

Joint Strategic Needs Assessment (JSNA): Place-based approach

2nd Stakeholder Event
– Ludlow

Recap

- ✓ First Stakeholder Event held on 24th November 2023
- ✓ Introduction to JSNA and integration
- ✓ Local data and some survey data presented
- ✓ Overview of Ludlow and Area Community Partnership including Integration Children & Family Community Hub
- ✓ Lived Experience Expert Story
- ✓ The start of group discussions on the data presented so far

Today's session will feedback on:

- The Big Health and wellbeing conversation results, with Ludlow focus and linkages
- The PBJNSA Ludlow survey qualitative results to give further insight into priorities and concerns identified by the Ludlow Community
- Group discussion on:
 - Priority areas / themes
 - What is already happening?
 - How are we working with the local population?
 - Recommendations

Background and context

Big Conversation: Wide lens

NHS Shropshire,
Telford and Wrekin
February – July
2023

To understand what
is affecting the
health and wellbeing
of people across the
system

What would help to
improve the
experience of local
health and care
services

The responses
informed the
development of the
Joint Forward Plan
(JFP).

Place-based JSNA: Focussed lens

18 place plan
areas ongoing
over 3-year
period

To identify and
understand the lower-
level geographies
health and wellbeing
concerns and needs

Wider
determinants of
health focus

Ludlow underway;
850 survey
responses. First
stakeholder event
24th November 23

To gather the views of the local community and stakeholders; engagement survey, series of public events, focus groups and stakeholder events were undertaken

Key Themes: Health and Broader concerns - Ludlow

Big Conversation themes

Support workforce retention to maintain local services

Have wider range of community services provided at Ludlow Hospital

Improve access to NHS dentist cost of private appointment not affordable

Lack of provision for pharmacy services – delays in dispensing

Have local prevention initiatives that reduce poor health

Provide choice of access routes to see your GP - Improve balance remote/face to face

Increase joint working with NHS and social care and invest more locally in domiciliary care

Access to and waiting times for dentists, G.P.s, hospitals and ambulances

Place-based JSNA survey themes

Lack of facilities and activities for children and young people

Rising cost of living and the impacts on residents

Concerns over crime and anti-social behaviour (e.g. drugs)

Lack of affordable and suitable housing

Improvements to local infrastructure needed e.g. pavements and roads

Concerns over care provision for older people to remain independent



Key Findings: Experiences of community services



Limited access to adult and children and young people's support due to staff shortages in health and social care.

Increase opportunities to access to lifestyle and preventative services e.g. smoking cessation, diet and exercise to help reduce poor health in later life.

Lack of community services at local hospital, pharmacies and dentists.

Need increased investment in domiciliary care to support discharge from hospital to home.

Key Findings: Experiences of primary care



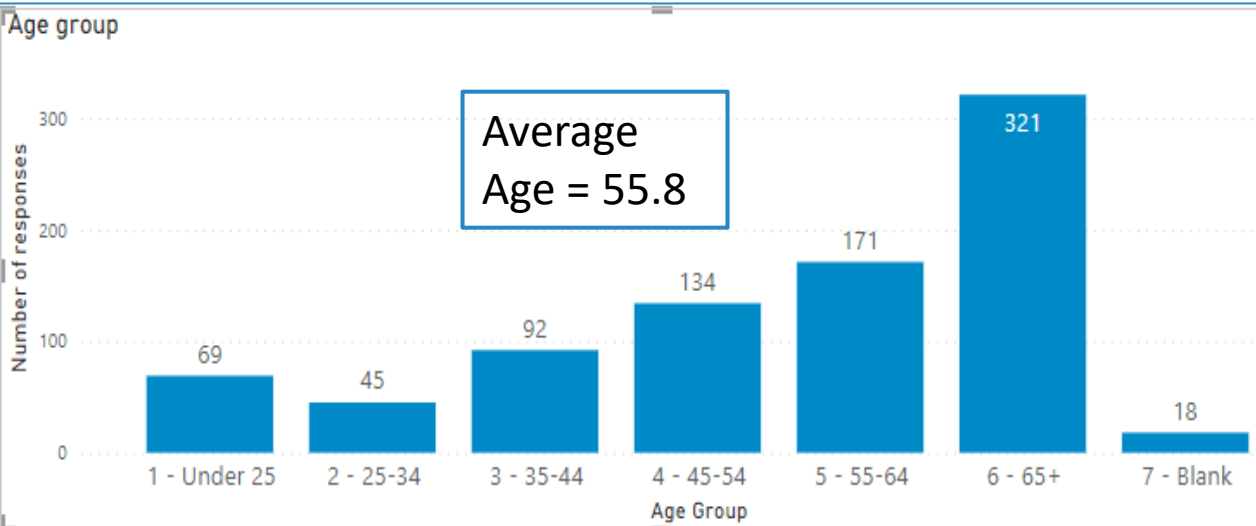
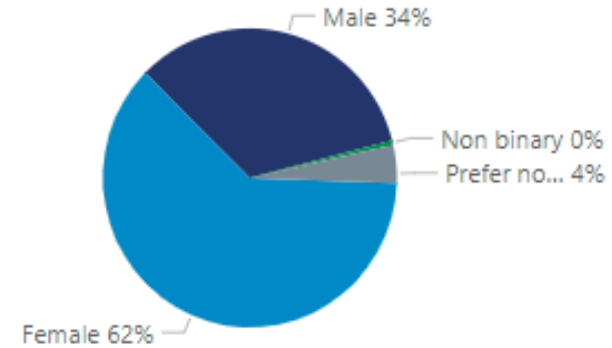
Key areas of concern around GP services include the availability of appointments, choice of appointment times and the availability of, and access to, mental health services.

