

South East London Integrated Care System (ICS) Strategy

Public Engagement Event

25 July 2022

Welcome and purpose

Ben Collins, Event facilitator, Director of System Development, South East London Integrated Care System

Paul Najsarek, Non-Executive Director, South East London Integrated Care Board

Guidelines for today

We want to have a meaningful conversations today, making sure everyone feels comfortable. To help with this, participants will be expected to follow the following guidelines:

1. Listen respectfully, without interrupting.
2. Listen actively and with an ear to understanding others' views.
3. Any question is a good question.
4. Criticise ideas, not individuals.
5. Commit to learning, not debating. Comment in order to share information, not to persuade.
6. Stay on topic and try to be concise.
7. Avoid blame, speculation, and inflammatory language.
8. Allow everyone the chance to speak.
9. Avoid assumptions about any member of the group or generalisations about social groups. Do not ask individuals to speak for their (perceived) social group.
10. Be patient with other participants and the team – we have a lot of information to get through.

Additionally...

Do protect yourself from Zoom fatigue!

1. If at any point you need to deal with children, pets, delivery people, or un-reschedulable calls, please just turn your camera off and do so.
2. We won't be having a formal break. But we trust if you are needing a pause at any time you will judge the best time to pop away.
3. If your technology fails and you cannot access the meeting by mobile, or you have to leave, we'll have recordings and slides available at a later date.
4. Please note: we're recording today's session so we can share it with those who are unable to attend. This will be published on the ICS website. We won't record breakout discussions.
5. If you are still having issues, let us know in the chat or email support@kscopehealth.org.uk and our tech team will try to support you.

How to take part...

Original Sound: Off

View

Use "Gallery view" to see more participants

Peter Challis

Mute/Unmute

Cam on/off

Open the chat window

For subtitles, click the CC button in Zoom

Hand up/down to ask a question or give a reaction

Mute Stop Video Participants Chat Share Screen Record Live Transcript Reactions Apps Leave

Participants (3)

- andrew@kscopehealth.org.uk (me)
- Kaleidoscope Health and Care (Host)
- TC Theo Cox

Invite Mute All More

Chat

Who can see your messages?

To: Everyone

Type message here...

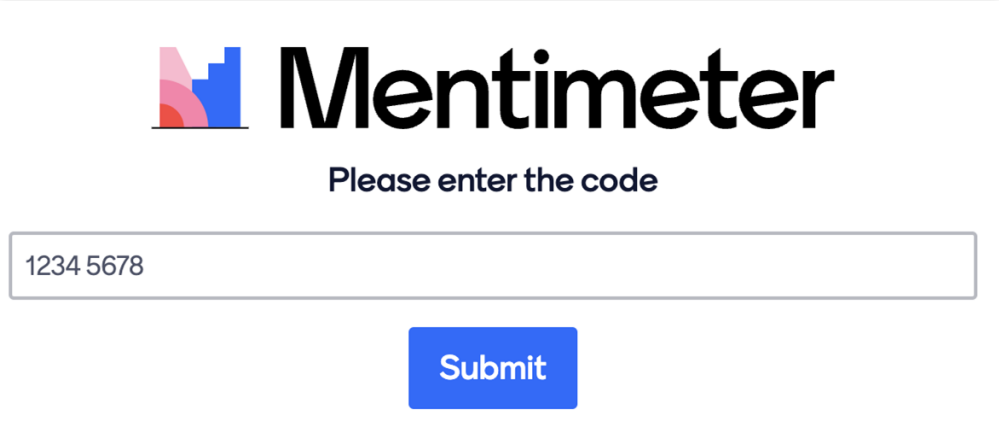
Who's in the meeting

Turning off all other apps (including Teams) for this session may improve the running of Zoom

Select who you want to chat with

We will be using menti throughout today's session

- To access menti, simply **click the link that will be posted in the chat** throughout the session today.
- If you are using one device, you will get a message saying 'you are leaving Zoom, do you wish to continue', **click 'yes' and menti will open in another tab.**
- Or, you can go to [menti.com](https://www.menti.com) in your browser or smartphone and type in the join code: **4639 1713**



The screenshot shows the Mentimeter logo at the top left, followed by the text "Please enter the code". Below this is a text input field containing the code "1234 5678". At the bottom right of the form is a blue "Submit" button.



