Shaping our Integrated Care Partnership priorities

South West London Integrated Care System

We have two important connected strategic plans that are being developed by June 2023:

- **The ICP Five Year Strategy** – the discussion document currently sent to partners outlines our work on the needs assessment, the views of people, and recommends strategic priorities for the ICP to address these. **The discussion document is the focus of our discussion today.**
- **The NHS ICB Joint Forward Plan** – which will outline how the ICB and its partner trusts will provide NHS services to meet our populations needs, delivery of universal NHS commitments, address ICSs' four core purposes and detail the shared delivery plans for the ICP strategic priorities.
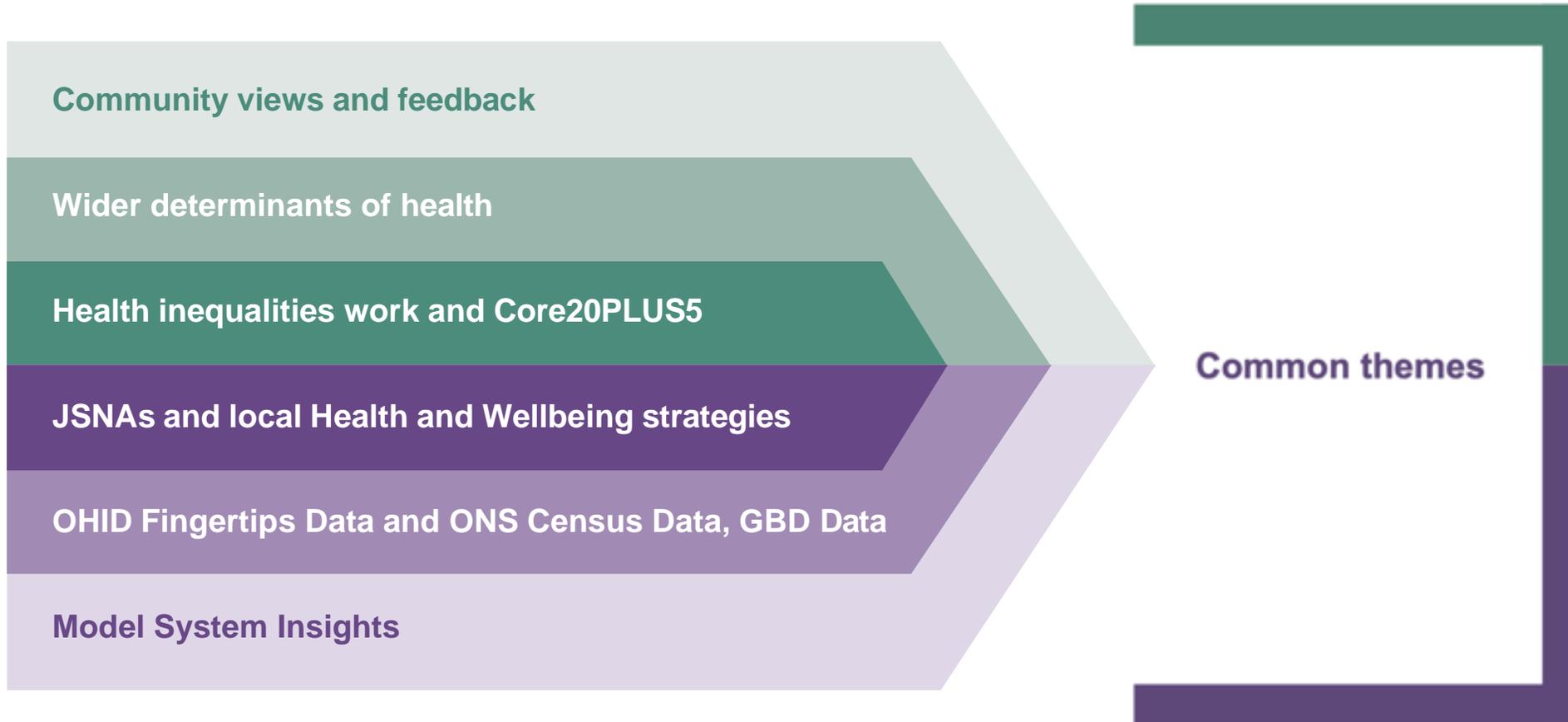
Shaping our Integrated Care Partnership priorities

