# CTM2030:
# Thematic Report
# July 2022



**Appendix 4**

# Contents

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University Health Board

# Introduction

In November 2021, we launched our Have Your Say public involvement survey as a means of understanding the varying priorities and issues affecting our CTM population when it comes to physical health, mental health and social wellbeing.

In March 2022, we conducted a thematic analysis of the responses received to date. This exercise identified 6 emerging themes that have since been consolidated by further engagement with staff, stakeholders and CTM communities.

This report looks closer at the key issues that characterise each of the emerging themes identified. While these themes represent the views of those who have completed the survey and attended our engagement events, further work will be required in the consultation stage to measure this against what the population health data and other sources are telling us about the CTM population. However given the volume of feedback we have received we believe this evidence is suitable for submission as part of the growing body of evidence that will shape the development of our strategy for building healthier communities together.

## THEMATIC MAP

| COMMUNITY | LONG TERM ILLNESS | AGEING | HEALTHY BEHAVIOURS | PATIENT EXPERIENCE | WORK / LIFE BALANCE |
|---|---|---|---|---|---|
| **CONNECTIONS**<br>Group / Peer Support<br>Resilience<br>Social cohesion<br>Belonging | **SELF-MANAGEMENT**<br>Pain<br>Medication<br>Mobility<br>Quality of Life | **PREVENTION**<br>Independence<br>Skills and Knowledge | **MOTIVATION**<br>Automatic<br>Reflective | **ACCESS**<br>Closer to home<br>GP surgeries<br>Structure | **LIFE/ WORK SATISFACTION**<br>Work/Life balance<br>Work as a barrier<br>Stress |
| **SPACES**<br>Local Services / Facilities<br>Green Spaces<br>Transport / Travel<br>Safety and Accessibility | **PATIENT EXPERIENCE**<br>Pathways<br>Referrals<br>Values and Behaviours<br>Waiting lists | **WORRY**<br>Intergenerational burdens<br>Loss of abilities<br>Reliability of service | **CAPABILITY**<br>Psychological<br>Physical<br><br>**OPPORTUNITY**<br>Social<br>Physical | **COLLABORATION**<br>Local Networks<br>Patient voice<br><br>**IMPROVEMENT**<br>Prevention<br>Change and ideas<br>Communication | **WELLBEING AT WORK**<br>Physical activity<br>Mental wellbeing |

# Community

**Key issues of importance**

| Community Cohesion | Community Spaces | Leisure Facilities | Built Environment | Transport and Travel |
|---|---|---|---|---|

Relationships in the community and community spaces play a vital role in people living the heathiest, happiest lives they can.

The interconnectivity of space, the built environment, access to services and social networks dominate the wider determinants that impact healthy behaviours and quality of life.

It is important that we work with local assets and community connectors to create a better experience of health and wellbeing across the region; working in collaboration to deliver bespoke interventions for the community, in partnership with the community.

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# Community Cohesion

- Significant emphasis placed on the role social connection and support networks.

- Skills and knowledge gap prevents communities from supporting one another in the way they would like to.

- Importance of local identity and sense of belonging.

- Need for more peer support groups/ networks to help with more general and condition-specific issues. E.g mental health, support for carers, family support groups.

- Lack of information about the support available in the area.

- Many feeling isolated and lonely.

# Community Spaces

- Need more investment and support for community spaces/ programmes.

- Abundance of empty buildings that could be repurposed for community benefit.

- Importance of spaces to socialise and meet other people.

- Creating spaces that people want to use in order to sustain community spirit.

- Sustainable use of assets and spaces to cater for all ages across the life cycle.

- Importance of green spaces and connection with nature.

- Dependency on local relief services due to cost of living/ poverty- foodbanks etc.

# Leisure Facilities

- Need for improvement in the provision of leisure facilities and access.

- Services unable to meet the demands of a growing population.

- Opening hours and time availability as a barrier to adopting healthy behaviours.

- Affordability of services as a barrier to adopting healthy behaviours.

- Need for spaces to be inspirational and accessible.

# Built Environment

- Loss of green infrastructure due to overdevelopment.

- Availability of takeaways and fast food restaurants vs healthier alternatives.

- Health impacts of congestion. E.g. Build up of traffic around schools.

- Road safety.

- Problem parking on pavements.

- Built environment impacts the ability to adopt healthy behaviours or access services.

# Transport

- Needed improvements in transport provision across the life cycle.

