

Citizens' Assembly on Health and Care in Camden



29 February 2020



CAMDEN HEALTH AND CARE CITIZENS' ASSEMBLY

Citizens' Assembly on Health and Social Care in Camden
Crowndale Centre, 10-4pm, 29 February 2020

9:30	Registration open and refreshments available
10:00	Welcome and introductions Welcome to the Citizens' Assembly, outlining the purpose of the Assembly, the event programme and the aims for the session. We'll also hear from a range of speakers from across health and care in Camden who will share their perspective on the Assembly.
	Understanding our experience Group discussion to share experiences of health and social care in Camden
11:35 - 11:45	Break
	Camden in context Hearing from a range of speakers to understand the health and social care context in Camden, followed by a question and answer session. We'll then focus on what we think are the most important issues in health and social care to discuss further.
13:00- 13:45	Lunch
	Question time We'll invite the speakers back to the stage to answer our questions on health and care
	How can we be successful? Group discussion on what a 'successful' Citizens' Assembly would look like for us
15:05 - 15:15	Break
	What areas do we want to explore in more depth? Discussion to prioritise the themes we'd like to discuss in future meetings
16:00	Close

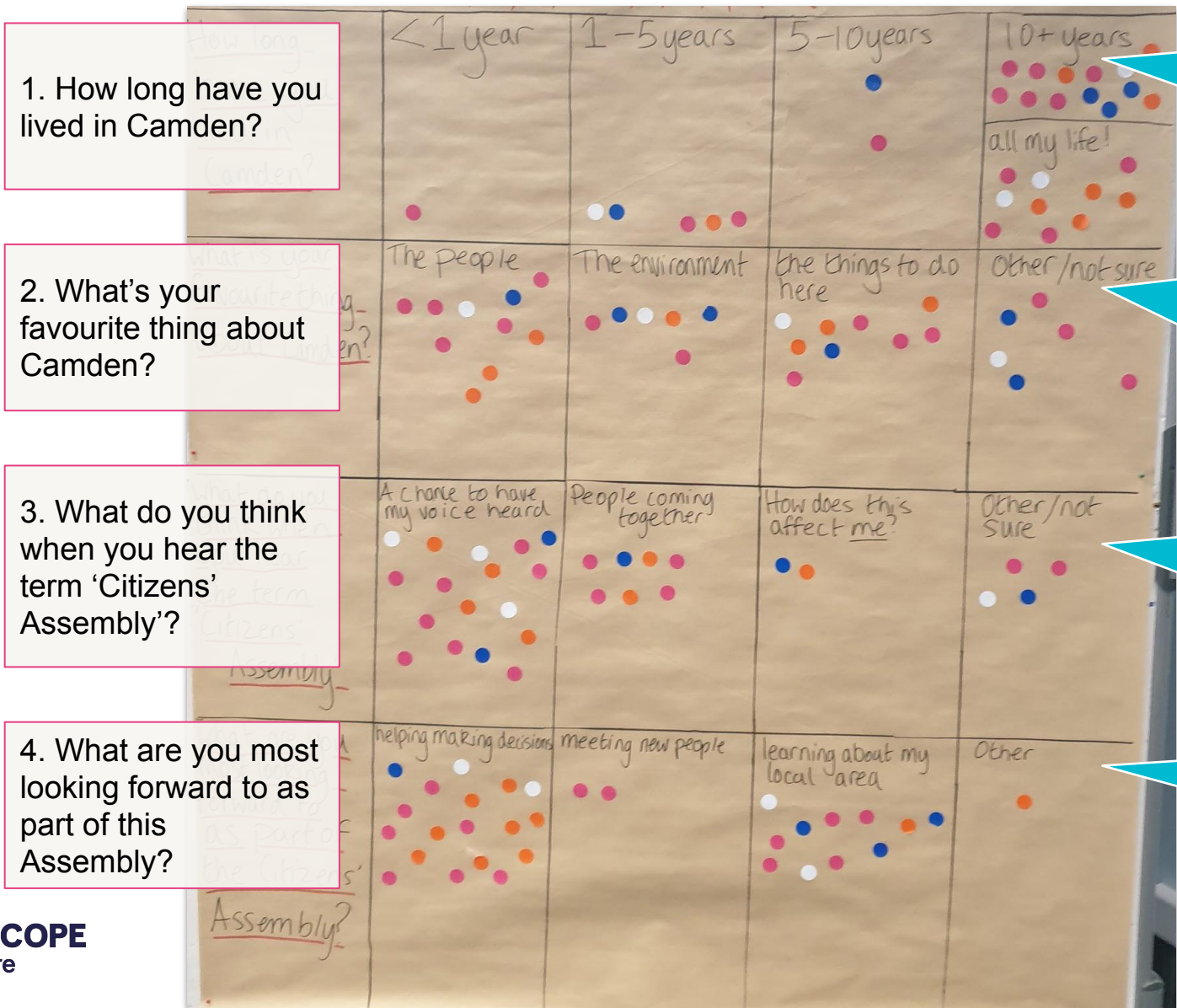



We met at Crowndale Centre on Saturday 29 February for the first Citizens' Assembly event on Health and Social Care in Camden. The following pages provide an overview of our discussions.

