

**what**  
**would you do?**

It's your NHS. Have your say.



# NHS Long Term Plan

## Bassetlaw Residents Group focus group discussion

10<sup>th</sup> May 2019

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# 1 Introduction

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## 1.1 Description of the focus group/engagement activity

Group Name: Bassetlaw residents group

Short description: Bassetlaw residents group are a group of people living in Bassetlaw district of Nottinghamshire.

## 1.2 Acknowledgements

Thanks to the group leader and all participants for actively contributing to this discussion.

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# 2 What was the purpose of the activity/session?

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## 2.1 Purpose

To consult a group of residents from Bassetlaw on the NHS Long Term Plan.

## 2.2 What did you do?

We invited residents of Bassetlaw to participate in a 40 minute focus group discussion around the NHS Long Term Plan. At the start of the session we explained the purpose of the focus group discussion and sought consent to both participate and to record the session. We then asked the following questions:

1. What do you think is the best thing about the NHS?
  2. Do you think the following should be our health and care priorities?
    - mental health
    - urgent and emergency care
    - finance and efficiency
- Why do you think these should be priorities

- If you don't think these should be priorities what do you think should be prioritised
3. Do you think the following should also be health and care priorities?
    - preventing ill health
    - children and young people's health
    - major health conditions
    - local health and care workforce
    - digital innovation in healthcare
  4. From the following, which do you think is more important for the NHS and Social Care to deal with?
    - Preventing people becoming ill or Treating people when they become ill
    - Choice and control or the best possible care and treatment without having to choose
    - Investing in digital technology for healthcare or investing in buildings and equipment for healthcare
  5. Ask if anyone has anyone has any additional thoughts to share about any of the points made

## 2.3 Results of the activity/session(s)

1. What is best the best thing about the NHS?

The strongest theme that came out of this question was that the NHS is free, followed by *'kind and good natured staff'*. Thirdly participants commented on its accessibility, covering all aspects of health needs and the provision of an out of hours service for working people.

2. Do you think the following should be our health and care priorities?
  - mental health – Yes everyone felt that mental health was very important and should have more support/resources/funding particularly for young people but also all ages as, *'no one is coping with life in this difficult age we live in'*. In addition mental health services for older people who are alone was viewed as important.
  - urgent and emergency care – Yes everyone felt that urgent and emergency care was very important
  - finance and efficiency – Yes everyone felt that finance and efficiency was very important. There was a general feeling that finances should be used better, that there should be more money put in particularly for mental health and that consultant wages should be cut.

- Why do you think these should be priorities - It was felt that mental health should be a priority because it effects all ages
  - If you don't think these should be priorities what do you think should be prioritised – Providing quality provision for care of the elderly was mentioned by one member of the group
3. Do you think the following should also be health and care priorities?
- preventing ill health – yes half the group felt that this was very important the rest of the participants did not think that this was the biggest priority as people should be capable of making their own health choices and that the information is out there already
  - children and young people's health – yes this was seen as a key priority as children and young people are the future of this country
  - major health conditions This was highly valued as a priority particularly early diagnosis and appropriate treatment. One person described the cuts to MS and Parkinson's services
  - local health and care workforce – All participants thought that this was the biggest priority and that more staff are needed along with more staff training
  - digital innovation in healthcare – only a few of the participants felt that this should be a priority the reason being that not everyone has digital technology and as a society we're not ready for it
4. From the following, which do you think is more important for the NHS and Social Care to deal with?
- Preventing people becoming ill or Treating people when they become ill – The majority of the group felt that treating people when they become ill was more important. The reasons given were that a lot of people become ill who keep themselves fit, we can't always predict the unknown, and primarily treatment should be there when needed. Those that felt prevention was more important felt that if more people looked after themselves then this would take the pressure off the NHS.
  - Choice and control or the best possible care and treatment without having to choose – Overwhelmingly participants felt that the best treatment was more important than choice and control. The reasons given were around equity that everybody deserves the best possible treatment and because the doctors and health professionals are clinically qualified to decide the treatment. Two people felt strongly that they should have free choice because, *'different people will make decision based on what's important to them'* and because *'we live in a free county'*. Another person felt that it was dependent of the individual and their ability to understand their needs and treatments available to them.
  - Investing in digital technology for healthcare or investing in buildings and equipment for healthcare – The majority of the group felt that investing

in buildings and equipment was most important as without these everything else is 'useless'. In particular it was felt that older people weren't 'as technology savvy' and that not everyone has a computer or can use one.

### Feedback from people who took part

The group were pleased to have been consulted on the NHS LTP

### Feedback from staff/volunteers who took part

None

## 2.4 Conclusion

It was generally felt by the group that Mental Health and finance and efficiency should be priorities for the NHS. Children and young people's health and local health and care workforce were viewed as the top priorities in the next 5 years followed by major health conditions. Overwhelmingly the group felt that the best possible care and treatment was more important than choice and control. Digital technology was de-prioritised as it was viewed as inaccessible to all.

## 2.5 Data and information summary

Please complete the table below with all the info gathered from your focus group/engagement session

Date of Focus Group/Engagement Session	8 <sup>th</sup> May 2019
Group name	Bassetlaw Residents Group
Description of the group or session	Residents living in Bassetlaw
Life stage – (Starting Well, Living Well, Ageing Well)	Living Well (the average age of participants was 59).
No. of attendees	10
Theme area (Mental Wellbeing, Choice and Control and Independence, Care near where you live)	Mental wellbeing and Choice and Control
Was it a condition specific session – if so please identify the specific condition	No
What were the key outcomes	Participants gave their views on the NHS LTP which will contribute to the national findings