- Reliability and affordability of services as a barrier.

- Connection between different operating services limiting transport uptake. E.g Timetables, link between trains and buses

- Active or multi-modal travel is difficult due to natural landscapes and built environment.

- Overreliance on motor vehicles.

- Better walking / cycling routes needed.

- Road safety.

# Community: Theme Summary

- Many of the issues highlighted are being exacerbated by the current poverty and the cost of living crisis.

- Community spaces and social connectors are vital to preserving community sprit and improving health and wellbeing; and quality of life.

- Significant need to upskill the community whilst increasing knowledge and awareness through improvements in communication and  collaborative working.

- Emphasis on chronic pain, bereavement and loss, mental health, emotional wellbeing, carer support.

# Long-Term Illness (LTI)

**Key issues of importance**

Long waiting lists increasing the burden of the broader issues that impact quality of life.

| LTI as a barrier | Mental Health | Person Centred Care | Access | Increased Support |
|---|---|---|---|---|

Long-term illness is severely impacting quality of life, an issue being exacerbated by long waiting times and a perceived lack of coordination across the health system.

Patients face many barriers which add to the anxiety of unsure access to the right care, in the right place, at the right time.

Patients long to feel heard and to be treated with dignity as a person, and not as a condition to be managed.

The current experience of living with a long-term illness is having a significant impact on mental health and emotional wellbeing.

# Long Term illness as a barrier to:

- Time with family and friends.

- Physical activity.

- Life outside of work.

- Quality of life.

- Mobility (physical and social).

- Day to day living.

- Doing what I love.

People feeling like their lives are on hold while waiting for surgery/ referral .

# Increased Support

- Importance of accessing support closer to home / in the community.

- Need help overcoming limitations.

- More support with condition / medication management.

- Skills, knowledge and information to support self-management.

- Referrals into community support / social prescribing.

- Affordability and coordination of long term care.

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# Mental Health

Rooted in:

- Poor access to services and information.

- Lack of wellbeing support in addition to treatments.

- Mobility (social and physical)

- Loss of abilities.

- Reduced quality of life.

Fear

Anxiety

Isolation

Stress

Uncertainty

Helplessness

# Person-Centred Care
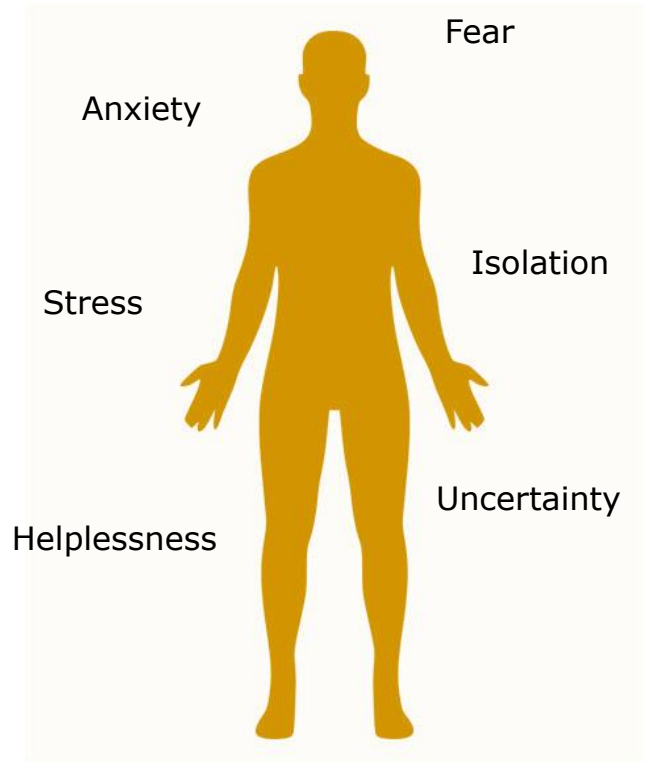
- Need to look at the person not the condition.

- Condition often blamed for other issues.

- Patients feel their views are dismissed.

- Switching from medicating the issues to looking at long term management-
- Perception around painkillers as quick fixes

- Feeling lost in the system.

- Impersonal service, no sense of care while delivering care- patients feel like a task to be completed.

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# Access

- Current pathways not working.

- Primary care access is difficult which prevents referral into other support services.

- Use of digital to overcome barriers; works for some but not for others.