About us

41

Assembly members from Camden joined us.



1. How long have you lived in Camden?

Most Assembly members have lived in Camden for over 10 years, and many have lived here their whole life

2. What's your favourite thing about Camden?

There were mixed views about members' favourite thing about Camden, the people, the environment and the things to do all came out highly

3. What do you think when you hear the term 'Citizens' Assembly'?

'Citizens' Assembly' makes members think about a chance to have their voice heard and people coming together

4. What are you most looking forward to as part of this Assembly?

Members were most looking forward to helping make decisions and learning about their local area.

Section 1: Why are we here?

We heard from speakers from across health and care in Camden. They shared their perspectives on why we need a Citizens' Assembly. They also told us about the 'things that keep them up at night' relating to health and care in Camden.

We heard from:

Councillor Georgia Gould

Kate Slemeck - Chief Executive, Royal Free

Ben Morrin - Director of Workforce, UCLH

Tim Kent - Divisional Director of Adult and Forensic Services, Tavistock and Portman NHS Foundation Trust

Kevin Nunan - Interim Executive Director, Voluntary Action Camden

Graeme Caul - Divisional Director, Central and North West London NHS Foundation Trust

Meena Mahil - Director of Integration, Camden Clinical Commissioning Group



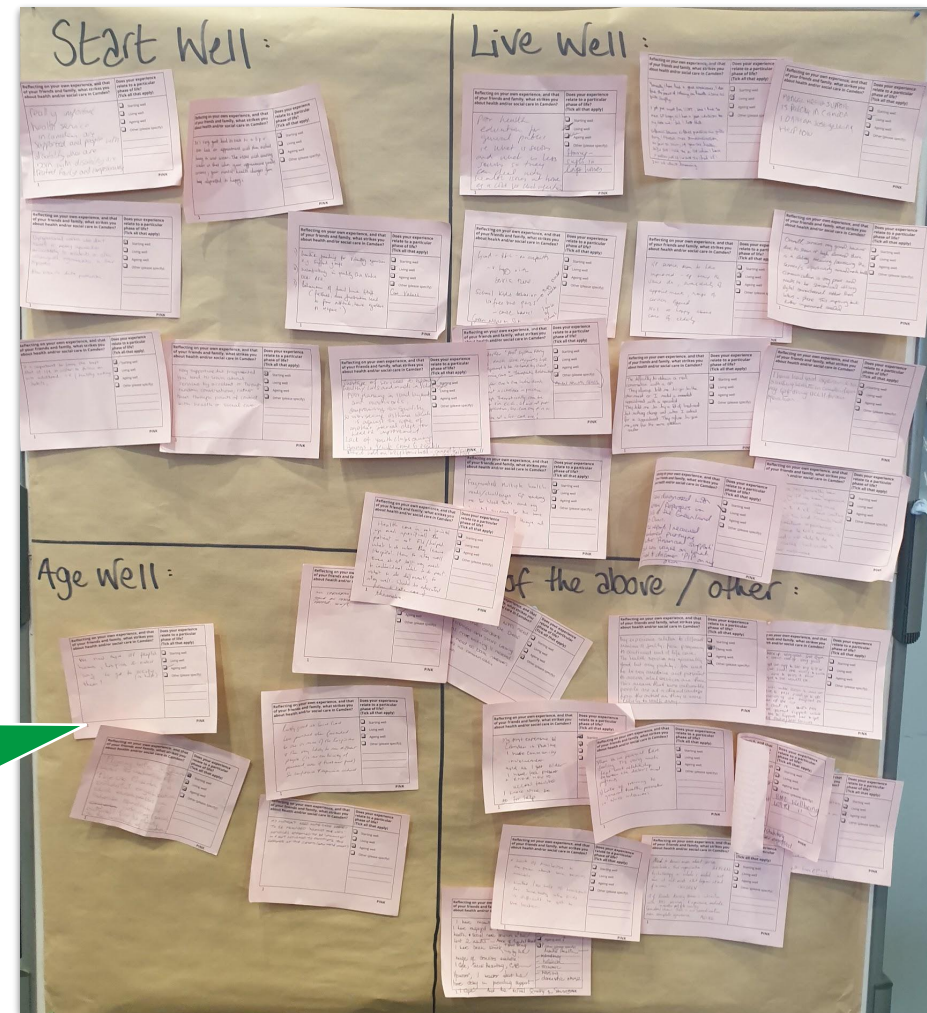
The talks were followed by a question and answer session

