

*the*  *project*

Supported by:



THE FAVERSHAM SOCIETY  
FOUNDED 1962



## *the original team*

### *from Faversham...*

Gill Wagstaff, Laurie McMahon,  
Graham Elvy, Jacqui Dabnor, Andrew Holden,  
Carole Jackson, Alison Reynolds,  
Hannah Perkin

### *advisors from University of Kent...*

Dr Melanie Rees-Roberts, Steve Childs,  
Dr Rebecca Cassidy, Dr Ambrose Gillick,  
Dr Sarah Holtham, Dr Amanda Bates,





***Tonight's Conversation:***

*What are the health and care needs of the people of Faversham and surrounding villages and how best can they be met?*

## The Agenda

7.00 - 7.05 Introduction

7.05 - 7.15 Project Beginnings

7.15 - 7.35 Survey Findings

7.35 - 7.50 The Current Context

7.50 - 8.30 Group Discussions

8.30 – 9'ish Report Back



# how it all started...



# The Survey...

The questions posed in the survey were:

- *What gets in the way of citizens health?*
- *What services are important to citizens?*
- *What would help citizens become healthier?*

When the researchers analysed the responses they found that they fell into four cross-cutting themes:

- *Creating a healthy life...*
- *Health issues and long term conditions...*
- *Good local resources and services...*
- *Preventing ill health...*



# What you told us...

## *Long term conditions...*

- Many citizens are dealing with long term health conditions, or waiting for vital treatment.
- This impacts on their health, mobility and quality of life.
- Lack of specialist support services and slow, disjointed existing services mean people are in poorer health.
- More support as people get older including practical and social support at home is needed.
- Better support is needed for living well with conditions: disability, learning disabilities, diabetes, cancer, mental health and asthma

# What you told us...

## *Creating a healthy life...*

- Lack of time, busy lives and overload prevents Faversham citizens being as healthy as they would like to be.
- Self-care is a challenge leading to unhealthy diets, tiredness, stress and anxiety.
- Long work hours, lack of local work options, low pay and work stress created poor work-life balance.
- Many citizens have caring responsibilities which impact on their own health.
- Creating routines and knowing your own identity helped.
- Prices and the cost of living is a big problem!





# What you told us...

## ***Preventing ill health...***

- *Citizens said they needed:*
  - Proactive action to prevent illness
  - Information about staying healthy
  - Support for healthy lifestyles
  - Help to reduce bad health habits, e.g. weight loss/nutrition
  - More and better mental health support
  - Access to low or zero cost activities
  - Support for community activities
- *As the environment is key to helping people stay healthy, they wanted*
  - Reduced pollution and improved air quality
  - Action about climate change *now*
  - Recreation and green space to promote activity
  - Improve roads and traffic management for cycling, walking and running