Suggestions to improve access to appointments - easier and quicker appointment booking systems and the availability of more face-to-face appointments,

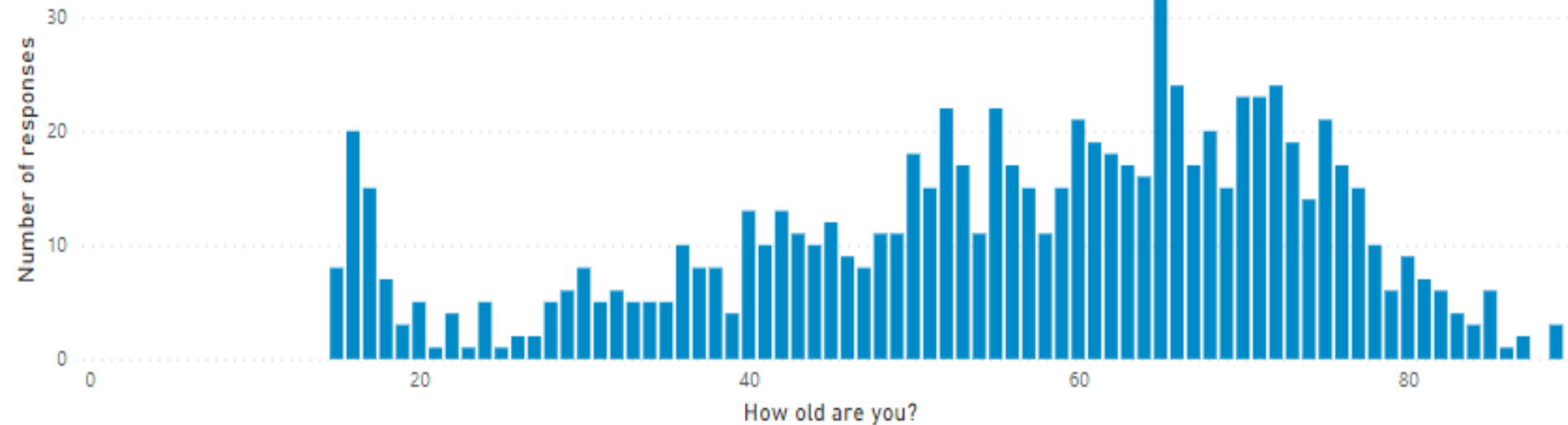
Elderly people are being diagnosed over the phone, and the communication with patients and the family is inadequate.

Concern about optometry and dental services, included difficulties getting an appointment, long waiting times, poor care being provided and dental services being expensive.

What is your gender?