Section 2: Understanding our experience

We then spent time learning more about each other and sharing our experiences of health and care in Camden. Members answered the question:

‘Reflecting on your own experience, and that of your friends and family, what strikes you about health and/or social care in Camden?’

We discussed our responses in a group and mapped them into categories of ‘start well’ ‘live well’ ‘age well’ and ‘other’.



Section 2: Understanding our experience

This is a selection of responses, please find full responses to this here.

“GP services seem to have improved - e.g. seeing the same dr, availability of appointments, range of services offered. Not so happy about care of elderly”

“We need more old people’s homes, hospices and easier way to get to occupy them!”

“Mental health support is patchy in Camden. I only am just getting help now.”

“Overall services very good, however due to strain or high demand there is a delay receiving/ accessing the services - particularly around mental health. Communication is very poor and needs to be streamlined utilising digital communication rather than letters and phone.”

Section 3(a): Camden in context

We then heard from a range of speakers to understand the health and social care context in Camden, followed by a question and answer session.

We heard from:

Julie Billett - Director of Public Health

Matthew Parris - Healthwatch Camden

Caz Sayer and Richard Elphick - NHS



Section 3(b): First impressions

Reflecting on everything we heard in the morning, we then spent time thinking about our first impressions on the top health and care issues to address in Camden. We categorised these into 'start well', 'live well' and 'age well'.

In the 'start well' category, mental health provision and accessibility of services, funding, and issues for young people and youth services were the key themes highlighted.

In the 'live well' category, provision, accessibility and tailoring of care and services for particular groups, particularly for LGBTQ+ people, BAME groups and those with additional needs were the key themes highlighted. Housing, mental health and safer streets were also key themes.

In the 'age well' category, accessibility of care, prevention of health issues and isolation and loneliness were the key themes highlighted.

Across all of the categories, education and prevention were key issues. Communication within, and about, services for all was also a key theme.

These are key themes from responses, please find full responses to this here.

Section 4: How can we be successful?

To help guide the Assembly process going forward and to agree how we are going to work together, we focused on what success would look like at the end of this process.

We answered the question:

'It's New Year's Eve and you're really pleased about what happened as a result of this Citizens' Assembly process.'

Write down what you think made it a success.'

"...a solution has been found and if nothing has changed yet, there is a project planned and deadline for changes."

It's New Year's Eve and you're really pleased about what happened as a result of this Citizens' Assembly process.

Write down what you think made it a success.

E.g. We made some sensible recommendations at the end of the process.

For me, a success means a solution has been found and if nothing has changed yet, there is a project planned and deadline for changes.

"That our views, although varied, have been listened to and considered and, if practical, implemented. More funding."

It's New Year's Eve and you're really pleased about what happened as a result of this Citizens' Assembly process.

Write down what you think made it a success.

E.g. We made some sensible recommendations at the end of the process.

That our views although varied have been listened to and considered and if practical implemented. More funding.

This is a small selection of responses, please find full responses to this here.

It's New Year's Eve and you're really pleased about what happened as a result of this Citizens' Assembly process.

Write down what you think made it a success.

E.g. We made some sensible recommendations at the end of the process.

- * That diverse and unheard voices were recognised and their needs were met.
- * Re-assessment of the efficiency + value of some mental health services were made and improvements put in place.

