Primary & Community Health Services
Community Priority Setting

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Purpose of the exercise

By taking a co-production approach, we aimed to refine the research priorities of the PCHS theme to ensure they are defined by our local community.

Resulting Priorities

Improving the 'front door' to the NHS

- Making <u>booking systems</u> more accessible and practical
- Ensuring patients' <u>physical accessibility</u> needs are met
- Understanding the effect of the <u>increase in technology</u> on patients' access to services

Addressing problems in the health care system

- <u>Funding</u> that meets patient need
- Addressing <u>waiting times</u> for appointment and referral
- <u>Relations/interactions</u> between practitioners and patients
- Mitigating the <u>impact on patients</u>

Further developing patient-centred care

- Encouraging and improving <u>engagement by reaching out</u>
- Additional <u>support in alternative settings</u>
- <u>Personalised care</u> & involving patients/carers in decisions
- <u>Joined up care</u> with services/family/carers

Method

The agenda setting exercise was conceptualised with Public Advisors for the Primary and Community Health Services (PCHS) theme. It was conducted via **online focus groups** (n = 18). Three groups were held; 1 each for Kent, Surrey, and Sussex.

Participants were recruited through local community organisations, PCIE networks, and online adverts and were reimbursed for their time.

Thematic analysis revealed 3 themes & 11 sub-themes, which were refined with the PCHS Public Advisors.

Implications

These findings will direct theme objectives and guide the research activity of the PCHS theme. This will enable the voice of the user to be amplified.

The exercise fosters community ownership of research, and will help achieve sustainable research outcomes.

Seldom-heard communities noted as a research priority:
Black & Minority Ethnic Communities, Prisoners, Homeless People, The Traveller Community, Carers (inc. Young Carers), Refugees, Non-English Speakers, Older Adults

For an audio file...