- **Shaping our Integrated Care Partnership priorities: A partnership discussion document** brings together months of working together to identify what the health and care needs are for our South West London population

- It is the first stage in the development of our South West London Integrated Care Strategy

- It describes how we have assessed the needs of our population and sets out our thoughts on the priorities for the ICP

- The full integrated care strategy will be developed based on the feedback we receive and be published in Summer 2023

South West
London
Integrated
Care System

Shaping our Integrated
Care Partnership priorities:
A partnership
discussion document

January 2023

Assessing Need – Health and Wider Determinants

South West London Integrated Care System

To support the development of the priorities, the Integrated Care Partnership Board brought together a Needs Assessment Group. The group considered the following information:

- Community views and feedback
- Wider determinants of health
- Health inequalities work and Core20PLUS5
- JSNAs and local Health and Wellbeing strategies
- OHID Fingertips Data and ONS Census Data, GBD Data
- Model System Insights

Common themes

A summary of the completed needs assessment can be found on our ICS website

We have sought the views and concerns of local people and our communities in developing our priorities
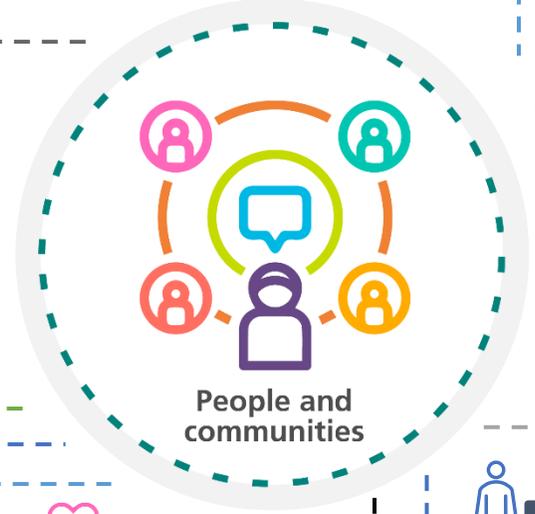
COST OF LIVING CRISIS

- 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

DIVERSITY AND INCLUSIVITY (NEW!)

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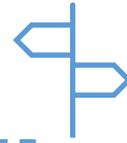
COMMUNICATION, NAVIGATION AND SIGNPOSTING

- 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

EMPLOYMENT (NEW!)

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

GREEN AND ENVIRONMENTAL CONCERNS (NEW!)

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

DEMENTIA (NEW!)

- 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

DIGITAL EXCLUSION (NEW!)

- 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

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

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 (NEW!)

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

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
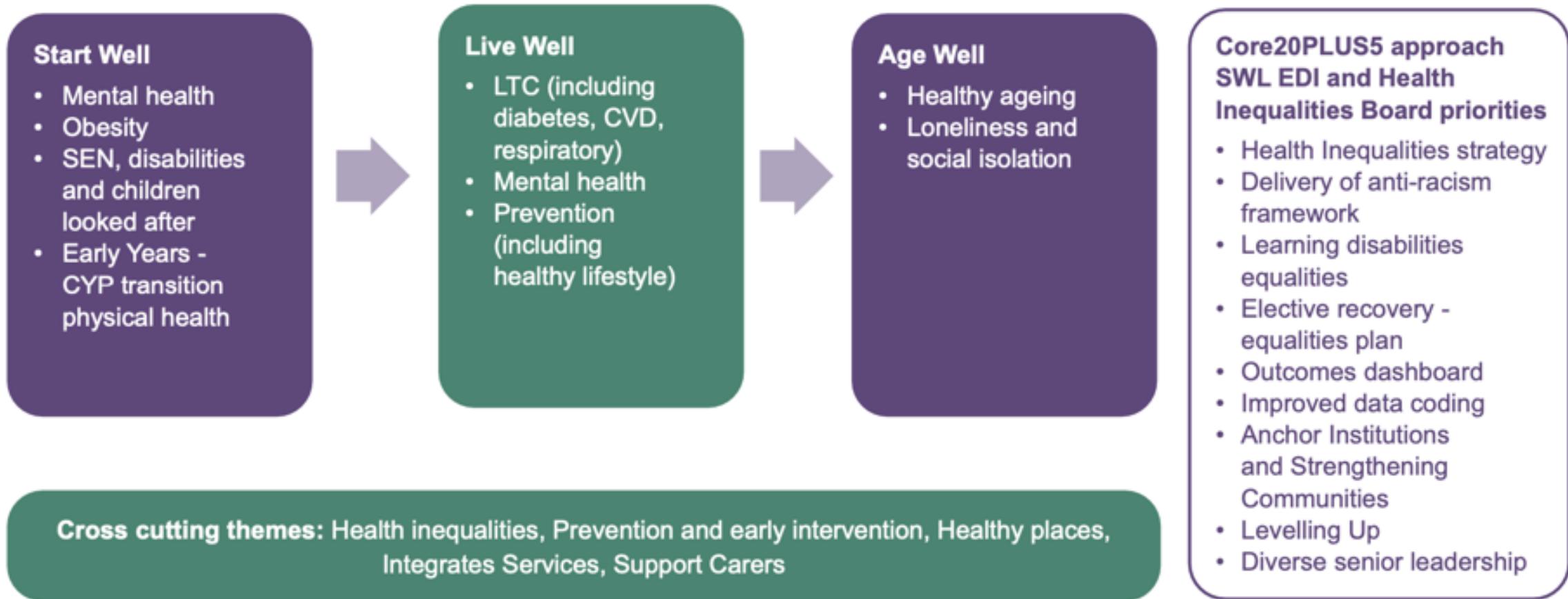
People and communities