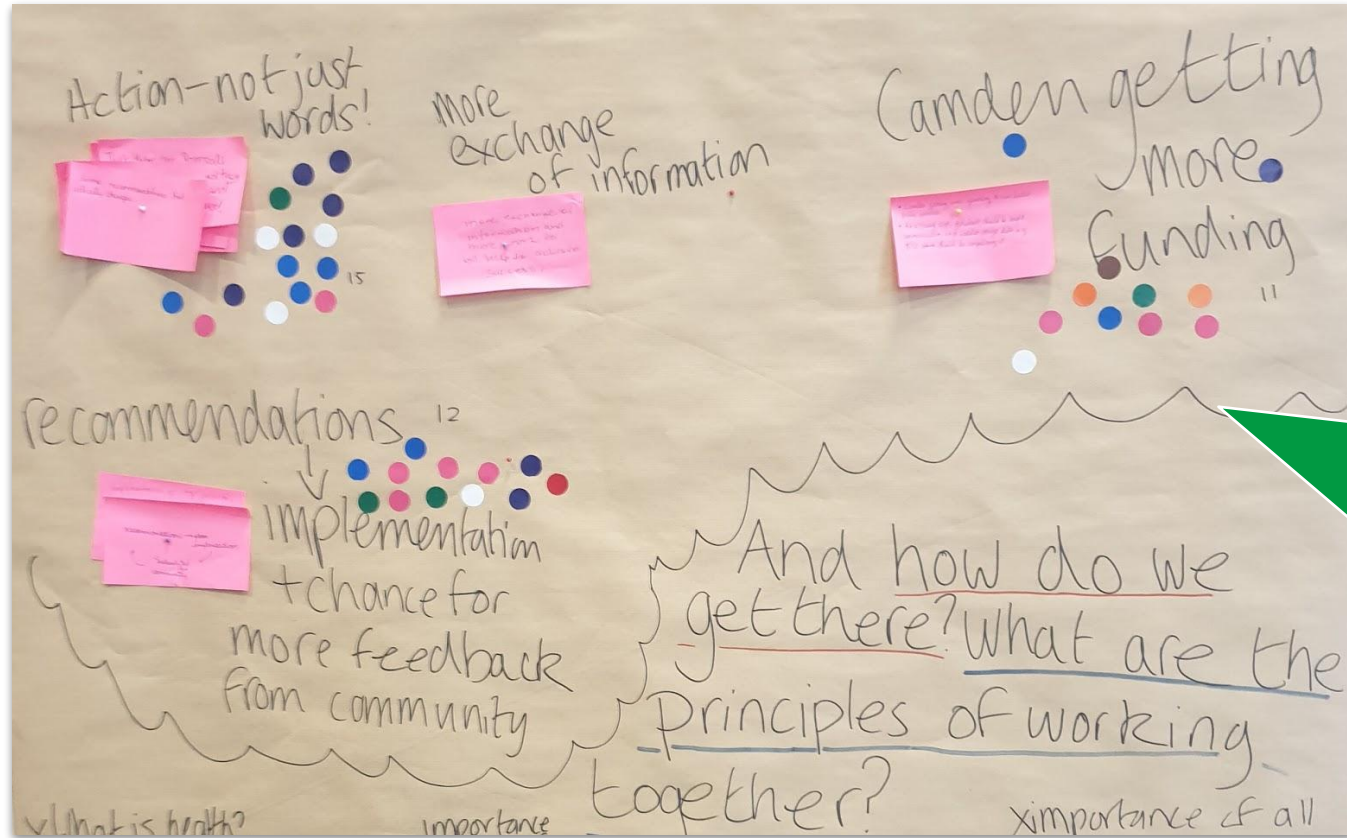
YELLOW

"Reassessment of the efficiency and value of some mental health services were made and improvements put in place."

"That diverse and unheard voice were recognised and their needs were met."

Section 4: How can we be successful?

In groups, we shared what we wrote on the templates and as a group came up with our top one success factor. We fed these back to the room and voted on our top success factor.



Top success factors were:

1. Action - not just words
2. More exchange of information
3. Camden getting more funding
4. Recommendations leading to implementation and the chance for more feedback from community

The top three success factors voted for were: 1, 4 and 3.

Section 4: How can we be successful?

Reflecting on the top success factors, we then went into groups to discuss what we could do to make this happen. Facilitators fed the key points back to the group.

