

# Primary & Community Health Services

## Community Priority Setting



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# Background and Method

The health-care system is facing substantial challenges, which will impact patients' experiences and outcomes

Place-based approaches can complement the assets of the local community

## Aims

- Refine the research priorities of the PCHS theme to align with local needs
- Assist locally appropriate understandings of the best ways to support patients, carers/families, and communities in KSS

## Method

We used elements of co-production and PCIE: ARC KSS Public Advisors acted as collaborators throughout.

3 x Focus groups, one each for Kent, Surrey & Sussex



Thematic Analysis of transcripts revealed 3 themes with 3-4 sub-themes

# Results: Community Priorities

## Improving the 'front door' to the NHS

- Accessible and practical booking systems
- Meeting patients' physical accessibility needs
- Consider increase in technology on patient access

*"sometimes I waiting on the phone for 45 minutes minimum just to be able to get through to somebody"*

*"I've preferred the Covid way of doing things, with the telephone appointments being more readily available and video appointments being more readily available"*

*"On a very practical level I registered at a surgery that didn't have wheelchair access. It didn't occur to me that it wouldn't"*

# Results: Community Priorities

## Addressing problems in the health care system

- Funding that meets patient need
- Addressing waiting times
- Relations b/w practitioners and patients
- Mitigating the impact on patients

*"...it's not available any more [SLT summer support], it's just got stripped away. So I think there's little things like that that probably were of more value than was maybe realised when the people top down were making these big decisions"*

*"There is that wider systems issue as well ... that actually affects the capacity of the primary care facilities to provide the services that they would normally provide"*

*"There's a lack of resources and also they don't know where to put older people, where they can get treatments and the support they need"*

# Results: Community Priorities

## Further developing patient-centred care

- Improving engagement by reaching out
- Additional support in alternative settings
- Personalised care and involving with patients/carers in decisions
- Joined up care with services/family/carers

*"The voluntary sector has been doing a lot of work, expected to do a lot of work, by the government, by the NHS. But the voluntary sector is, say, disparate and not very well pulled together"*

*"sometimes services should come to people in their homes, thinking about the references to carers, are they coping? But when [you] see them, the patient in their own home, you may get an idea of whether they are coping"*

*"It's about creating situations where those different communities and specifically the marginalised groups ... feel comfortable in coming and sharing their opinion and their experiences and the issues that they're facing"*

# Implications



- Community-led research has the potential to **direct limited resources for health research** towards a priority or public need



- We anticipate research driven by community priorities will have a **bigger impact on patient outcomes**



- The resulting themes **align to the PCHS sub-themes**:
  - *sustainable care for marginalised groups, integrated care, left-shifting care, creating a digital eco-system*



- Results highlight the need for **innovative solutions**, an acceptance of **community, place-based** approaches, and **patient-driven** solutions

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**Thank you for listening**