You can also scan the QR code on your smartphone to access menti

Objectives

1. Explain the recent changes to our local health and care system
2. Share our ambitions and approach to developing a new strategy for our system
3. Gain your input on what we should focus on and what opportunities we should explore

Agenda

- Welcome, introductions, housekeeping
- Setting the scene
- What should the future of health and care look like in south east London?
- Where are the big opportunities to improve lives?
- Closing, reflections and next steps

About me

**Pointing to it on the map, where is your favourite place in
South East London?**

Please go to [menti.com](https://www.menti.com) in your browser or smartphone and type
in the join code: 4639 1713 or click the link posted in the chat

Breakout introductions- 5 mins

Introduce yourself and share your favourite thing about living and/or working in south east London.

You will automatically be moved to a breakout room.

Setting the scene

Ben Collins, Event facilitator- Director of System Development,
South East London Integrated Care System

Introducing our new Integrated Care Board (ICB) and Integrated Care System (ICS)

On 1 July, we established our new Integrated Care Board for health and care in South East London, with responsibility for planning services

Our mission is to help people in South East London to live the healthiest possible lives.

We will do this through:

- helping people to stay healthy and well;
- providing the right treatment when people become ill;
- caring for people throughout their lives;
- taking targeted action to address health inequalities; and
- supporting resilient, happy communities and the workforce that serves them.

We aim to make accelerate progress in our new integrated care system by:

- Working in partnership and combining our resources to tackle the big issues for local people;
- Working as a 'system of systems' and empowering partnerships and staff to lead change
- Working in stronger partnerships with local people and harnessing the power of our communities
- Focusing on improvement and innovation, in particular across traditional service boundaries.



