

### What was the aim of the event?

As part of the ongoing planning for Facing the Future Together, we held a collaborative event with the Council for Voluntary Services (CVS) to introduce the idea of the project and invite feedback and questions from attendees.

### What did the event involve?

The event was held in Digmoor Community Centre, Skelmersdale and welcomed 80 attendees from local voluntary and community groups, as well as members of the public, carers and patients. Also in attendance were representatives from some of our key partners such as NHS Southport & Formby CCG and Lancashire Care NHS Foundation Trust.

A presentation on Facing the Future Together was delivered which followed with a question and answer session with a panel of senior clinical and commissioning leads from the CCG.

- Consistent access to community services for individuals living on the borders of West Lancashire
- Accessing treatment and care for complex multiple needs e.g. walk in centre Vs hospital
- Use of IT and tele health to improve care at home
- Disabilities such as visually impaired
- GP practice boundaries
- Length of waiting times for results
- Cancellation of appointments by Southport & Ormskirk Hospital NHS Trust
- Engagement with carers
- Quality of home care staff
- Integrating services so community groups have more of a role in a patient's care
- Further co-ordination to allow community and voluntary groups to work closely with clinical services, to further support patients, carers and their families.
- Patient care plans
- The flow of information and communication between services

Questions and comments were recorded on the day, and in some cases will be followed up directly with the individual after the event.

All comments, ideas, questions and insight will be fully considered as part of the ongoing project.



### What themes/questions emerged on the day?

Attendees were interested in the following areas:

- Self-care and patient responsibility in their care
- Staffing levels at the local hospitals
- Monitoring performance and impact of services such as Acute Visiting Service.
- Continuation of grants for local community services within Asset Based Community Development
- Prevention and ongoing work around public health
- Awareness of other services responding to emergency care needs
- Personal health budgets and relevant criteria



### What are the next steps?

During the event, we explained the need for input by involving those external to the NHS in our planning and decision making for Facing the Future Together. The co-design element of this project will be further explored with future engagement opportunities.

To contact NHS West Lancashire CCG to discuss this event or Facing the Future Together next steps, please contact: [myview@westlancashireccg.nhs.uk](mailto:myview@westlancashireccg.nhs.uk) with the subject line 'Facing the Future Together'.

