



LINK Event Report: North Tyneside Joint Strategic Needs Assessment



May 2010

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1 Introduction

The Joint Strategic Needs Assessment (JSNA) is a document that:

“pulls together a wide range of information about the current and future health and wellbeing needs of the local population. It provides an opportunity to look forward so that we can plan now to ensure that we are able to meet the needs of local communities in the future.”

“The assessment describes the future health, social care and well-being needs of the population so that the Council and NHS can take co-ordinated action to make improvements.”

“Information from the JSNA is already being used to direct the commissioning and planning of health and social care services in the borough.”

Further information can be found at www.northtyneside.gov.uk/ntsp/jsna.shtml.

The JSNA is refreshed on an annual basis. LINK was approached last year to comment on the JSNA refresh in 2009. However, not enough notice was given for LINK to undertake a meaningful engagement exercise. This year LINK has had a longer notice period in order to consult our members about how they would like to be involved in the JSNA refresh.

On the 1Monday 10 May LINK began this process by inviting members to attend a workshop to learn more about the JSNA and its priorities for North Tyneside. Dr Fu Meng Khaw, Director of Public Health in North Tyneside presented information on the JSNA including its background, purpose and priorities. (This presentation can be found at Appendix 1). A question and answer session followed the presentation.

The second part of the workshop gave attendees the opportunity to discuss what they thought of the JSNA, whether they agreed with its priorities for their borough, and how they would like to be consulted in the refresh.

2 Summary of Discussions

Attendees were divided into two groups for the discussions. The following is a summary of their comments.

2.1 Group 1

Prevention

There are issues that have been identified within North Tyneside that are not individually addressed in the JSNA. This group is particularly keen to see prevention around domestic abuse and adult safeguarding within the personalisation agenda more clearly recognised in the document.

Finance and Commissioning

Within the issue of prevention, the group thought that it is vital for a larger budget to be available for preventative work as this is proven to reduce healthcare costs in the long run. Sunderland was given as an example where savings have been made as a result of the local authority prioritising preventative work by recognising not just substantial and critical need, but also low and moderate need within its adult social care provision.

It was also suggested that the voluntary sector should be recognised as a skilled and knowledgeable deliverer of services that should be given more opportunities in the commissioning process.

Information

There was particular concern that information about the JSNA is not widely available and not shared with minority groups. It was acknowledged that an easy read version of the JSNA has been produced and will be looked at by the Learning Disability Federation.

There was concern that measures being taken to improve health, such as cancer screening, do not promote fair access. This is because letters that are sent out to individuals inviting them for screening are standardised and do not take into consideration learning disabilities, language barriers or sensory conditions. It also seems that dates, times and venues for screening are inflexible. An example was given of a stroke patient who was sent a letter to attend an appointment. Due to his stroke he was unable to ring the number on the letter. He took the letter to his stroke support group for assistance. Another member of the group tried to call the number, which turned out to be disconnected. Fortunately in this case an occupational therapist that happened to be at the group was able to sort this out for him, but what happens to those who do not have any support?

Long term conditions

This appears to be a priority in the JSNA, but as far as we are aware the North of Tyne Long Term Conditions Group has not met (or been established yet?). This should be put in place immediately. The group also wanted to know whether pain management is included in the 'long term conditions' remit. The group talked of

the good practice within local stroke services and asked whether this is being rolled out across other long term conditions.

Transition

In both health and social services it was felt that there needs to be more of a focus on transition from child to adult services to ensure that young adults are getting appropriate services and support. An example was given of a 16 year old who was given accommodation sharing a bedroom with two older men who were drug users. This is clearly not a suitable environment for a 16 year old and more support needs to be available for young adults.

Engagement

This group were keen to see a voluntary sector board created to sit parallel, and feed in to the JSNA project board. There is a wealth of knowledge and information in the sector that could be beneficial to the project board tasked with making decisions and choosing priorities for the borough.