- Delays caused by lack of communication between different specialisms.

- Care feels uncoordinated and 'clunky'.

- Reduced mobility is a barrier to accessing services.

- Confusion over who to contact for what – 111, 999, GP, A&E.

# (LTI): Theme Summary

- Streamlining care pathways to create a more person centred service and improve patient experience outcomes.

- Heavy importance placed on streamlining services to reduce time/ travel / financial burden of long term care.

- As with community, peer networks and a health system working more collaboratively with community / third sector partners was seen as a facilitator for improving care.

- Emphasis on self care/ management and social prescribing.

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# Ageing

## Key issues of importance

| Sense of Loss | Mental Health | Increasing Needs | Support |

Loss and anxiety are a severe burden on the ageing population.

Increased need to access services due to what feels like an inevitable collection of conditions - creating a sense of worry and uncertainty; not only for the ageing individual but for their wider support network.

There was a clear need for better access to information and resources to promote healthy living and cope with the changes your body goes through as you age. This was accompanied by a need for more preventative care and a proactive approach to health- not waiting for there to be a problem but working with the individual and the networks around them to prevent it.

# Sense of Loss

- Independence.

- Physical Ability.

- Identity.

- Strength - emotional and physical.

- Confidence.

- Time - due to increased need to access services.

- Feeling helpless about the changes your body goes through.

- Mental health severely impacted by trying to cope with ageing while managing multiple responsibilities – children/ grandchildren, elderly parents, work, social life, healthy behaviours.

- Worry about current and future older generations.

- Worry over access to services; when you will need to access them and how you will be cared for.

- Worry about increased illness and frailty

- Worry about pet care - a recurring theme.

# Mental Health

# Increased Needs

- Feels like you inevitably collect conditions as you age.

- Burden of medicine management.

- Increased need to access services.

- Time consequences of service access, particularly in relation to travelling to and from different sites.

# Support

- Prioritisation of preventative care.

- More educational support relating to the ageing process.

- Skills and knowledge for managing self-care and taking preventative measures.

- Digital healthcare support

- Respite for carers who carry a heavy burden.

- More signposting needed to support available.

# Ageing: Theme Summary

- Support me to age 'boldly' not 'oldly'.

- Collaboration needed to improve support for the ageing population out in the community, providing access to information and resources, support networks and opportunities to participate in activities.

- We must also consider how this approach could help prevent the sense of loss experienced through the ageing process.

- Need to address the environmental factors that are impact mental health, e.g. accessibility of services.

# Healthy Behaviours

**Key issues of importance**

| Mental Health | Physical Health | Skills, Knowledge & Support | Positive Influences |

Poor access to care, CAHMs referral and mental health stigma are all sited as barriers to mental wellbeing.

People feel their needs are not understood and that a lack of control over their lives, and their care options, exacerbate their mental ill health.

There was a large emphasis on knowledge and skills that link back into the community theme of people wanting to support one another in self- sustaining communities, by working with health care professionals to meet the needs of the local population.

Healthy eating was a particular concern due to lack of skill and the oversaturation of conflicting information available online.

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# Mental Health

- Importance of having time to relax.

- Anxiety about life resuming post Covid.

- Mental wellbeing important for achieving life goals.

- Skills and knowledge key to understanding and coping with feelings and emotions.

- Mental health a key determinant of quality of life.

- Need to reduce mental health stigma.

- Frustration about not being understood when living with mental ill health/ illness.

- Lack of control exacerbates mental health issues.

- Impact of physical limitations / illness on mental health.

- Poor service access / referral processes and waiting times not working.

# Physical Health

- Self-consciousness about body image as a barrier to physical activity.

- Limited knowledge of where to get help/ access services.

- Stress impacting diet.

- Conflicting or confusing information about nutrition e.g. fad diets etc.

- Wanting to eat well and drink less alcohol but not having the skill to make the change.

- Lack of motivation / self efficacy.

- Poor access to services / spaces for wellbeing and physical activity.

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# Skills, knowledge & Support

- Wanting the skills and knowledge to be able to help others.

- More educational materials and resources to support self-care / wellbeing.

- Skills to manage own health and only access services when absolutely necessary.

- Skills to manage your own eating and emotions.

- Smoking cessation support in the community.

- Support from HCP's from a young age.

- Training in schools about disability, anxiety, healthy behaviours.

- Education in the community about healthy lifestyles.