# What you told us...

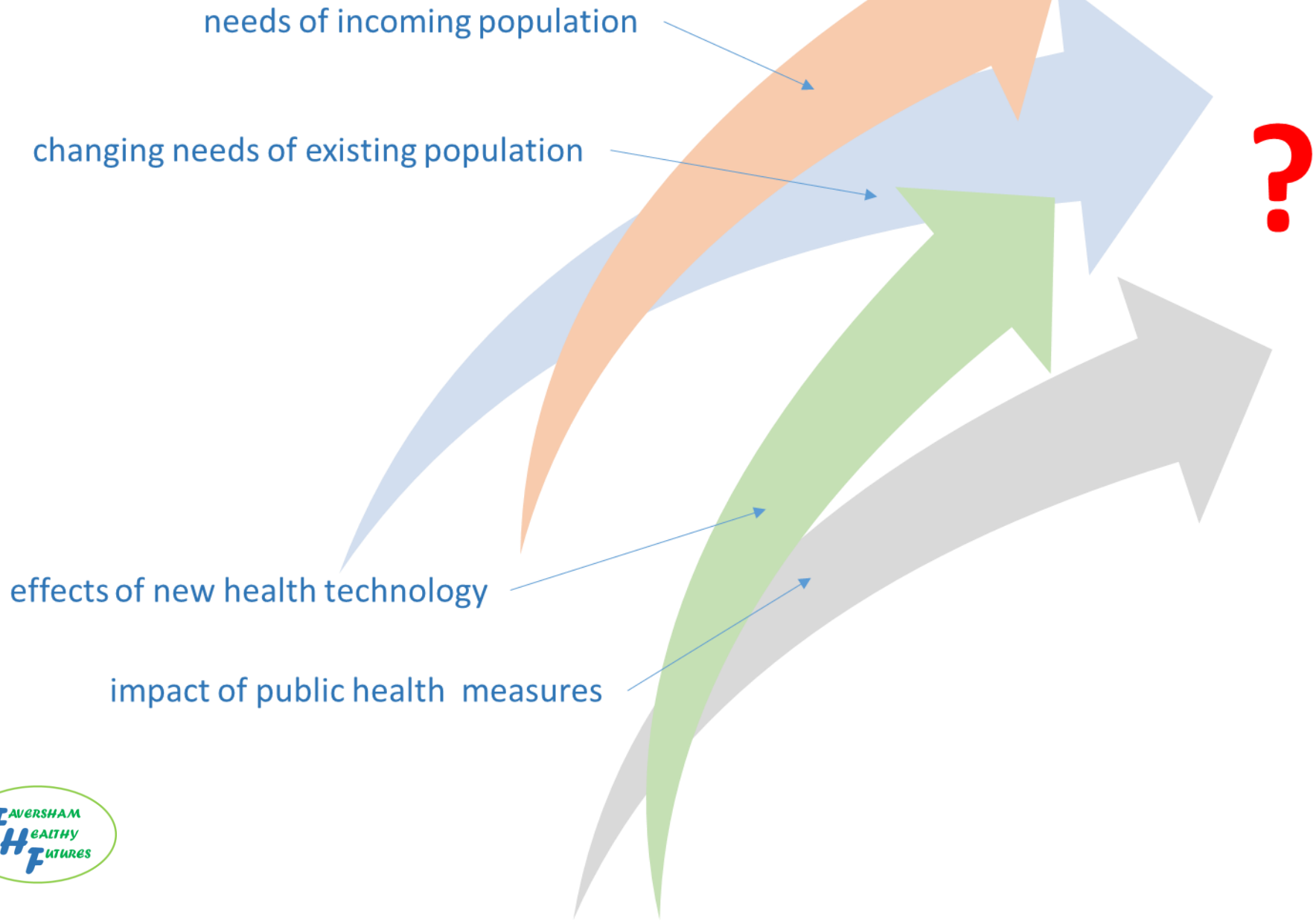
## *We need high quality local services ...*

- GP's that are accessible, with a variety service and appointment options to suit patients' circumstances
- Better access to specialists and diagnostic services in Faversham or at most 30 mins distance.
- Quick GP referral with acceptable waits
- Good access to local hospital services and to make better use of the cottage hospital
- Consider creating Estuary View (above Whitstable) style services in our town.
- Faversham's Urgent Treatment Centre is very highly valued.
- Improvements in emergency care access – both ambulance and A&E
- Improved access to NHS dentistry
- Better use of pharmacies – advice/prescriptions
- Better support for care in the home (social/practical/health)

# The operating context.. some key issues...



# 1. Establishing our future needs is tricky....



## 2. It's not just about GP appointments, hospital waiting lists and ambulance times... integrated services look more like this...



King's Fund 2019

## Pressures for Decentralisation of Services

- Safer and more flexible anaesthesia
- Portable monitoring and drug delivery systems
- Mobile and modular treatment and diagnostic kit
- Expert diagnostic systems - remote decision support
- Developments in biotechnology - remote testing,
- OTC diagnostic kits
- The spread of minimally invasive therapies
- More flexible workforce
- Managed and Shared Care
- Public demands/need for better access
- 'New NHS' - powerful PCOs
- Big acute hospital cost pressures
- Push for 'patient focussed' services
- Shorter waiting times - whole system thinking