Recommendations for further Assembly event:

- Think about those not in the room
- Test recommendations - is it realistic? Is it practical? Is it within power and scope?
- Linking up with other boroughs
- Inclusion of all groups
- Asking questions as we speak
- Different formats to ask questions
- Commitment to action, and holding the Council and partners to account
- Invite all stakeholders in the room for their insights
- Think about representation in small groups and have more smaller groups and case studies to understand issues in more details
- Importance of all having a say, and no right or wrong answers
- How can this get political influence? Should we invite local MPs?
- Written recommendations
- Respect views, listen to each other and all have a turn to speak and be heard

Things to consider:

- What is 'health'? Need to understand this to make sure actions not words
- Do financial policies or initiatives work? Opportunities for more community input here
- Is it the individual's responsibility? Be mindful of impact on particular groups
- Understand what the role of the council is

Recommendations for follow up:

- Feedback to the community in many accessible ways
- Create subcommittee to discuss issues further
- Hold citizens' assembly for NHS staff
- Open up to broader community - through the post, or community notices boards, or use on hold music updates

Section 5: What areas do we want to explore in more depth?

In the final session, we thought about what issues we should explore in-depth in the following Assembly sessions, so we can collectively come up with recommendations on how those issues should be addressed.

Members answered the question:

‘What do you think is the one most important priority for health and social care in Camden?’

“Safety for all people. More funding for schools”

What do you think is the one most important priority for health and social care in Camden?

- Safety for all people
- More funding for schools

WHY is this such an important priority?	WHO does it affect and HOW?	WHAT would you like to see done about it?

What do you think is the one most important priority for health and social care in Camden?

Caring equally for all sections of the Community of the Borough of Camden, with Humanity, Social Justice, Dignity and Respect, improving quality of life for every single human being.

WHY is this such an important priority?	WHO does it affect and HOW?	WHAT would you like to see done about it?
It is the quintessential meaning of life.	Everyone; we are all Human Beings entitled to the same rights	Recommendations to be implemented with harmony and caring

What do you think is the one most important priority for health and social care in Camden?

communication amongst services

WHY is this such an important priority?	WHO does it affect and HOW?	WHAT would you like to see done about it?
So people are not lost	elderly, children with special needs	Central system where the individual and key persons in their life can access records.

BLUE

“Caring equally for all sections of the community of the Borough of Camden, with humanity, social justice, dignity and respect, improving quality of life for every single human being”

“Communication amongst services”

This is a small selection of reponses, please find full responses to this here.

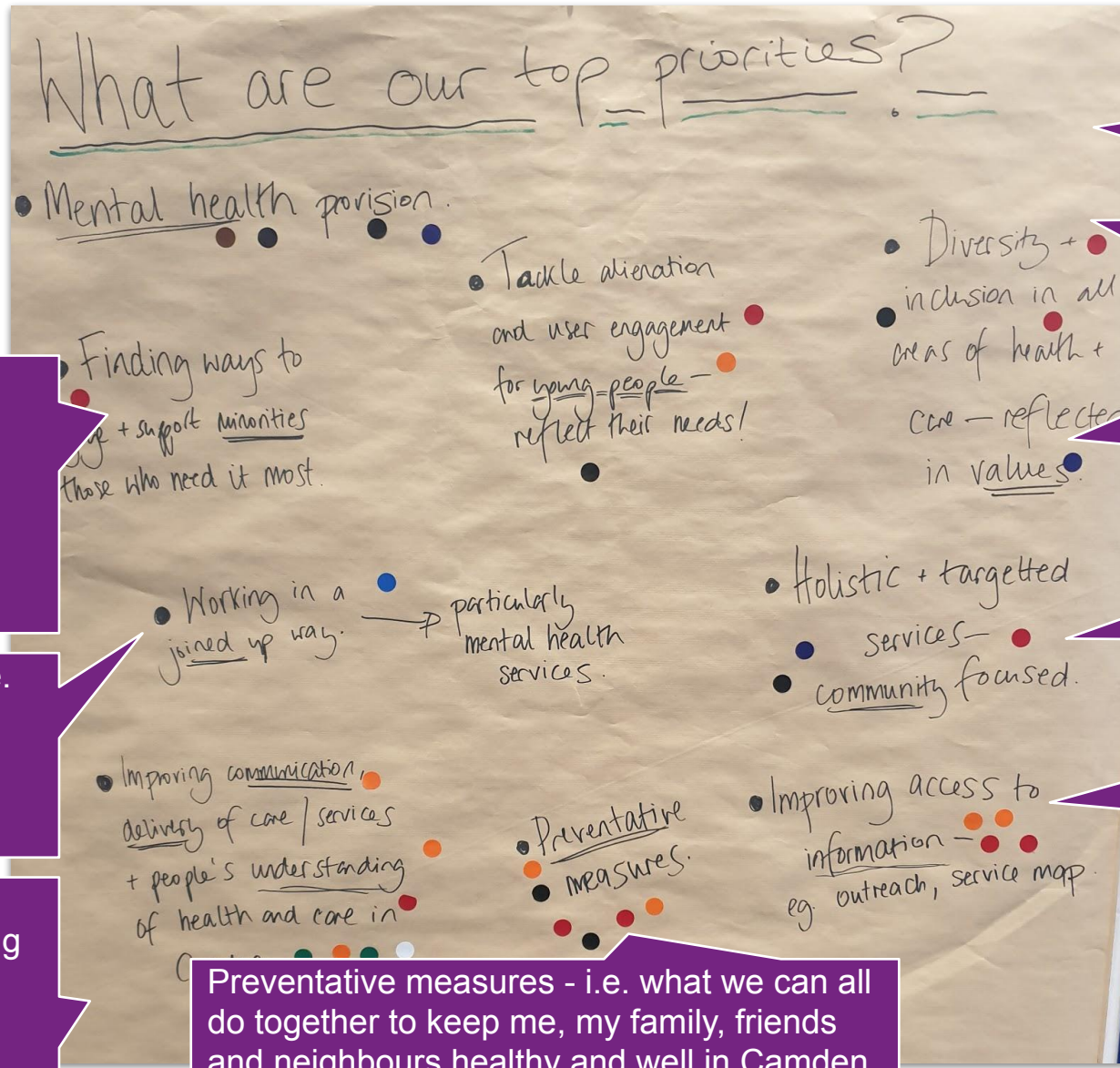
Section 5: What areas do we want to explore in more depth?