# Influences on Wellbeing

- Children / family as motivation

- Music

- Friendships

- Time outdoors / in nature

- Sleeping Well

- Eating Healthy

- Sport

- Being Active

- Time with Pets

# Healthy Behaviours: Theme Summary

- A clear indication that people want to develop the skills and knowledge to care for themselves and others.

- Importance of education and access to resources in schools and out in the community.

- Again, an emphasis is placed on co-delivering interventions with community partners to create a bespoke experience tailored to the specific communities needs.

- The built environment, natural environment and access to services determine individual and community -wide capability for adopting healthy behaviours.

# Patient Experience

## Key issues of importance

| Access | Hear my Voice | Mental Health | Community Support & Collaboration | Operational and Communication |
|---|---|---|---|---|

Patients want to be heard and feel valued when accessing services.

GP access dominated both survey responses and community conversations. This is perceived as having a knock on affect in accessing further support, with GPs seen as the gatekeepers to wider health care services.

More broadly, pathways, navigation across the system and the need for a more coordinated approach to a person centred care model were high on the agenda.

Current provisions were seen as having a negative impact on growing mental health issues.

# Hear My Voice

- Enhancing the patient / citizen voice by demonstrating that lived experiences or feedback shared are acted upon.

- Patients currently feel as though they have not been listened to or understood.

- Wanting to be treated as an individual.

- Patients want an equal say in the things that matter to them.

- Fear of judgement and not being spoken to like an equal.

- Young people don't feel they are taken seriously - not spoken to directly, what they say is not treated equally.

# Mental Health

- Enhancing our mental wellbeing support- going beyond Cognitive Behavioural Therapy (CBT).

- Mental Health not as well prioritised as physical health.

- Bereavement treated as mental illness and medicated rather than working with the patient on the grieving process.

- Reliance on anti-depressant - these have side effects and are difficult to come off of for patients.

- Poor access to services across the health system are having a detrimental impact on mental health and wellbeing.

- Poor access to services Mental Health services, exacerbating mental ill health. E.g time delays, waiting lists, referrals.

# Community Support and Collaboration

## Community Support

- Need for local community health hubs that are run by health professionals and are open on weekends and evenings too, operated by people who stay in post, are community based and know the community they work in and its people.

- More emphasis on people caring for their own health first and taking personal responsibility.

- Sufficient home care that removes procedural barriers to more efficient solutions.

- More money into community services to combat mental health issues.

- Care closer to home.

- Local accessible services that reduce travel time to different sites across the region.

## Collaboration

- A collaborative approach (health, social and local authority) to making access to healthy options accessible and affordable for people.

- We need a 'personal health book' like the red book we get for babies. Summary of all health issues, incorporate wellbeing and treatment plans, reference to third sector support and self -management advice.

- More arts for health and wellbeing.

- More third sector partnerships.

- Reduce the frustration - often disjointed collaboration processes between third sector and public sector, make focus on equal partnerships.

- Use the skills and experience of the community to meet community needs.

- Closer working with schools and youth groups.

- Better sign-positing to utilities and home support services. e.g Nest scheme, Care and Repair etc.

# Operational and Communication issues

## Communication

- Communication from community teams is poor.

- Improvements needed in accurate and timely sharing of patient information to promote improvement in clinical care.

- Better communications between health care providers and the public.

- Knowing where to access support and what type support is available where.

- Unsure who to call for what.

- Perceived link with GP and A&E-confusion about the way we work.

- Making Every Contact Count (MECC), utilising our workforce and community partners to signpost to relevant services and resources.

- More information needed on opening times, directories, ways to get in touch.

- Developing more effective and efficient communications systems.

## Operational

- Staff feel let down by senior management.

- Better provision of services with elective emergency split for secondary care, probably one hospital elective and diagnostic and two emergency for 2022.

- Focus on preventative care important.

- Work in collaboration with paediatric services run by ANP and community managers, enabling us to provide a care closer to home service.

- Reorganise the Health Board from 3 separate DGH's to improve quality of care.

- To have a joined up health service, excellent links between hospitals GPS and social services; and more seamless referrals across the wider system.

- Lack of cross-promotion for community led employment opportunities.

- Confusion around Emergency Department processes. Why? Where? When? How?

- Long-term funding for posts/ services. E.g social prescribing.

# Access

## GP & Pharmacy

- Difficulty in accessing GPs - no face to face appointments. Digital barriers, phone-lines, reception staff, capacity.