# 'Creating the Climate'

Health Futures for Wales

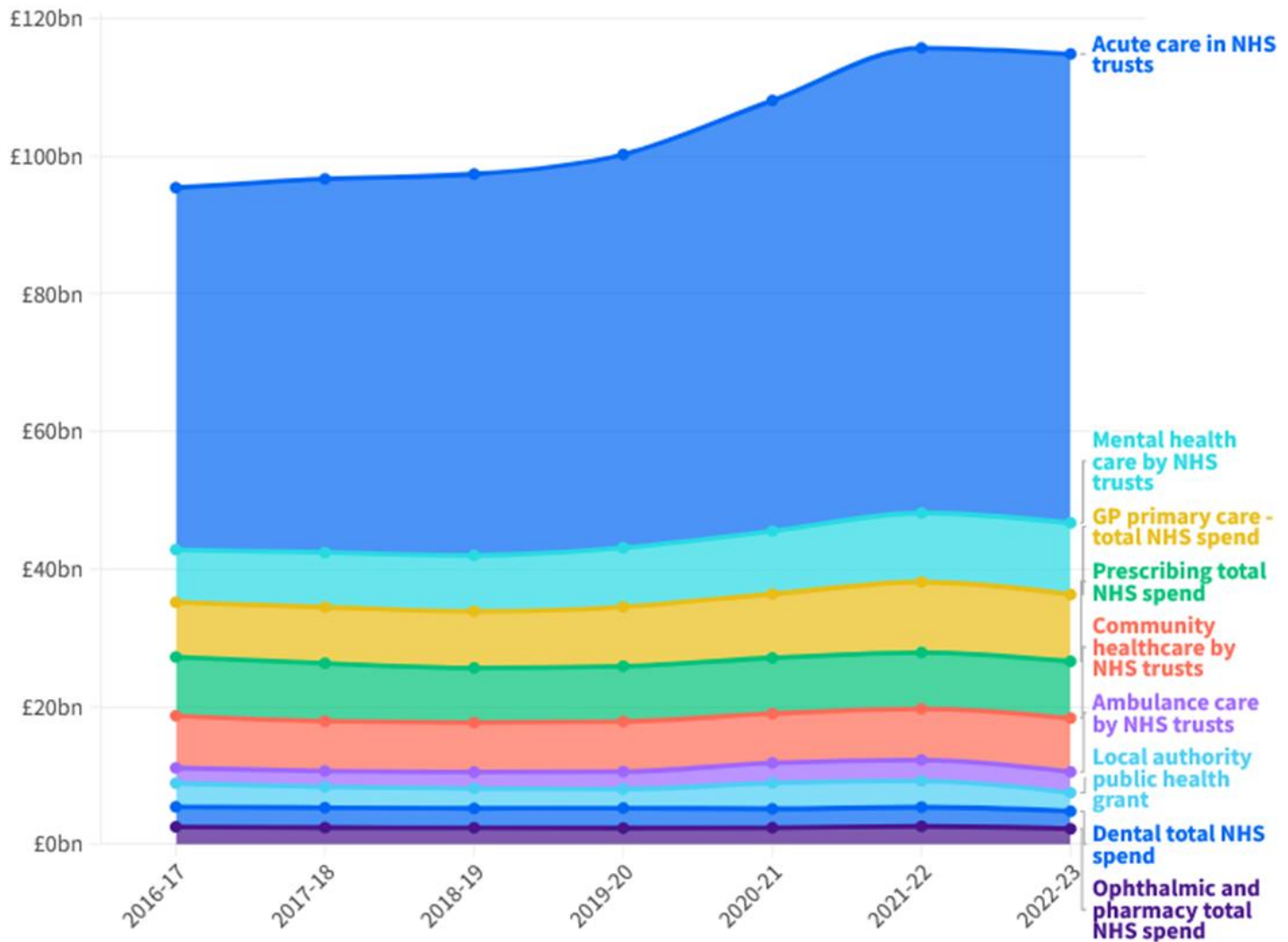
2001

## Local 'Centres' – Service Range

- highest quality family medicine
- specialist GP/ consultant delivered outpatients
- on site mobile/networked diagnostics
- therapy/counselling/specialist nursing
- focus for mental health, home care and social services
- integration of all community services
- 'low risk' maternity
- most outpatients
- (nearly) all day surgery
- 'emergency treatment centre' with 24 hour GP cover
- only observation and recovery beds



### 3. It's about capacity; quality; access *and* efficiency





4. Getting more efficient and accessible integrated health and care services won't be achieved by just 'doing the same things better'. It's going to mean doing different – possibly radically different - things. And that will lead to this...



...unless the community is directly involved in the planning process so that they understand and 'own' the changes. Hence the importance of this project...

## Working Together.....

So, Faversham probably needs...

- An evidence-based understanding of the future health and care needs of the existing and incoming population.
- A better working knowledge of the 'dynamics' of health and care systems.
- A way to work constructively with planners and providers...
- to end up with (and use!) a coherent, widely supported local plan



## Discussion.....

In the light of all that, what are your comments/ concerns/ ideas/ advice?





# The next steps for the project?

- Report and circulate the output of this session
- Secure support of K&M ICB, the HCP and our PCN
- Sustain relationship with CHSS, University of Kent
- Recruit, train and develop ‘Citizen Experts’ ...  
...using eminent researchers and practitioners.
- Involve and inform more local people.
- Engage with our planners and providers
- ‘Co-produce’ a *Faversham Health and Care Plan ...*





to stay in touch contact us at...

[fhf@favershamtowncouncil.gov.uk](mailto:fhf@favershamtowncouncil.gov.uk)

*the*  *project*

Supported by:



THE FAVERSHAM SOCIETY  
FOUNDED 1962



Kent and Medway  
Integrated Care System



FAVERSHAM  
TOWN COUNCIL



CHSS  
University of Kent



Faversham  
COMMUNITY  
NETWORKING GROUP