

# Camden Health and Care Citizens' Assembly

## Final Expectations Highlight Report

December 2020

# Introduction and executive summary

In the context of the NHS Long Term Plan and Camden 2025, health and care partners are committed to putting the voice of residents at the heart of health and care transformation in Camden.

In 2020, the Health and Wellbeing Board sponsored a Health and Care Citizens' Assembly made up of a representative cross-section of local residents. The objective was to build on the priorities of Camden 2025 and themes raised in a previous Neighbourhood Assembly and give residents the power to help shape the common purpose of the integrated care partnership and inform Camden's new Joint Health and Wellbeing Strategy.

Seen as a shared endeavour with local health providers, Camden Council worked with a range of NHS and VCS partners to prepare for and deliver the assembly. An Advisory Group was established consisting of expert colleagues from across Camden's health and care system and more widely, including academia (UCL) and experts in deliberative engagement (Kaleidoscope Health and Care, Involve).

The assembly was set the overarching ambition to share experiences and develop a set of principles (or expectations) for the local partnership to consider when implementing future change to the health and care system.

The assembly represents the first stage of the Health and Wellbeing Board's ongoing commitment to participation and co-working with residents and is framed by the overarching question: *'What are residents' expectations of health and care in Camden?'*

This highlight report summarises what we learned from the Citizens' Assembly in terms of their priorities and expectations around health and care in Camden. For a full break down of the final conclusions, including who can do what to meet the Assembly's expectations, please see the full report.

If you would like a full break down of the final conclusions, including who can do what to meet the Assembly's expectations, please see the full report. Here you can also read about of the process we took to generate an informed and safe environment for assembly members to share their views, as well as the steps taken to move assembly online following the outbreak of the coronavirus pandemic.



# Determining expectations to achieve the three priorities

## Priority 1

Reduce health inequalities in the borough. Ensure that local services can tackle the impact of the pandemic on the most affected groups.

## Priority 2

Ensure my family, friends, neighbours and I can stay healthy, safe, and well in Camden, particularly our mental health and emotional wellbeing.

## Priority 3

Ensure local services work together to meet the needs of residents, and communicate effectively with residents.

Throughout the assembly process, Assembly members' task was to determine a set of 'expectations' that would help achieve the three 'priorities', which they decided on in the first two assembly events (left).

### What do we mean by 'expectations'?

Expectations are standards which the Assembly wants the council and its partners to adhere to when delivering services and affecting change. They are not necessarily specific actions, but are principles to follow when developing and implementing changes to the local health and social care system.

Once Assembly members had agreed their clusters of expectations under each priority, they also discussed *who could do what* to help meet each expectation. As part of this they considered the unique roles of the Council, NHS, voluntary and community groups, and individuals themselves.

On the following pages, we outline the expectations which assembly members stated for each priority. Their suggestions on who can do what to meet those expectations are provided in the full report.

# Priority 1: Reduce health inequalities in the borough. Ensure that local services can tackle the impact of the pandemic on the most affected groups

“Our expectations, which aim to help achieve Priority 1...”

1A

**“We expect the Council and NHS to identify vulnerable residents and give them priority”**

Including quicker access to GPs and other types of care

1C

**“We expect clear guidance on how to use new technologies and online services”**

But there should always be alternatives to online services for those who need it most

1E

**“We expect more resources to go to the people most affected by Covid-19”**

More focus and investment to help those who need it most

1G

**“We expect that better wages, education and housing would help improve people’s health”**

Other types of inequalities have a big impact on our health and wellbeing

1B

**“We expect GPs to talk to local groups on a regular basis to help support vulnerable people”**

Groups like Age UK, Hopscotch, Camden Disability Action and forum+ can encourage them to come forward and seek support

1D

**“We expect proper support for local grassroots organisations”**

Including funding for groups who support people with protected characteristics

1F

**“We expect services to recognise our individual needs”**

Be sensitive to cultural differences including gender, race, age, disability and sexuality

# Priority 2: Ensure my family, friends, neighbours and I can stay healthy, safe, and well in Camden, particularly our mental health and emotional wellbeing

“Our expectations, which aim to help achieve Priority 2...”

2A

**“We expect GPs to be more understanding of mental health concerns”**

With an empathetic approach consistent across all local practices

2C

**“We expect local people to offer help to neighbours who might be lonely or isolated”**

Connecting with one another and supporting where we can

2E

**“We expect most key services to be available close to home”**

Neighbourhood hubs could promote local clubs, activities and networks

2G

**“We expect mental health support before things get too serious”**

Early support in familiar settings to prevent more serious problems down the line

2B

**“We expect health services to be an active part of the local community”**

They should connect with local groups to share advice on staying healthy

2D

**“We expect more focus on activities and facilities for parents and children”**

More open space and community events to bring the community together

2F

**“We expect local people to be empowered to care for one another”**

Including advice on setting up activities, more support for carers, and guidance on how to help family members with their mental health

2H

**“We expect to see our GP quickly”**

We shouldn't have to wait too long to see a local doctor

# Priority 3: Ensure local services work together to meet the needs of residents, and communicate effectively with residents

“Our expectations, which aim to help achieve Priority 3...”

3A

**“We expect to only have to explain our story once”**

Nobody should have to navigate the system in order to receive good quality care. We should only have to share information once on entry to the system. It should then be shared with relevant partners, including housing, carers support and others

3C

**“We expect clearer information about what services are available and how to access them”**

In a range of accessible formats that people can understand. Especially during the pandemic or other times of extensive change.

3E

**“We expect to be involved in decisions about where the money goes”**

With the ability to give our views and contribute to these decisions

3G

**“We need to urgently address all communication barriers that affect our care”**

Everyone should receive the same quality of care and communication. Language should be inclusive to non-English, LGBTQ+, non-digital literate and disabled people, and people with different cultural needs

3B

**“We expect to be involved in the decisions about our own personal care and have options”**

To influence the choices available to us and impact the decisions made about our care

3D

**“We expect citizens to be involved in the design of local services”**

Along with health and care workers, and voluntary and community groups

3F

**“We expect to be consulted about major service changes, informed of the decisions being made and then be able to hold decision-makers to account”**

Decisions about major changes to services or the system should be consulted on properly, and communicated effectively, transparently and immediately. We should then be able to hold decision-makers to account

# Thank you.

Contact:

Henry Langford, London Borough of Camden – [henry.langford@camden.gov.uk](mailto:henry.langford@camden.gov.uk)