SOUTH EAST
LONDON

Lucy Phiri,
Deputy Head of Nursing and Quality,
South London and Maudsley

Andrew Bland

Chief Executive, South East London Integrated Care Board

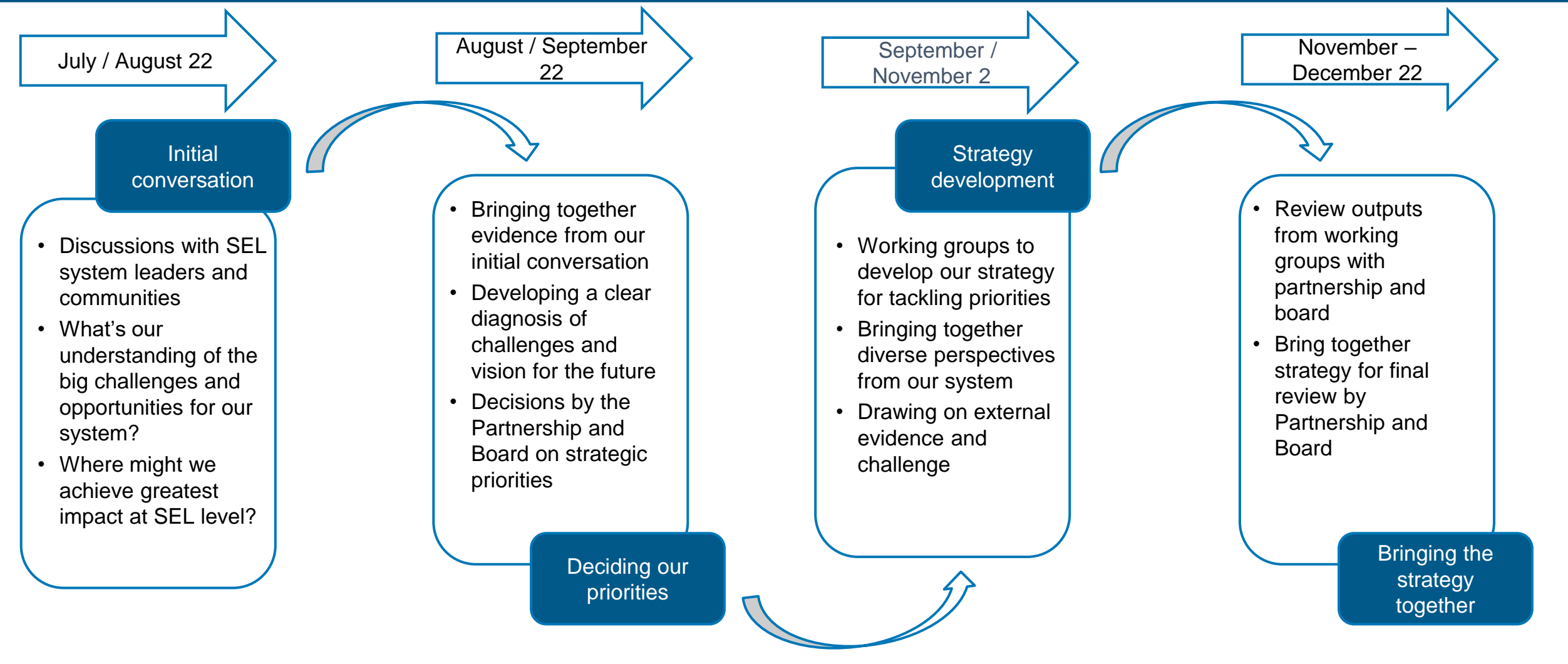
Our shared ambitions for our strategy*

- Our ambition is to develop a strategy that is different to what has gone before.
- We are not trying to replicate what is happening in each borough or everything in our system.
- Instead, we want our strategy to home in on a small number of major opportunities for cross-system change and deliver real impact
- We want to build on broader engagement with staff and communities on strategic priorities, including engagement in 2019.
- Finally, we want to continue developing our strategy in close dialogue with local authority, VCSE partners and our staff and communities.

What we want our strategy to contain and do

1. Provide a vision for the future shape of health and care services in South East London;
1. Identify a small number – say two to three - major system priorities, where we believe strategic action at South East London level could deliver a step-change in health and care;
1. Establish an overall strategic approach to addressing these big priorities through SEL wide action with realistic outcomes and metrics;
1. Use this process to build our capabilities in partnership and delivering cross system change.

* Part of the rationale for this approach is that our strategy will sit alongside an NHS system plan, with detailed requirements for many services.



Opportunities to stay involved through: contributing on our 'let's talk about health and care' website from now on. We will also hold further discussions with community groups and provide other opportunities to stay involved in the Autumn.

Reflections from the panel

Andrew Bland, Chief Executive, South East London Integrated Care Board

James Lowell, Place Executive Director, Southwark

Folake Segun, Director, South East London Healthwatch

We're going to be using menti during this section

**Do you have any questions about our plans? Would
you like to share any reflections about what is
important for you?**

Please go to www.menti.com and type in the code:
4639 1713

What should the future of health and care look like in south east London?

Ben Collins, Event facilitator- Director of System Development, South East London Integrated Care System

What we mean by a vision ...

- A high level description of the sort of health and care system we want to have in, say, a decade's time
- What will it look and feel like for our service users, staff and communities?
- How will it be different from the health and care system we have today?

And why we need one ...

- To ensure broad agreement on how we want to develop our system, where we want to focus, and how we want to develop care.
- So we have a framework we can test ideas against and select between different options in the years ahead
- And empower our staff to go out and improve things, without waiting for permission, but in ways that are consistent with the sort of system we want to create.



We're going to be using menti during this section

Imagine it is 2030 and south east London has one of the best health and care systems in the world, What does it look like and feel like?

Please go to www.menti.com and type in the code:
4639 1713

Where are the big opportunities to improve lives?

Ben Collins, Event facilitator- Director of System Development, South East London Integrated Care System

Identifying big opportunities to improve health and care: what we are aiming for and our proposed approach






- In discussions so far, our senior leaders have agreed we want to home in on two or three really big opportunities to improve health and care
- We want to focus primarily on significant, concrete problems or opportunities which, if addressed, would deliver major improvements for our service users.
- This will help us ensure that our strategy stays focused on things that really matter to local people and that we can monitor progress against tangible goals
- We need to be as clear and specific as possible about the problem, challenge or opportunity – so we can think through strategic options for addressing it
- And we want to avoid general themes and technical terms!

