**NAVIGATING THE NHS AND PATIENT SELF-MANAGEMENT**

CONTEXT

A recent newspaper article argued that patients increasingly need to learn how to navigate the new configuration and accessibility procedures of the NHS. As part of this they could also be supported in learning how to manage their health problems as effectively as possible. This has become a priority due to the backlog created by the Covid pandemic and the increasing real term funding reduction in the NHS and the increasing demands on the NHS of an ageing population.

£26m is being invested in the refurbishment of Bro Ddyfi Community Hospital. It is a wonderful opportunity to address the present challenge in the NHS as it affects Bro Ddyfi. Not only can the facilities and environment for existing services be improved, but also there could be further imaginative development of the Powys Teaching Health Board strategies outlined in 2018, in the spirit of the 2014 Longley Report on health services in Mid Wales,

PROPOSAL

The Machynlleth Patients’ Forum hoped for a consultation on community facilities for planned services at the hospital, like that arranged for the physical building and Well-being Garden. However, the Pandemic Lockdown prevented the level of organisation in the community for this to be mobilised. There is now too little time before the opening of the new facility for a full community consultation to influence many aspects of the development, but the Patients Forum would like to propose a way of starting a process of involvement in the process of hospital development as it gets under way.

Patients Forum discussions have always placed most emphasis on the first item in the key elements for consultation listed below. It is recognised that this is fundamentally a matter of contractual relations between the PTHB and Bronglais Hospital/Hywel Dda University Health Board. Hopefully progress on increased use of Bro Ddyfi Community Hospital premises by Bronglais clinicians can be announced soon.

For the community facilities the Patients Forum proposes a discussion between PTHB, PAVO, representatives of patient-based organisations, and groups or individuals actively involved in health and welfare activities in the community, that would look at the possibilities for the most beneficial use of the community facilities being provided in the hospital. Christine Roach, Self- Management Programme lead in Public Health Wales, who has developed substantial programmes of Patient Education, has agreed to take part

There are many elements already in place for further development of the already evident constructive relationship between the statutory services and the Third Sector, as evidenced, for example, by the Community Connector role, the new Health Promotion Facilitator for North Powys, and the work of patient organisations such as Versus Arthritis. The proposal is also in line with the North Powys Well-Being Strategy.

This outline proposes a careful consideration of funding possibilities for appropriate equipment (including IT for group use) and facilities, examining the possibilities for adapting existing posts to manage the use of such facilities This could produce a substantial patient information and education programme to add real value to the new development. A small-scale beginning would make possible a more long-term development of the model if demand justified it.

**Key elements for consultation**

* Outreach from Bronglais District General Hospital into Bro Ddyfi Community Hospital
* Patient support in navigating the NHS in its present manifestation
* Support for patient self-management where appropriate and possible
* Addressing inequalities in health care

**APPENDICES**

**P0WYS TEACHING HEALTH BOARD STRATEGY 2018-2022**

Delivering a Healthy, Caring Powys

Powys Regional Partnership Board

* + •  Enable citizens, staff, and partners to be actively involved in the delivery of the new integrated model and support a new approach to delivery in North Powys.
  + •  Achieve wider connectivity across Mid Wales to improve equity of service to a rural population through integrated health and care pathways across counties.
  + •  Multi-agency wrap-around services with focus on prevention and risk stratification tools to reduce emergency admissions.
  + •  Increase uptake of prevention services to reduce smoking, achieve greater participation in physical activities, undertake targeted risk assessments for people with cardiovascular disease and minimise the impact of clinical risk factors (improving adherence to medicines). • Enable more people to live independently and remain at home safely through technology enabled independence and care; and more integrated working to prevent needs from escalating and immediate intervention at time of crisis.

**MID WALES HEALTH CARE STUDY (LONGLEY REPORT) 2014**

People in Mid Wales want a health service that delivers high quality, safe and accessible services that are sustainable. In this respect they are no different from their fellow citizens elsewhere. They appreciate that it is not practicable to have every conceivable specialised service on their doorstep, but two expectations come across loud and clear in this study: that core health services in Mid Wales should be as good as those elsewhere; and that their needs should be just as important to the NHS as those in more populous areas of the country.

The solutions require some new thinking about how to deliver care in rural settings; they require people to sit together and work through the details; and they require focus and determination. (Health Boards need to) lead a serious engagement process with the public and with staff, which establishes trust and easy communication, creates an opportunity for shared decision-making, addresses information and knowledge gaps and capitalises on the considerable resources of civil society.

**NORTH POWYS WELL-BEING**

**A** STRATEGY FOR THE FUTURE

This new integrated model of care and wellbeing is a once in a lifetime opportunity to transform health and care services for the population in the rural heart of Wales, as well as harnessing and accelerating the opportunities for digital advances that Covid-19 has presented.

KJ 24.02.23

Sent from my iPhone