An update from the IAC Forum January – March 2020

From January – March 2020 there have been three meetings of the IAC Forum. Staff members involved in the different ACP workstreams have attended to inform forum members' of their work and discuss any ideas or concerns the group has.

The following workstreams have attended:

- Mental Health

- Urgent and Emergency Care

- Ageing Well

Mental Health

An overview of The Sheffield Mental Health Transformation Plan

Forum members' were asked to consider what **'parity of esteem'**; a concept defined as tackling mental health with the same priority as physical health issues, meant to them. They were also asked to consider what the challenges are in achieving genuine parity of esteem, and how do we overcome these.
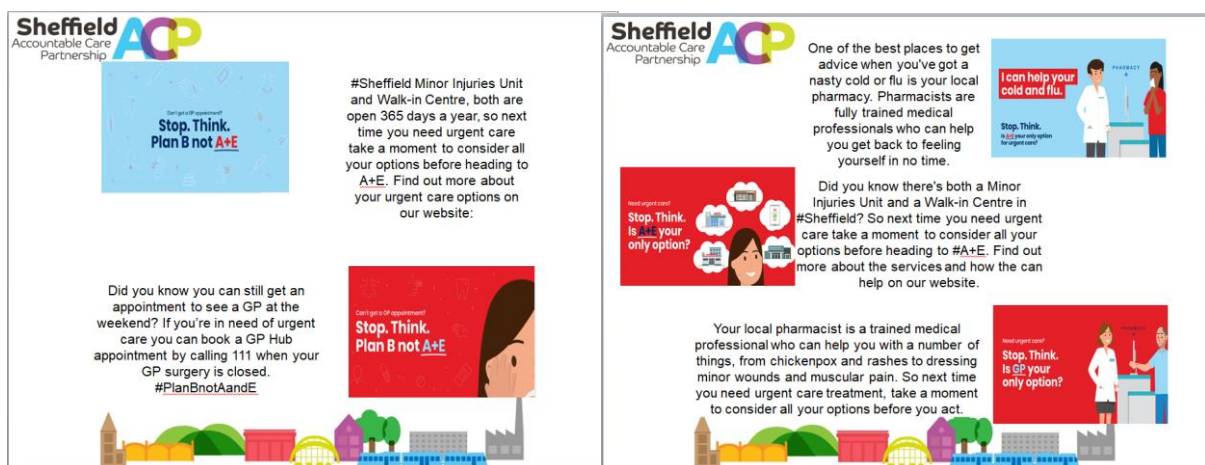
Additionally, forum members' were asked to **consider what mental health services would look like in the future; when trying to describe a perfect model of care, support and treatment, what would be different.**

Forum members' views and experiences highlighted that:

- **Funding** for mental health services should be **contingent with the rising demand.**

