

Non-Executive Report of the: Health and Wellbeing Board 5 December 2023	
Report of: NHS North East London	Classification: Unrestricted
Report Title: Initial findings and emerging themes from the Big Conversation	

Originating Officer(s)	Charlotte Pomery, Chief Participation and Place Officer NHS North East London
Wards affected	All wards

Executive Summary

The Big Conversation is the result of the commitment that was made in NHS North East London's Working with People and Communities Strategy to work with local people to identify priorities and the criteria against which we will evaluate our impact. This has been followed through to the Integrated Care Partnership's Interim Integrated Care Strategy, where we agreed that the success measures would be initiated and shaped by local people through a big conversation approach.

Over the summer we heard from around 2000 local people via:

- face to face events in each of our eight areas
- focus groups with under-represented groups in our community run by our local Healthwatch organisations
- online survey

The Big Conversation focused on the four priorities for improving quality and outcomes and tackling health inequalities set out in our interim Strategy. The data from all the conversations is still being analysed but we have identified themes as set out in the attached presentation which we are continuing to work through.

Recommendations:

The Health and Wellbeing Board is recommended to:

1. Note the presentation and discuss the emerging themes, which will continue to contribute to our evolving partnership approach to working with local communities.

Health and Wellbeing Strategy:

The Health and Wellbeing Strategy is grounded upon 6 principles that matter most to residents of Tower Hamlets. Detail how this report relates to these principles:

<p>1. Resources to support health and wellbeing should go to those who most need it</p>
<p>One of the aims of the Big Conversation is to develop new success measures for the Integrated Care Strategy to understand how well we are achieving our strategic priorities and objectives – and whether we are making a difference. These success measures will ultimately shape how use our resources to meet our core aims – which include reducing health inequalities and improving health equity.</p>
<p>2. Feeling connected and included is a foundation of wellbeing and the importance of this should be built into services and programme</p>
<p>The Big Conversation is founded on the centrality of local people to all decisions about health and wellbeing – at a strategic, service and individual level. People should feel involved in all discussions and decisions about their care – this was part of the thinking behind the Big Conversation and indeed one of the key themes strongly emerging from local people. *</p>
<p>3. Being treated equally, respectfully and without discrimination should be the norm when using services</p>
<p>One of the core purposes of the Integrated Care System is to reduce inequalities and drive equity and understanding directly from local people how this could be improved was important to us. Many of the participants in the Big Conversation talked to us about how care is delivered – and underlined how critical respect, equity and cultural competence are in delivering equitably, whether at a strategic or operational level.</p>
<p>4. Health and wellbeing information and advice should be clear, simple, and produced with those who will benefit from them</p>
<p>Many of the participants in the Big Conversation talked about how important information is to them in feeling that they are agents in their own care and support and can take informed decisions about their own health and wellbeing. They also underlined the importance of accessible information and advice which enables them to understand what is available in their local communities.</p>

5. People should feel that they have equal power in shaping and designing services and programme that impact on their health and wellbeing

One of the premises of the Big Conversation is that people are participants rather than recipients in their own care and support. A key theme emerging is what good care looks like to local people – with a clear focus on human, personalised and holistic responses where services are integrated across partners.

6. We should all be working together to make the best use of the assets we already have that support people's health and wellbeing.

Under the Health and Care Act 2022, Integrated Care Systems were established to bring partner organisations together with four aims, to:

- improve outcomes in population health and healthcare
- tackle inequalities in outcomes, experience and access
- enhance productivity and value for money
- help the NHS support broader social and economic development.

Integrated Care Boards were established at the same time to take a system view across the whole population by convening a range of partners and supporting each part of our landscape to play its role.

One of the emerging findings of the Big Conversation is a strong perspective from local people that supports further integrated approaches and also supports us adopting a broad view of how we can improve health and wellbeing using the assets of the whole community, enabled through partnership working.

1. REASONS FOR THE DECISIONS

1.1. The presentation is for discussion and comment, rather than for decision.

2. ALTERNATIVE OPTIONS

2.1. As the report is for discussion and comment, no alternative options are being presented.

3. DETAILS OF THE REPORT

3.1. The detail of the report is in the attached presentation.

4. EQUALITIES IMPLICATIONS

- 4.1. The presentation focuses on the Big Conversation which is part of an ongoing approach to working with local people to understand what is important to them, to reflect this in our success measures as an Integrated Care Partnership and to deliver them through the work we do together. The approach was built on listening to local communities and by collecting data on who participates we have sought to ensure we are hearing from marginalised groups as those able to articulate their perspectives.
- 4.2. The work dovetails with the Tower Hamlets Together work on co-production and we continue to ensure there is synergy of focus.
- 4.3. The Big Conversation aims to reduce health inequalities specifically by using feedback to understand what local people feel will make the most difference to their health and wellbeing. Using the findings of the Big Conversation will help inform the improvement focus of the north east London system.

5. OTHER STATUTORY IMPLICATIONS

- 5.1. NHS North East London has a statutory duty to engage with local communities in its work – the Big Conversation is just one element of the wider approach to working with local people to improve health and wellbeing outcomes.

6. COMMENTS OF THE CHIEF FINANCE OFFICER

- 6.1. N/A

7. COMMENTS OF LEGAL SERVICES

- 7.1. N/A
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