Our Tests for selecting between possible priorities*

Test 1: Size of the opportunity	Would addressing this problem or pursuing this opportunity deliver substantial improvements for our communities? Could we significantly improve outcomes, efficiency and address inequalities?
Test 2: Need for collaboration	Is this a problem or opportunity which different parts of our system would really benefit from working together to address? For example, are there substantial benefits in pooling knowledge and expertise? Do different parts of our system need to redesign care together?
Test 3: Feasibility	Is it realistic to believe we could make tangible progress on this area within the next 2 to 5 years? Can we envisage a strategic approach that would allow us to make significant progress? Could we find the will, capabilities and resources to implement it?
Test 4: Strategic coherence	Put together, do our selected priorities add up to coherent consistent, and coordinated approach? For example, does one priority support another. Do they add up to more than the sum of their parts?

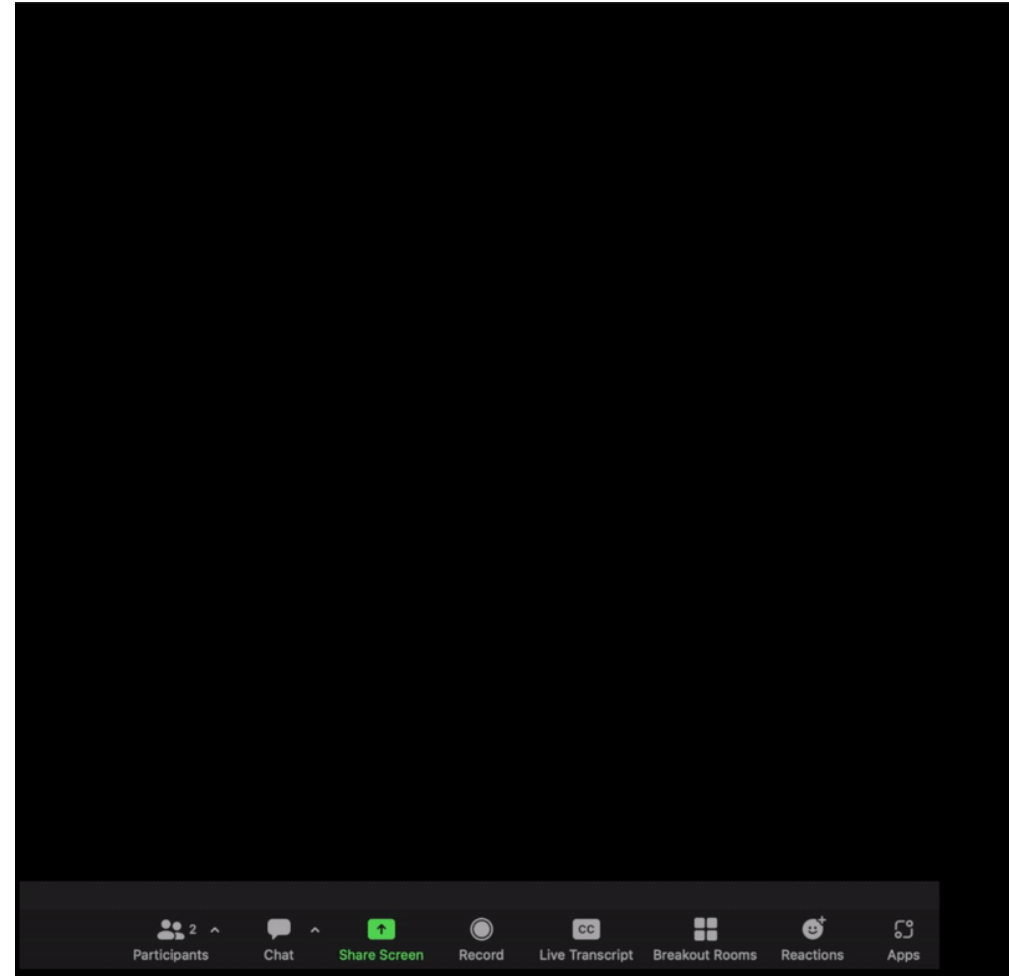
* We want to focus on Tests 1 and 2 today – big opportunities that require cross system working. Tests 3 and 4 will come in later.

