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.

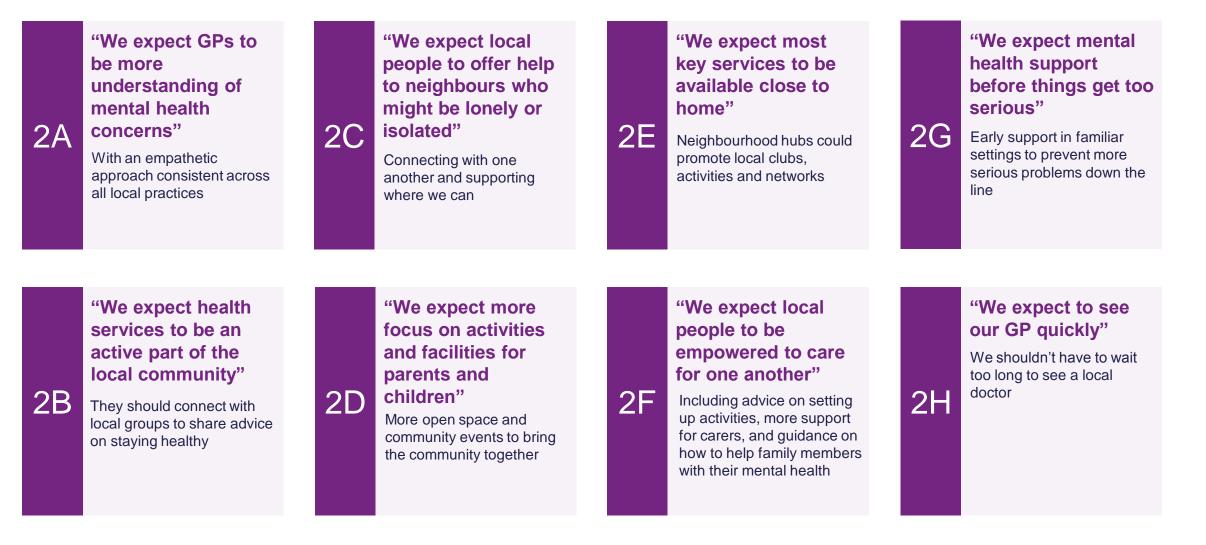
Priority 1: Reduce health inequalities in the borough. Ensure that local services can tackle the impact of the pandemic on the most affected groups

"Our expectations, which aim to help achieve Priority 1..."



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..."



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..."

3C

3D

"We expect to only have to explain our story once"

3A

3B

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 "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. "We expect to be involved in decisions about where the money goes"

3E^g

3F

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

"We need to urgently address all communication barriers that affect our care"

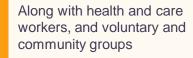


Everyone should receive the same quality of care and communication. Language should be inclusive to non-English, LGBTQ+, non-digital literate and disabled people, and people with different cultural needs

"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

"We expect citizens to be involved in the design of local services"



"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 decisionmakers to account



Contact:

Henry Langford, London Borough of Camden – henry.langford@camden.gov.uk