We discussed our individual top priorities to explore in more depth as a group, then came up with our top priorities collectively.

Finding ways to engage and support minorities (i.e. people who experience relative disadvantage compared to members of a dominant social group) and those who need it most.

Working in a joined up way - i.e. ensuring that all services work together to help me, my family, friends and neighbours stay healthy and well.

Improving communication to enhance people's understanding of health and care in Camden, and therefore helping improve delivery of care and services.



Mental health provision - i.e. adequate and accessible mental health services

Tackle alienation and user engagement for young people - ensure services reflect their needs!

Diversity and inclusion in all areas of health and care - reflected in values of people working and living in the borough.

Holistic and targeted services that are community-focused

Improving access to information about local health and social care services, e.g. through outreach, service maps, etc.

Preventative measures - i.e. what we can all do together to keep me, my family, friends and neighbours healthy and well in Camden.



Section 5: What areas do we want to explore in more depth?

Taking these top priorities to explore in more depth, for the next two Assembly sessions, we will focus on:

1. Ensuring services are inclusive and meet my, and other people in Camden's, individual needs
2. How to keep myself, my family, friends and neighbours healthy and well in Camden

A third priority highlighted was 'communication between services, and between services and residents'. However, we will leave the topic of the third session up to discussion, to decide later in the Assembly process.

Final reflections

We asked attendees
“Reflect on everything they have heard today. What insights will remain with you?”

A selection of responses...

“Variety of people living in Camden and variety of views and needs”

“Very enlightening event, encompassing all human rights.”

“We need a map of services within the borough (health and social) for the next session. It is difficult to navigate and find solutions without this aid.”

“We have a very long way to go but this is definitely a good start. ‘The longest journey starts with one step!’ “

“Very insightful, informative and thought-provoking”

“The complexity of people's views and needs!”

“Social justice, social crisis. Improving society in whole for all public who all seem to feel the same about mental health, youth services and community of services available and essentially a place to go for help.”

“Hearing about the importance of joined up services and better communication to enable better provision and access to all members of Camden community irrespective of cultural, linguistic or other minority background.”

Thank you.

Thank you for such constructive input to the session - we really appreciate it.

We look forward to seeing you at the next sessions, taking place:

- 6-9pm on 17 March
- 6-9pm on 23 April
- 6-9pm on 20 May
- 10am-4pm on 6 June

Please email HealthandCareCitizenAssembly@camden.gov.uk if you have a question about your involvement in between sessions of the Assembly.