Identifying big opportunities to improve health and care: five initial themes for discussion

Areas		Why we chose this – what’s the opportunity?
1. Prevention, health and wellbeing		<i>Average difference in healthy life expectancy of 9.6 years between the most and least deprived areas in our boroughs.</i> Huge untapped opportunities to maintain health and prevent illness through public health, medical and social support, particularly for deprived groups.
2. Children and Young People		<i>Many long-term conditions develop during childhood and it’s estimated that 1.7 million children and young people in England have long-term conditions such as asthma, diabetes and epilepsy. These children are also more likely to develop mental health conditions.</i> Opportunities to intervene earlier, join up care for children with chronic conditions, offer greater support for children from deprived groups, and tackle waits for mental health services.
3. Access to good primary care		Opportunities to improve and streamline access to primary care, in particular for people who get ill but only use health services infrequently.
4. People with complex needs		<i>An estimated 21% of the population with multiple health conditions, based on research in Lambeth.</i> Opportunities to deliver more joined up care for people with complex needs (e.g. frail elderly) to keep them well at home and out of hospital or residential care.
5. Adult mental health		<i>An estimated 20 to 55% higher need for psychiatric services in South London compared to England as a whole.</i> Scope for much earlier intervention and improving access, experience and outcomes from inpatient services.

N.B. These five themes are our ‘starting point for discussion’ – not our proposed priorities for the strategy. We want your help in testing these potential areas (how important are they, and what are the big problems / opportunities?) and suggesting new areas to consider.

1. **Click Breakout Rooms** in your meeting controls. This will display the list of open breakout rooms created by the host.
2. **Click 'Expand All'** to expand all available rooms and see which participants are in that particular room.
3. **Hover your pointer over the number to the right of breakout room you wish to join**, click 'Join', then confirm by clicking 'Yes'.



**Please select one breakout room to join,
based on the topics below:**

1. Prevention, health and wellbeing
2. Children and Young People
3. Access to good primary care
4. People with complex needs
5. Adult mental health

**If the breakout box doesn't
appear at the bottom of
your screen, please post in
chat or verbally say which
room you would like to be
moved to.**

**Our colleagues will manually
move you to the correct
breakout room.**

Welcome back!

**What was the most important theme for you in your
breakout discussions?**

Please go to www.menti.com and type in the: 4639 1713

We're going to be using menti during this section

**Following all our conversations today, please vote for
the top three topics we should take forward in our
strategy discussions.**

Please go to www.menti.com and type in the code:
4639 1713

We're going to be using menti during this section

**What have we not spoken about? What areas have we
not covered?**

Please go to www.menti.com and type in the code:
4639 1713

Reflections from today and evaluation

Ben Collins, Event facilitator- Director of System Development, South East London
Integrated Care System

Closing reflections

Richard Douglas, Chair, South East London Integrated Care Board

We're going to be using menti during this section

Reflecting on your experience and all our discussions today, if there is one thing this strategy should achieve what should it be?

Please go to www.menti.com and type in the code:
4639 1713

**Thank you for joining us
today**

Breakout discussion: Prevention, health and wellbeing

Headline: We know that we could dramatically increase health and wellbeing, and address vast disparities in health between social groups, if we could systematically deliver proven preventative care and find ways to help people adopt healthier lifestyles.

Our thoughts on problems / opportunities

- Ensuring more systematic and effective vaccinations, immunizations, screenings and health checks
- Supporting people to live healthier lives
- Addressing key underlying conditions that drive poor health (esp. housing, education, employment)

Our early thinking on strategic options

- Exploring new approaches to delivering preventative healthcare conveniently
- Reviewing our approach to helping people to live healthy lives with VCSE partners
- Extending our partnerships with other public services to give more support for social factors influencing health

Questions for the group

- What do you think is going well, and less well, in this area?
- What are your thoughts on what we might do differently?
- What should we do specifically for our most deprived groups?
- If there were one thing that you would like to work on together, what would it be?