NEW! New topic   (!) Added view

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Common priorities across SWL places across local health and care plans

South West London Integrated Care System

Start Well
- Mental health
- Obesity
- SEN, disabilities and children looked after
- Early Years - CYP transition physical health

Live Well
- LTC (including diabetes, CVD, respiratory)
- Mental health
- Prevention (including healthy lifestyle)

Age Well
- Healthy ageing
- Loneliness and social isolation

Core20PLUS5 approach SWL EDI and Health Inequalities Board priorities
- Health Inequalities strategy
- Delivery of anti-racism framework
- Learning disabilities equalities
- Elective recovery - equalities plan
- Outcomes dashboard
- Improved data coding
- Anchor Institutions and Strengthening Communities
- Levelling Up
- Diverse senior leadership

Cross cutting themes: Health inequalities, Prevention and early intervention, Healthy places, Integrates Services, Support Carers

Each of our six borough local health and care plans can be found on our website

Determining our priorities

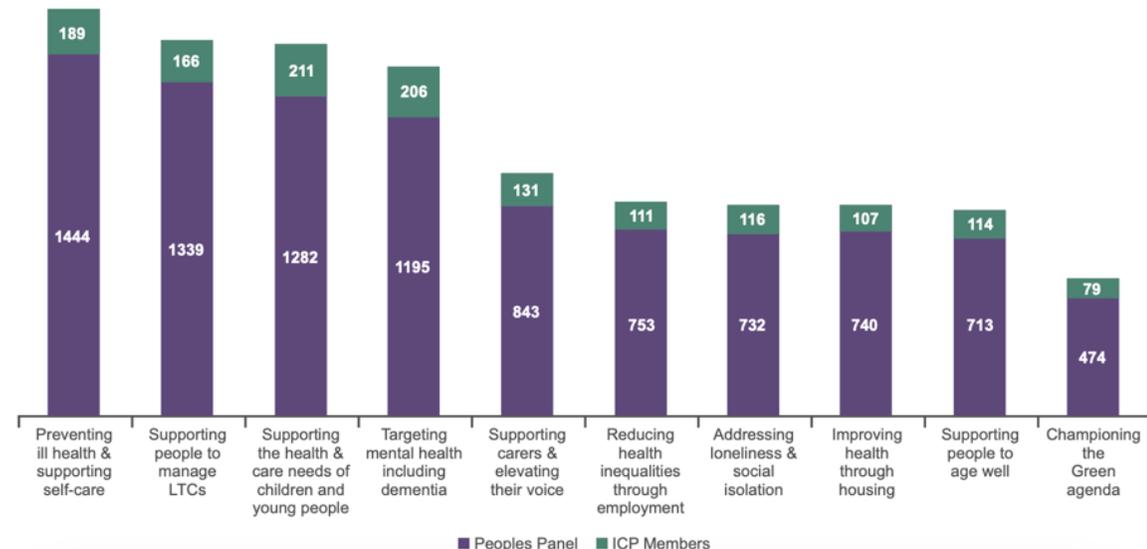The Integrated Care Partnership Board agreed this process for determining our shared priorities:

