

## Locality Plan – Community Views – engagement event (21<sup>st</sup> September 2017)

### Family Services model - Children's Services & Young People (Kylie Thornton, facilitator & Alex Leach, Healthwatch Rochdale, scribe)

#### "I" Statements:

- I need to be in control and understand my care
- I need to understand the options that are available to me
- I am happy with the Qualitative, the options; I know where I fit in
- I need to know how services are working and communicating together to ensure best outcomes

#### Discussions

- How do we share the messages to the child regarding their own – encourage their care – Schools/Coach's/Groups
- Resources in workforce in the borough – Partnerships for people – looking at local knowledge within Rochdale and how we can build a strong workforces and progression opportunities.
- Self- help in communities – bring the access hubs at local level
- Connection Centre – Access hub – How will this work in line with demand. Have other providers got on build. As an example was discussed around the condition of asthma – the issue may be the housing condition, therefore the GP would refer to the access hub and then staff at the access hub with liaise with the housing provider? how will all this link up for the patient?
- School nurse (teachers to do this?) – story telling from experiences, how do the experiences of both positive and negative feed into the service. How is this shown to the patient, through the commissioning cycle?
- Discussion around how Information is joined up between all the service, were we identify the demand (example used, Kirkholt Pilot) and get the right balance of demand vs resource
- Discussion around up skilling of staff - training workers or signposting digital learning
- Balance the universal offer – in relation to demand of young people
- Lifestyle around information and learning (follow up)
- Roll out progress in the community
- Outcomes of work – local level, how is this going to be highlighted to the Rochdale Borough i.e has the 25 million been well spent
- Information feedback re texts/email/social media – what next steps are Rochdale health and social care looking at making changes in the digital setting. Support online.
- Approach across localities – different needs within each locality therefore will need different approaches, does not fit a one size meets all model

## **GENERAL**

- Where will three birthing centres be? Why not Rochdale Infirmary? Mohammed Hanif
- What is the £25m being spent on?
- How is the commissioning of services, with the 25m, going to evaluate the joined-up approach of services communicating and working together for the best interest of the patient and family?