- **Staff need to be trained** in order to be more **sensitive to mental health issues.**
- There was a concern that the idea to provide localized mental health care may lead to decrease in the quality of care for people with certain conditions which are not prevalent in certain areas.
- It was suggested that if **people don't seek help on mental health issues**, this **may prevent the generation of evidence**.
- It was felt that mental health and physical health are not seen as equally important.
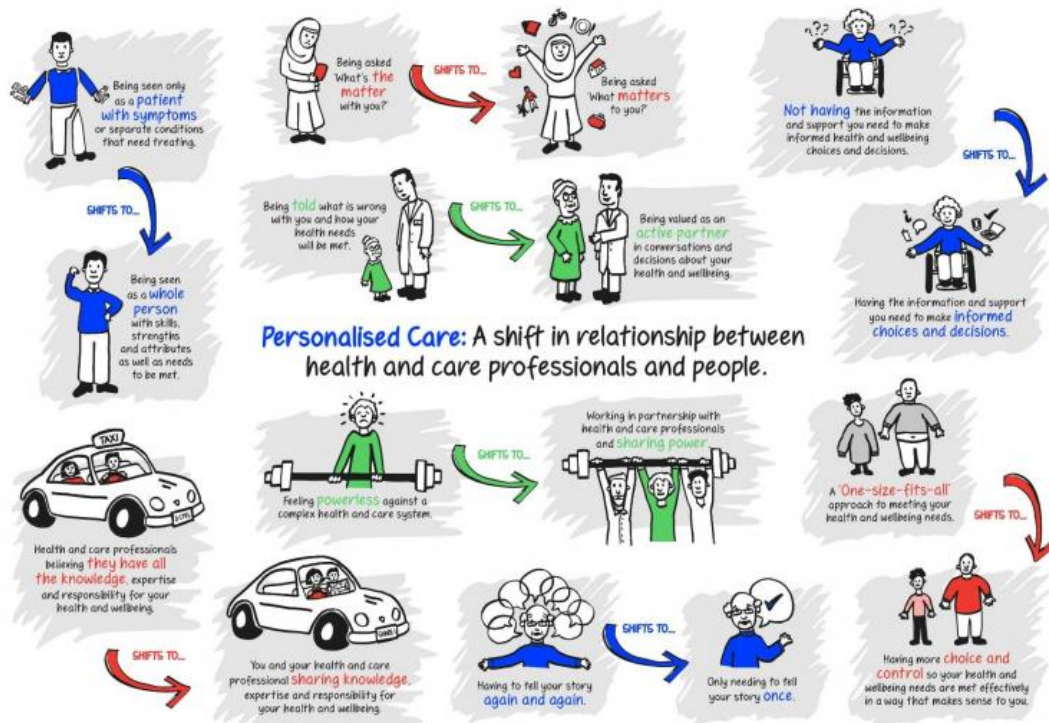
Urgent and Emergency Care

Urgent and Emergency Care Social Media Campaign: Stop. Think. Plan B not A+E

Forum members' recited their experiences of receiving emergency care. **Themes considered included: availability of health care professionals, waiting times, hospital discharges and care after hospital discharge.**

Forum members' views and experiences highlighted that:

- We need to ensure that **urgent and emergency services are resilient to cope with high demand of activity**.

- Patients are experiencing **long waiting times for medications prior to discharge.**

- Patients are being left without **support at home after discharge**.

- There are **long waiting times for epilepsy appointments which may lead to patients needing to go to A&E**.

Ageing Well

West Yorkshire and Harrogate Personalised Care Shift Infographic

Forum members' were asked to consider what **culture change is needed across the health and care system to enable the shift to personalised care.**

Forum members' views and experiences highlighted that:

It would **mean consultants 'giving up power'**, based on many of their own experiences interacting with health and care services in Sheffield this seemed like **a big challenge to overcome.**

Current enablers to achieving this culture shift include:

- The **Royal College of General Practitioners (GPs)** have introduced **personalised care modules into postgraduate courses nationally**; several social work and nursing postgraduate courses also have.
- **Co-production** as a concept is often **put into various commissioning/service delivery contracts** to encourage its use as part of day-to-day work.
- In the **Long Term Plan NHS England are committed to building the infrastructure for social prescribing in primary care**, aiming to recruit

1,000 new social prescribing link workers by 2020/21:
https://www.england.nhs.uk/personalisedcare/social-prescribing/

Forum members' views and experiences regarding link workers highlighted that:
- This may **work well for smaller systems like Primary Care Networks, but what about bigger systems like the Department for Work and Pensions (DWP)**
- Link workers would need to **work flexibly rather than taking a 'one size fits all' approach across different neighbourhoods.**

Forum members' were asked to consider **what good personalised care planning would look like;** their thoughts highlighted that:
- **Relationship building** is important
- **People need to feel like a valued partner** in creating their care plan
- **Transparency** is crucial.

Other work supported by the IAC Forum

- Input into the priorities of Healthwatch Sheffield

- Development of public facing information for the ACP including the Sheffield ACP Website: https://www.sheffieldacp.org.uk/ and a quarterly newsletter.