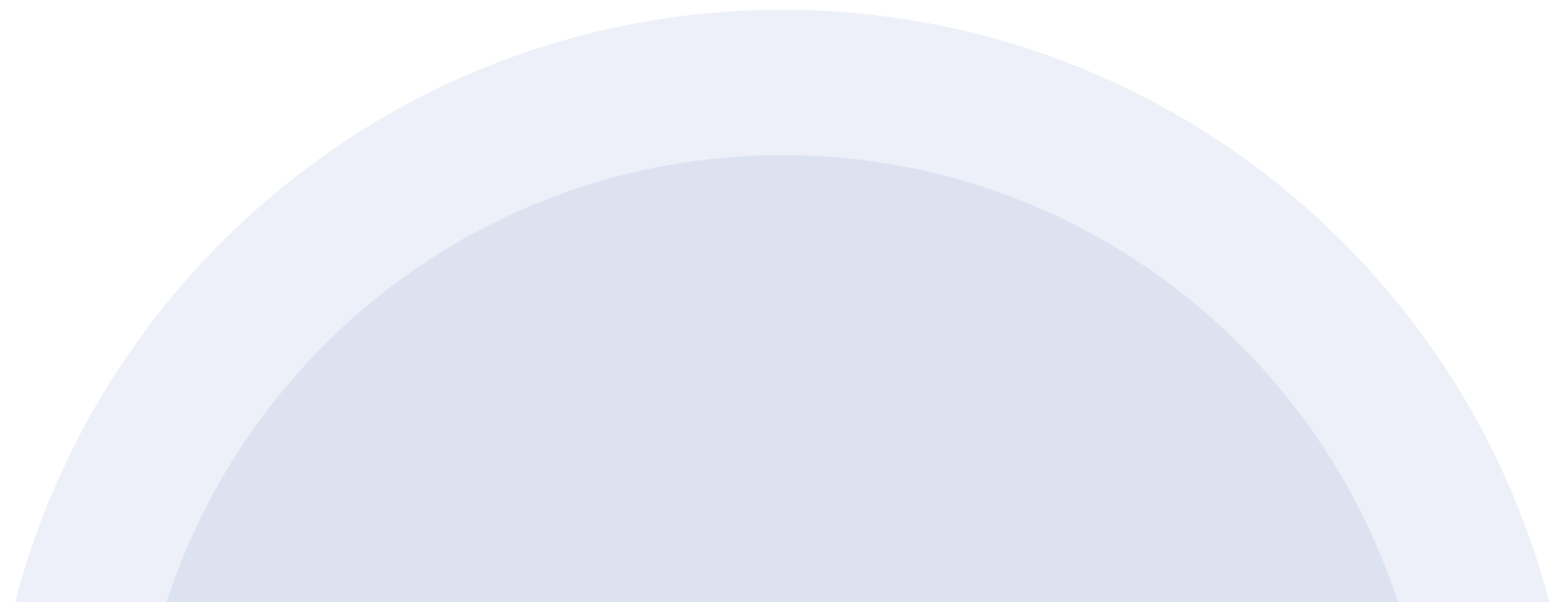




# Engagement

- Definition: 'the action of engaging and being engaged'
  - Every adult across the Borough
  - All ethnicities
  - Each community, including minorities and hard to reach
- 

## Recent examples of public engagement on the NHS

- Put a Wetherspoon's in every hospital
  - Changing all ambulance sirens to Danny Dyer shouting 'nee - naw'
  - Making a dog health secretary
  - Firing Wes Streeting out of a cannon
- 

# Engagement fatigue, but things change constantly

- Your needs
- Governments & legislation
- Systems & places of care
- The digital landscape



**‘Important we continue to engage’**

**‘What are your priorities today?’**





# Annual Report 2023/2024

Presented by  
Aileen Farrer  
Healthwatch Walsall Manager

The value  
of listening



Annual Report 2023-2024

## Our engagement over the year

29,528

people  
were engaged  
with via surveys,  
Enter and View  
visits, Newsletters,  
social media  
posts

5,880

people  
were  
engaged with  
face to face  
across our  
communities  
or virtually on  
our themed  
online public  
meetings

1,693

people  
shared their  
experiences of  
health and social  
care services with  
us,  
helping to raise  
awareness of  
issues

3,631

people  
were given advice,  
information and  
were signposted  
to support or  
services to help  
meet their health  
or social care  
needs

