

To: changenhs@thinksinsight.com

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HELP BUILD A HEALTH SERVICE FIT FOR THE FUTURE

1. Llais welcomes the opportunity to be a part of the national conversation to develop the 10 Year Health Plan for England.
2. About 15-20% of people in Wales use health services in England because they live closer to them or need special treatments not available in Wales.
3. Llais is an independent statutory body, set up by the Welsh Government to give the people of Wales a strong voice in the planning and delivery of their health and social care services – locally, regionally, and nationally.
4. We provide a complaints advocacy service, supporting people to raise a concern or complaint about NHS or social care services. Our trained, dedicated complaints advocacy staff provide free, independent, and confidential assistance.
5. During development of our response, we have involved our regional teams and used what we have heard through our engagement activities with people in Wales who have experience of accessing services in England.
6. Our responses to the UK government's questions are as follows:

Q1. What does your organisation want to see included in the 10-Year Health Plan and why?

7. The health plan needs to make sure health services are fair and easy to use for everyone. It also needs to consider people from Wales who use English health services.
8. Here's what we think should be included:

9. Make access fair for everyone:

People from Wales who use English services sometimes face confusion or delays because the systems in Wales and England work differently. The plan needs to make sure Welsh patients can use English services without any extra problems.

10. Join health and care services together:

Health care and social care often don't work well together. This can make it harder for people to get the support they need. The plan should make sure health services like hospitals and social care teams, such as carers, work as one team to help people get better care.

11. Help people stay healthy:

It's always better to stop people from getting sick in the first place. The plan should support things like check-ups, health advice, and programmes to encourage healthy living.

12. Use technology wisely:

Technology can help people get care faster. For example, video calls with doctors can save people from traveling long distances. But not everyone has access to technology, so the plan should make sure it works for people who are digitally excluded. The plan should also cover how technology will work equally well for people living in Wales where digital systems may be different.

13. Support health workers:

NHS staff work hard to care for us, but they need support too. The plan should help them by making sure there are enough workers and by giving them the training and tools they need to do their jobs well.

14. This plan should focus on making services fair, connected, and easy to use for everyone, including Welsh patients who rely on English services.

Q2. What does your organisation see as the biggest challenges and enablers to move more care from hospitals to communities?

15. It's hard for people to travel far to get care, especially if they live in the countryside or border areas where there are less public transport options, or if they don't have much money.
16. Moving more health services closer to where people live would make it easier and faster for them to get help.

Challenges:

17. Many local health centres don't have enough space, staff, or equipment to do more.
18. The systems in Wales and England don't always work well together, which can make it harder for Welsh patients to get local care in England.

What can help:

19. Build more local health centres that offer services like tests, scans, and small treatments, so people don't always have to go to big hospitals.
20. Use technology like video calls to let people talk to their doctor or nurse from home.
21. Get health services in Wales and England to work together to make things easier for patients who live near the border.
22. Moving care into communities would save time and help people feel better sooner.

Q3. What does your organisation see as the biggest challenges and enablers to making better use of technology in health and care?

23. Technology can make health services faster and easier. For example, doctors can use video calls to see patients, and apps can remind people to take their medicine.

Challenges:

24. Not everyone has internet access or knows how to use apps and video calls.
25. Welsh and English health services don't always share patient information well, which can cause delays.
26. Some staff may need more training to use new technology.

What can help:

27. Make sure people have good internet and learn how to use apps and other tools.
 28. Improve systems so health records can be shared easily between Wales and England, so patients don't have to repeat their information.
 29. Work with patients and health staff to design technology that's simple and useful.
 30. When used well, technology can save time, help patients get the care they need, and make health services better for everyone.
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Q4. What does your organisation see as the biggest challenges and enablers to spotting illnesses earlier and tackling the causes of ill health?

31. Preventing illness is better than treating it. For example, regular check-ups can help find health problems early, and eating well or exercising can stop some illnesses from happening.

Challenges:

32. Some people don't know how to stay healthy or don't have access to regular check-ups.

33. People in poorer areas or rural places might find it harder to get advice or services.

What can help:

34. Offer regular check-ups and health advice in local areas, like in mobile health clinics that visit villages and towns.

35. Run campaigns to inform people about healthy eating, exercising, and checking for early signs of illness.

36. Make sure Welsh and English services work together to give good health advice and care to people near the border.

37. Helping people stay healthy means fewer people get sick and need hospital care.

Q5. Please use this box to share specific policy ideas for change.

38. Here are some ways we think health services could be improved for Welsh patients who use English health services:

39. Health centres for border areas:

Build health centres in places near the Wales-England border. These centres could offer check-ups, treatments, and advice for people from both sides.

40. Better communication between Wales and England:

Health services in Wales and England should share information better. For example, doctors should be able to see a patient's full health record, no matter where they live.

41. Mobile health clinics:

Mobile clinics could travel to small villages or rural areas to provide care like blood pressure checks, vaccinations, and advice on staying healthy.

42. Encourage healthy habits:

Run fun and engaging programmes in schools and communities to support people to know how to stay healthy.