Current position

Step one: Priorities identified from needs assessment → **Step two:** ICP Board members and system leaders engagement → **Step three** Peoples Panel engagement → **Step four:** Feedback analysed → **Step five:** ICP Board interactive Seminar → **Final step:** System engagement through discussion document
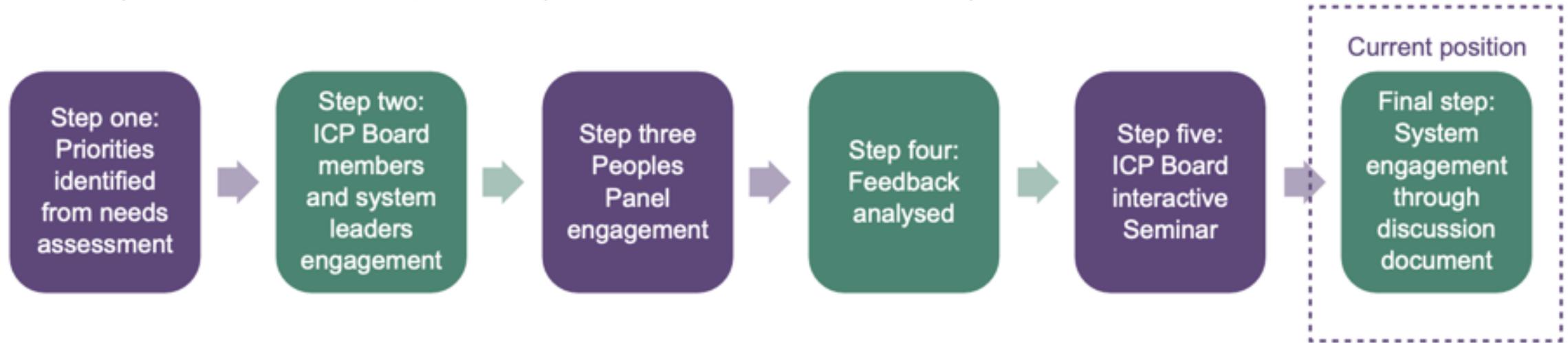
During November, we tested the needs assessment and potential priorities with ICP Board members, partners and members of our SWL People's Panel, asking them to rank the emerging priority areas.

The responses were analysed and presented at a deliberative ICP seminar in November.

This graph shows the combined results.

	Peoples Panel	ICP Members
Preventing ill health & supporting self-care	1444	189
Supporting people to manage LTCs	1339	166
Supporting the health & care needs of children and young people	1282	211
Targeting mental health including dementia	1195	206
Supporting carers & elevating their voice	843	131
Reducing health inequalities through employment	753	111
Addressing loneliness & social isolation	732	116
Improving health through housing	740	107
Supporting people to age well	713	114
Championing the Green agenda	474	79

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Recommended ICP Priorities

Following agreement at the SWL ICP Board meeting in January, the priorities for the Integrated Care System are now proposed

- **Tackling and reducing health inequalities**

- **Preventing ill-health, promoting self care and supporting people to manage their long term conditions**

- **Supporting the health and care needs of children and young people**

- **Targeting mental health**

- **Community based support for older and frail people**

The following cross-cutting areas of focus are proposed to underpin the delivery of our future priorities:

- **Equality, diversity and inclusion**

- **Championing the Green agenda**

- **Elevating patient, carers and community voices**

ICP focus for the year: Workforce

South West London Integrated Care System

The ICP Board has agreed that, given its importance to every priority and organisation,
that tackling our system wide workforce challenges should be our ICP focus for the first year.

Four emerging work programmes have been identified:

- **Making South West London a great place to work** – to improve the retention of our existing people and attract new staff into South West London

- **Targeting action around difficult to recruit roles**

- **Designing our future workforce** – identifying new or different roles that will be needed to support health and care in the future

- **Supporting local people into employment** to reduce health inequalities, supporting the cost of living, and help tackle poverty

Shaping our Integrated Care Partnership priorities

We would like to hear your views on:

- The recommended ICP priorities and any specific actions that you feel should be built into their future delivery plans

- The four proposed workforce programmes and the key workforce challenges your organisation would like the programmes to incorporate (for example, difficult to recruit to posts that would benefit from a system focus, new roles needed for the future etc)

- Any other areas that should be considered for partners to work on at-scale that should be included in the final ICP strategy

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