# Work Plan 2023/2024 – Key Projects

## Maternity Experience of Black & Asian Women

To understand patient experience of black and Asian women on maternity services

- 82 survey responses

Main issues:

- Communication
- Difficulties in making a complaint
- No evidence of discrimination
- 8 recommendations.
- **Impact** – Report used as part of the Maternity Action Plan

## Walsall Urgent & Emergency Care Centre

To find out how the new Centre was working for patients

- 2-part survey
- 214 responses to Part 1.
- 23 responses to Part 2

Main issues:

- poor signage
- Communication
- Lack of refreshment facilities.
- waiting times.
- 7 recommendations
- **Impact** – Signage changed

## NHS 111 Patient Experience

To understand patient experience of NHS 111

- 99 survey responses

Main Issues

- Waiting time for call back
- Information not being shared
- Feedback generally positive
- 3 recommendations.

## Evaluation of Teenage Pregnancy Prevention Programmes

Independent evaluation of 2 teenage pregnancy programmes

- Face to face focus groups.
- 72 participants
- Very positive feedback.
- Extended class durations and for the course to run for a longer period.
- Shared thoughts and ideas, raised during our engagement.



# Work Plan 2023/2024 – Other Projects

## Long Covid

To look at the local vs national situation about support given to people

- To see if there was sufficient support from services
- 27 survey responses
- 4 recommendations made

**Impact** –ICB reminded GPs and staff of the Long Covid Toolkit

## NHS Dentistry

To look at NHS dentistry in the Borough

- 119 responses
- Walsall same as the national picture

Main findings:

- hard to find an NHS dentist taking on new patients
- people living in deprived areas not disadvantaged

## Accessible Information Standards

To find out whether are communicated with in a way they can understand

- 3 focus groups held
- 61 survey responses

Main findings:

- Most people could understand the information given
- 7 recommendations made

## Key Numbers

35

Reports published  
Over the year

111

Recommendations  
for service change  
or improvements  
through our reports

16

Volunteers helping  
us with projects  
and supporting our  
outreach

6

Staff members  
undertaking  
Healthwatch Walsall  
work and projects  
across the Borough



## Enter and View Programme

### WHAT IS ENTER & VIEW

- Healthwatch organisations have the power to Enter and View health and care providers
- Observe activities and speak to residents
- 11 Authorised Representatives support this work
- 56 recommendations were made

### WHERE WE VISITED 2023/2024

- Swan House
- Selwyn Court
- Cedar Falls
- Gorway House
- Willows Nursing Home
- Highgate Lodge

### WHERE WE VISITED 2023/2024

- Pleck Health Centre
- Touchwood Pharmacy
- Pleck Health Centre
- Palfrey Health Centre
- St. Luke's Surgery
- Lockstown Practice

## Working Collaboratively

### NHS

Black Country  
Integrated Care  
Board  
(System wide)

Walsall Together  
Partnership Board  
(Place based)

### LOCAL AUTHORITY

Quality  
in Care Board

Information  
Sharing Group



## Our Income and Expenditure

<b>Income</b>		<b>Expenditure</b>	
Annual grant from Government	£190,450	Expenditure on pay	£180,630
Additional income	£36,208	Non-pay expenditure	£21,851
		Office and management fees	£43,208
<b>Total income</b>	<b>£226,658</b>	<b>Total expenditure</b>	<b>£245,689</b>



# Work Plan 2024/2025 – Key Projects

## Patient Experience of Cancer Services at Walsall Manor Hospital

To understand patient experience of Walsall cancer services

Are patients:

- Happy with the treatment and care
- Treated with care and compassion
- Safe and cared for
- Listened to
- Provided with information and support

## Patient Experience of Urology Services at Walsall Manor Hospital

To understand patient experience of Walsall urology services

Are patients:

- Happy with the treatment and care
- Treated with dignity and respect
- Listened to
- Provided with information and support

## Young Carers

Project to start 4<sup>th</sup> quarter

- To find out if young carers have unmet social care needs
- Do they know what is available to them
- Barriers in accessing services

Your  
questions



Our  
answers



What matters to you?



What you told us?