The group felt it was vital that the wider sector and the community be involved in the regular refresh, facilitated by an organisation like LINK. The group also want to see the engagement plan that Sam Harrison is working on to see how wider involvement will be carried out.

2.2 Group 2

Minorities

This group agreed that there should be more awareness of the minority groups in the document as there wasn't much mentioned, however they realise that there is work being done. It seems that North Tyneside has quite a cultural mix according to members of the group.

Communication

The group thought that if the subject was easier to understand then the public would be in a better position to contribute and influence the JSNA. The medical professions use of medical terminology, jargon, acronyms and abbreviations can be off putting for many members of the public and particularly for those with additional barriers to communication such as learning disabilities, not having English as a first language or low literacy skills. The group felt that the easy read version of the JSNA would be beneficial.

Alcohol 50+

This group said that alcohol problems amongst middle aged people or 50+ also seems to be a big issue in North Tyneside that has been missed. The concentration seems to be on young people and alcohol but not so much on this particular age range.

Influencing

The group felt that there should be more patient involvement. They also thought that there should be consultation outside of the medical or social care environment with a communication line open between Sam Harrison and the community.

The group would also like more examples of how the JSNA has influenced commissioning.

Engagement

The group wanted to know how the community can get more involved, as they felt that there was a large level of apathy within the community and that individuals were only interested in their own pocket of the borough. This might be down to the recession and unemployment.

The group felt that it was important that they should be on some sort of circulation list to gain more information. The group were happy that Meng and his team are prepared to come into the community and engage with people face to face, that way more contribution and influence can and will be made.



3 Priorities

The groups felt that the current JSNA fails to address some areas that they think should be priorities. These are:

- **Prevention**

There was concern that not enough emphasis has been put on preventative work. Particular areas in which the group wanted to see further measures taken were:

- Domestic violence
- Alcohol abuse in over 50's
- Personalisation and adult safeguarding

- **Minorities**

There was strong feeling in the two groups that the JSNA fails to address issues faced by minorities (this includes BME, migrant communities, LGBT communities and those with learning or physical disabilities). The groups want the JSNA to recognise these communities and to recognise the need for equality of access to not only services, but information and involvement in public engagement exercises. Meng informed the group that some work has begun with the migrant pathways project at Wallsend People's Centre.

- **Involvement**

It was clear that every attendee wanted to be involved in the JSNA refresh and they felt that this opportunity should be available more widely to residents in North Tyneside. There were several ideas which included

- Patients being given an opportunity to feed in comments about the JSNA to the project board
- The development of a voluntary and community JSNA board that would feed into the project board to ensure that information and knowledge about what is going on in across health and social care in the community and voluntary sector is shared and visa versa.
- In both situations it was thought that LINK would coordinate or facilitate this work, but that staff from the JSNA project board would also be more involved, attending meetings to hear first hand comments and feedback from the community.

4 Next steps

All those in attendance felt that this had been a valuable exercise. The group were all keen that further involvement takes place so that the wider community can give feedback on the JSNA for its refresh in October.

LINK will share this feedback with the JSNA project board and consider a plan for involvement based on this feedback. The LINK team will keep members up to date with any involvement activities that are planned. LINK will also request a copy of the involvement plan being developed for the JSNA project board and share this information with the LINK membership.

5 Evaluations

Fourteen LINK members attended the meeting. The majority of attendees said that the meeting had been 'very useful' and appreciated receiving up to date information on the JSNA.

When asked what was beneficial about the event comments included:

"Hearing other users views and being aware of the JSNA"

"Helping me to understand the local process"

"Constructive group discussion with good focus"

"Very good presentation. Clear and informative giving a better understanding of JSNA and its work in North of Tyne"

There was some negative feedback about the venue, which will be taken into consideration when booking venues for future meetings.

LINK would like to thank Dr Fu Meng Khaw for his presentation of the JSNA and taking time to answer LINK member's questions.

LINK would also like to thank its members for attending this meeting and sharing their views in the discussions.