- Difficulty accessing primary care equates to difficulty getting a diagnosis or referral into other services.

- Anxiety about not having enough medication.

- Physical and time demand of making multiple trips to the pharmacy due to stock issues/ staff capacity.

- GPs seen as general gatekeepers to accessing specialist treatment which can impede timely response, prolonging and sometimes worsening health deterioration.

- Inconsistency in care delivered across different areas.

- Services over-run due to urban sprawl and increasing health demands.

- Only able to talk to Dr about one problem per appointment.

- Opening hours preventing access.

- E-consult is good.

## General Access

- Travel and distance as a barrier; also a financial and time drain.

- Waiting times causing physical and mental health issues.

- Anxiety about availability of services - will help be available if needed?

- Operational hours as a barrier to services and support.

- More flexibility needed across services, location, time, processes.

- More walk in/drop in sessions for areas of high demand such as physio in support of quick review and less pressure on appointments/GP referral.

- More self- referral opportunities.

- Quicker access to specialists rather than passing people from department to department.

- People resorting to private care.

- Digital access works well for some but not others.

- Interpreter services in CTM don't always work for deaf people - no interpreter available.

- A&E waiting times are off-putting.

# Patient Experience: Theme Summary

- Need to address the knowledge gap around services and what to access when/ how. Focus on how we communicate this in the clearest way, via the most effective means.

- Significant improvements needed in primary care and the relationship between GPs and hospitals.

- Importance of a more coordinated approach across the NHS system and how that integrates with community services and third sector partners. E.g. Social Prescribing and a move away from medication as default.

- Lack of trust and confidence in the current service, but a clear want to see collaboration and community connections as a key part of service improvement and reducing pressures.

# Work / Life Balance

## Key issues of importance

| Impact of Work Life | Workplace Wellness | Increasing Needs | Support |
|---|---|---|---|

Culture and space, as with other community settings, have a significant role in people being able to make healthy decisions at work.

Organisational processes and culture are also seen as leading factors that should support staff to create a healthy work life balance.

Significant worries around capacity, work load and the issues that exacerbate this - recruitment, retention, funding.

Importance of the physical work environment as an enabler.

# Impacts of Work Life

- Stress related illness due to work.

- Impact on physical and mental health.

- Taking work stress home impacts family life.

- Time spent in work is time taken from other areas.

- Stress and anxiety due to increasing work loads and pressures.

- Burnout.

- Loss of job satisfaction impacting quality of life.

- Caring responsibilities as a barrier to work.

- Support while caring and working.

- Balancing caring and working.

- Balancing home schooling / family commitments and work.

- Work time preventing family time / social life.

- Wanting to thrive in personal life and professional life- shouldn't have to be a choice.

# Balancing Priorities

# Culture

- Role of kindness and understanding in the workplace.

- Lack of opportunity in the workplace.

- Feeling valued and supported.

- Time for wellbeing.

- Flexible working.

- Staff capacity.

- Recruitment and retention.

- 4 day week.

- Feeling like you are being paid for your worth.

# Workplace Wellness

- Importance of work environment being a facilitator for healthy behaviours and wellbeing.

- Access to wellbeing support and advice.

- Spaces for wellbeing in the workplace.

- Shower facilities for staff to encourage active travel e.g. cycling to work.

- Fitness equipment on sites for staff use.

- Combatting meeting fatigue.

- Availability of affordable, healthy foods.

# Work / Life Balance Theme Summary

- Tackle the broader determinants that impact time availability for wellbeing and employee mental health.

- Building the right infrastructure and culture to enable healthy behaviours.

- Supporting staff to balance work and life commitments. e.g. caring responsibilities.

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BUILDING HEALTHIER
COMMUNITIES TOGETHER

# Cross-Cutting Issues

| Communication | Mental Health | Skills & Education | Community |
|---|---|---|---|

Community, Skills and Education, and Communication are recurrent issues that run throughout the key themes identified in this report.

Mental heath is also dominant in each of the key themes and an issue of importance across the life cycle.

Report findings are grounded in a desired focus on collaborative working to improve communications between the Health Board, community partners, stakeholders and citizens; as a means to building more resilient communities and providing effective care and support closer to home.

The relationships formed, and the partnerships developed as part of the strategy engagement process, will be key to taking this work forward and keeping people's voices at the centre of CTM2030; Our Health, Our Future.

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