Closing Remarks



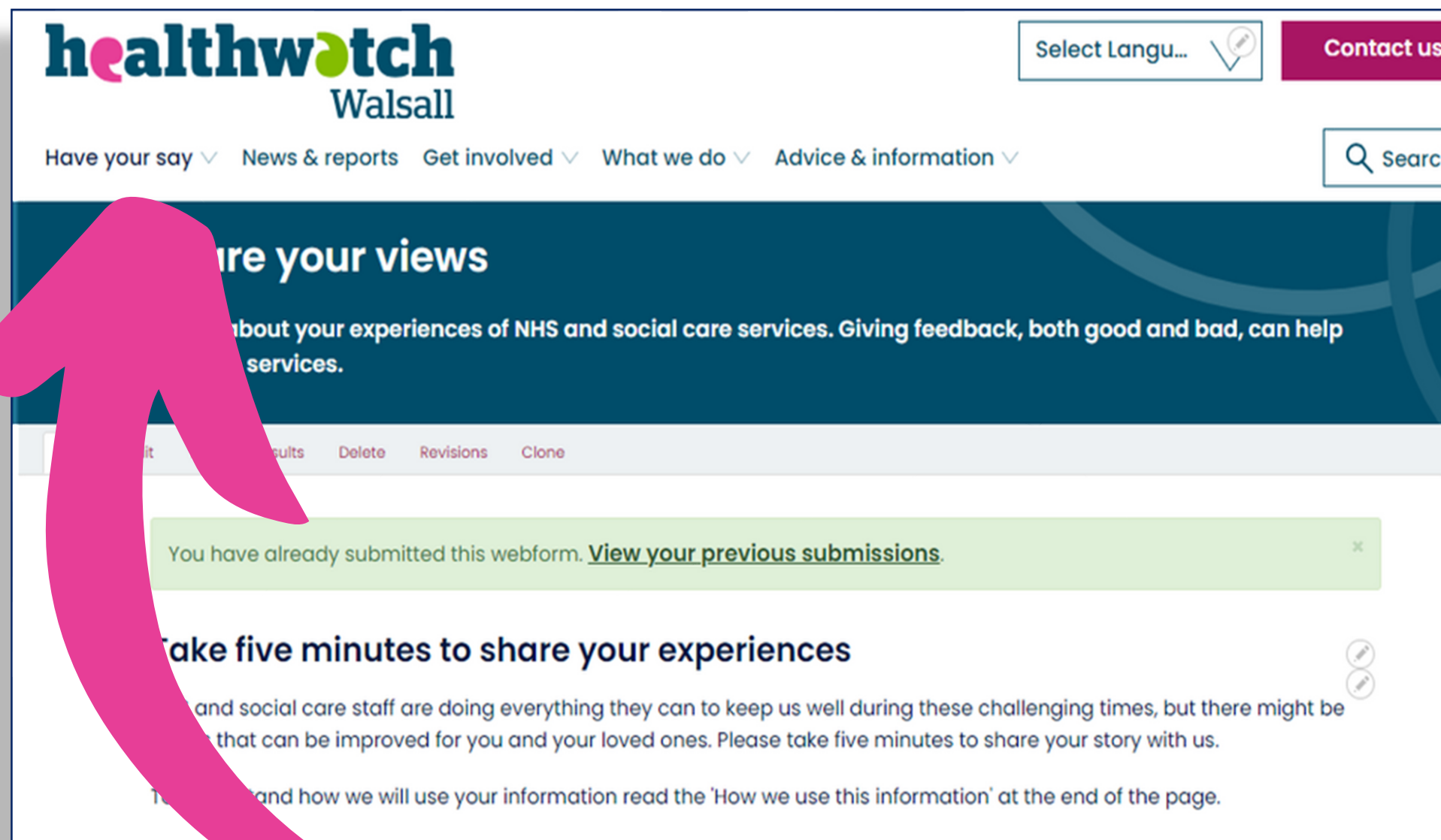


# Lunch and Support Stalls/Networking





# You can share your services experiences 24/7



If you have recently used a Walsall NHS healthcare or Local Authority funded social care service, please share your experience by visiting our website and click on 'Have your say'

**Have Your Say**



## How to contact us

Offices at:

Blakenall Village Centre  
79 Thames Road, Blakenall,  
Walsall, WS3 1LZ

T: 0800 470 1660

E: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

[www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)

Social Media:

X: @HWWalsall

Facebook: @HealthwatchWSL

Instagram: healthwatchwsl

YouTube: Healthwatch Walsall 2020



**Have a safe journey**