

Joint Local Health and Wellbeing Strategy 2024 – 2032

Healthwatch Solihull Response

Is there anything we need to add to the JLHWS?

Overall, we agree with the areas of focus outlined in the JLHWS but do however feel that more could be discussed within theme 3 around access to services. Access to primary care is the number one area of concern shared with us by the people of Solihull. This is important to ensure the prevention of long-term sick leave or worklessness due to ill health in the future. Early help and intervention are vital and link directly to an individual's ability to play an active role in their community. Access to health checks for men over 40 should also be addressed where they are not being routinely offered or have variation in access or uptake across communities.

Healthwatch Solihull have also published several reports which may be useful in the delivery of this strategy:

- As part of steps being taken to improve the health and wellbeing of young people - Our report on young people and self-harm may be a useful resource to help inform change the support services in Solihull.
- Based on the focus on cancer screening as part of steps being taken to improve the health of working age adults – Our report on experiences of the NHS prostate cancer pathway may be a useful resource.

What should be the top priorities for the JLHWS?

We believe that continued public consultation should be a priority for all planned developments outlined within this strategy. This is the only way to truly involve the communities that this strategy will impact and allow them to voice their individual needs. This will therefore enable the delivery arms of the strategy to be tailored to the needs of the people of Solihull. This is especially important as the strategy itself states that only 35% of people feel that they can influence decisions in their local area, showing the need for more engagement at a local level. We also therefore urge the board to demonstrate how the people of Solihull's views have influenced the final strategy. This will ensure that people feel like they are a part of the decision-making process and can influence decisions which affect the care they are receiving.

It is therefore disappointing to see that that this consultation has only been made available online with users requiring an account to submit a response. We feel that this is limiting the number of people who can respond, which is in turn limiting how well this consultation represents the views of the people of Solihull. It is also disappointing to see

that the strategy document is only available in its current format. Both the survey and strategy document should also be provided in more accessible formats to receive feedback from individuals with additional sensory and language needs. It should be a priority to make consultations accessible to as many people as possible. This will ensure the final strategy can meet the needs of as many people as possible within Solihull.

Further to this point, it should also be a priority to collect detailed service user feedback when monitoring progress across the delivery plan. Service user feedback should be the driving force for change within the system and is the only way to truly measure how well services are meeting the needs of the people of Solihull. This should therefore be reflected in the measures of assurance sought by the Health and Wellbeing Board. When publishing information about progress that has been made towards the targets outlined in this strategy, the methods used to measure performance as well as the different sources of information should be outlined alongside the findings.

What are you planning to do to support the delivery of the JLHWS?

As a member of the Health and Wellbeing Board we will ensure that our insight and public experience are fed into the work of the Board to help shape delivery plans and highlight areas of quality improvement of behalf of the public. We will also ensure a focus on user experience as a clear assurance measure for the board and challenge where this is not included.

We also aim to use our expertise to help the delivery mechanisms of the strategy to continuously improve how they involve and listen to the public as part of their work to drive improvement in outcomes for local citizens.