Citizens Assembly reflections for Senate Council meeting (29/06/2023)

Building sustainability

- Shift from **'what is the matter with me, to what matters to me'.** It is about individual personalised care. (Ref. NHS Personalised Care Institute https://www.personalisedcareinstitute.org.uk/)

- Sustainable healthcare requires 'a whole system approach' and includes looking at social care

- Provide patients access to decision support tools to help them navigate pathway options

Shift from an illness model to a health-based model

- Starting with Primary Care/ Access to GP: What type of access do people want? Research findings suggest that for non-complex issues, virtual may work however in-person preferred for more complex issues. (Ref. The impact of remote consultations on personalised care: evidence briefing (PDF))

- Use national guidelines for Primary Care (NHS England » Primary care)

- Give greater attention to examining and improving the social determinants of health

- **Shift towards Prevention and Early Intervention**

- BRAVE AI – used across 4 PCNs in Somerset as a risk stratification tool – It identifies individuals at risk who may 'go under the radar'. i.e., those with borderline results or those who rarely contact their GP. It focuses on prevention by supporting proactive conversations with individuals about their health and wellbeing. [Using Artificial Intelligence to monitor wellbeing: BRAVE AI - NHS Somerset](#)

- Enhanced use of data to support Population Health Management

- Strengthen public health messages

- **Elective Care**

- How are individuals monitored and supported whilst on waiting lists? Work undertaken by Healthwatch Somerset looking at the impact on individuals waiting for surgery [HWS-RTT-report-Impact of waiting for surgery Nov 2021.pdf](#)

- How do we assess harm for individuals whilst they are on waiting list? What is our definition of Harm? Individual wellness checks could be carried out to mitigate this.

- **Use of Private Providers**

- Acknowledge the separation between the Urgent and Emergency care and Planned Care.

- Work should be undertaken to understand the implications of an expanding private healthcare sector on the recruitment and retention of NHS workforce.

- **Public Expectations**

- How could we manage public expectations which may have changed over time?

- Understanding what are the System responsibilities vis-à-vis the responsibilities of the individual.

- To this end, what comms messaging should we be developing?

- **Use of technology**

- Importance of interoperable communication and IT systems

- Shared Care Records which give an overview of an individual's health and social care information, bringing together all separate records from different health and care organisations together in one place.

- Use of AI

- **Workforce**

- Retention of skilled workforce

- Support offer for staff ?

- Additional Roles Reimbursement Scheme (ARRS) – centrally-funded roles which allow PCNs to establish multi-disciplinary teams to provide more integrated health and social care locally.

- **Importance of continuity of care**

- Outcomes for individuals tend to better if there is continuity of care