Breakout discussion: Children and Young People

Headline: We know that there is a huge amount more we could do to help children get a healthy start in life, support children with physical and mental health problems, and support teenagers and young adults. Health in childhood influences health later in life. So, if we got this right, we could deliver huge longer term improvements in health, wellbeing and people's life chances.

Our thoughts on problems / opportunities

- Helping children and families live healthy lives
- Providing more proactive and holistic support for children with long term conditions
- Better support for children's and families' mental health and emotional wellbeing
- Physical, mental health and wellbeing support for teenagers and young adults

Our early thinking on strategic options

- Reviewing our arrangements for supporting families from conception to early years
- Developing joined up care for children with long term conditions
- Developing support for children and families based in schools
- Broadening our range of services for children's emotional wellbeing and mental health

Questions for the group

- What do you think is going well, and less well, in this area?
- What are your thoughts on what we might do differently?
- What should we do specifically for our most deprived groups?
- If there were one thing that you would like to work on together, what would it be?

Breakout discussion: Access to good primary care

Headline: We know that convenient access to high quality primary care is critically important for local people, for protecting people's health, and for an efficient health and care system. At the moment, there is greater demand for services than our workforce and current models can cope with.

Our thoughts on problems / opportunities

- Ensuring convenient access to appropriate primary care services for unplanned, episodic and urgent needs
- Major workforce shortages within the primary care system
- In some cases, outdated infrastructure and estates

Our early thinking on strategic options

- Investment and support for digital consultations within core primary care
- Better use of range of primary care services and workforce
- Taking some activities out of general practice freeing GP time for other care
- Better communication and signposting for the public

Questions for the group

- What do you think is going well, and less well, in this area?
- What are your thoughts on what we might do differently?
- What should we do specifically for our most deprived groups?
- If there were one thing that you would like to work on together, what would it be?

Breakout discussion: People with complex needs

Headline: Many people in South East London have long term health conditions and a significant group have complex physical health, mental health and social needs. We know that if we were able to give more proactive, joined-up and holistic care, we could avoid people's conditions worsening, allow people to continue living fuller lives, and reduce the need for emergency care, hospital stays, and residential care.

Our thoughts on problems / opportunities

- Providing joined up, convenient and effective care for people with one or more long term conditions
- Providing proactive and holistic care for people with a complex set of physical health, mental health and social challenges
- Reducing demand or the time people spend in hospital based care

Our early thinking on strategic options

- Better support for people to manage their conditions, including digital technology
- New models of joint working between primary care and specialist services for LTCs
- Support for new models of team working in primary care
- Intensive support for people with complex needs

Questions for the group

- What do you think is going well, and less well, in this area?
- What are your thoughts on what we might do differently?
- What should we do specifically for our most deprived groups?
- If there were one thing that you would like to work on together, what would it be?

Breakout discussion: Adult mental health

Headline: Our population in South East London has significant mental health needs, reflecting socio-economic disparities. We know we could do more to protect people from mental illness, intervene faster to prevent problems getting worse, and offer more compassionate care. If we got this right, we could dramatically improve people's mental and physical health and have a disproportionate impact for deprived groups.

Our thoughts on problems / opportunities

- Opportunities to better support people's mental wellbeing
- Opportunities for much earlier intervention when adults start to face mental health challenges
- Lack of trust in traditional services amongst some groups, reflecting people's experience of care

Our early thinking on strategic options

- Developing new models of support for wellbeing and early intervention with VCSE partners
- Review our models of crisis support and approach to ensuring effectiveness
- Review our approach to joining up mental health and physical health for at risk groups

Questions for the group

- What do you think is going well, and less well, in this area?
- What are your thoughts on what we might do differently?
- What should we do specifically for our most deprived groups?
- If there were one thing that you would like to work on together, what would it be?