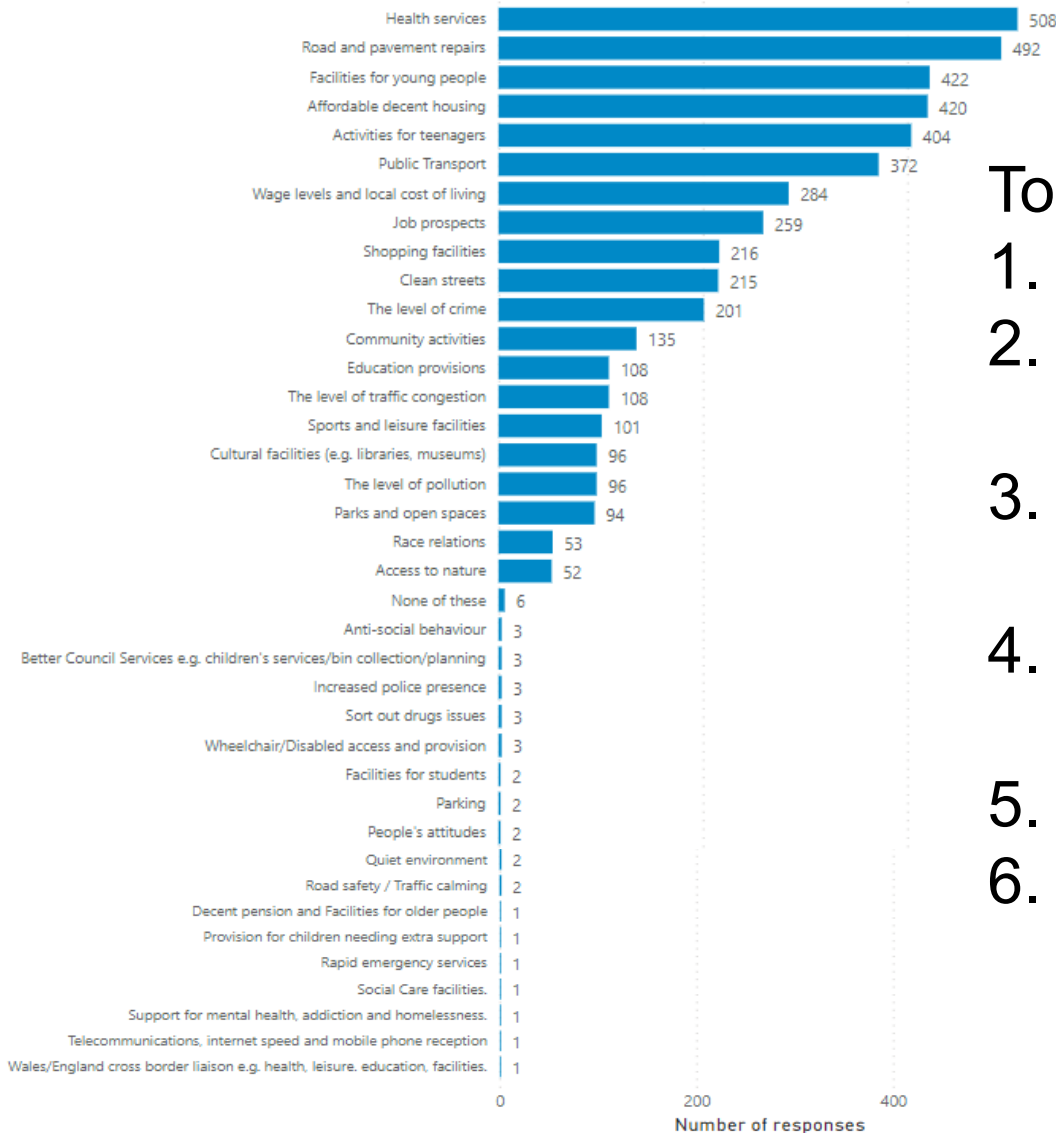
How old are you?



Thinking about this local area, which things do you think most need improving?

In your local area, which things, do you think most need improving?

Things that most need improving in your local area



Top 6:

1. Health Services
2. Road and pavement repairs
3. Facilities for younger people
4. Affordable decent housing
5. Public transport
6. Wage levels and local cost of living

A selection of comments:

Local infrastructure

“Pavements are terribly uneven and hazardous to elderly people. The amount of potholes is beyond a joke ”

“This area has a high level of elderly and disabled people, many of them using the pavements which are in some ways not suitable for them. The pavements are rough and uneven with steep angles where driveway access occurs and often steep angles across the pavement width.

Personal Health

“Im disabled And rely on very limited public transport. So no going out in the evening ie after 5.30. No going out on Sunday or on a bank holiday. Taxi service is practically non existent. I rely on the dreadful 292 bus to get to Kidderminster to visit family. And my NHS dentist is in Halesowen. A further bus from Kidderminster. My various medical problems are catered for at three different hospitals and mean visits of more than 25 miles by public transport to Hereford, Shrewsbury and the Queen Elizabeth Birmingham.

Lack of activities

“The play grounds are embarrassing. They are all old and falling apart; in Wales theyve had big new ones that have public gym equipment as well. Theres not much for young children/young adults to do and Ludlow is slowly turning into a retirement town; which will eventually kill the town! Surely it would be better to appear more inviting for young families starting out? More needed for children.”

Housing

“Housing is too large and expensive for poorer residents. More genuinely affordable smaller houses and flats are needed to prevent long distance commuting.”

“Ludlow needs more affordable housing for rent, lack of one bedroom properties”

Public transport

“Either public transport reliability needs to be significantly improved, or access to convenient cheap parking needs to be improved (potentially with benefits for people who car pool / share journeys to reduce the environmental impact of driving)”

“There seems to be few activities for teenagers and public transport is shocking. Buses are too infrequent, no real evening or late night service to main towns of Hereford & Shrewsbury and train service is both expensive and unreliable. “

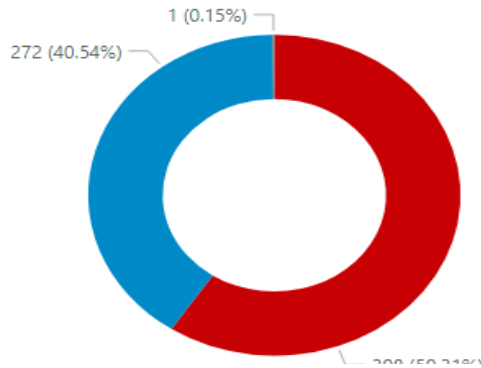
Crime

“Crime and drug abuse is on the rise. There are never police officers around and when a crime is reported, nothing gets done.;There needs to be more for young people, in a view to keeping them away from crime and drugs”

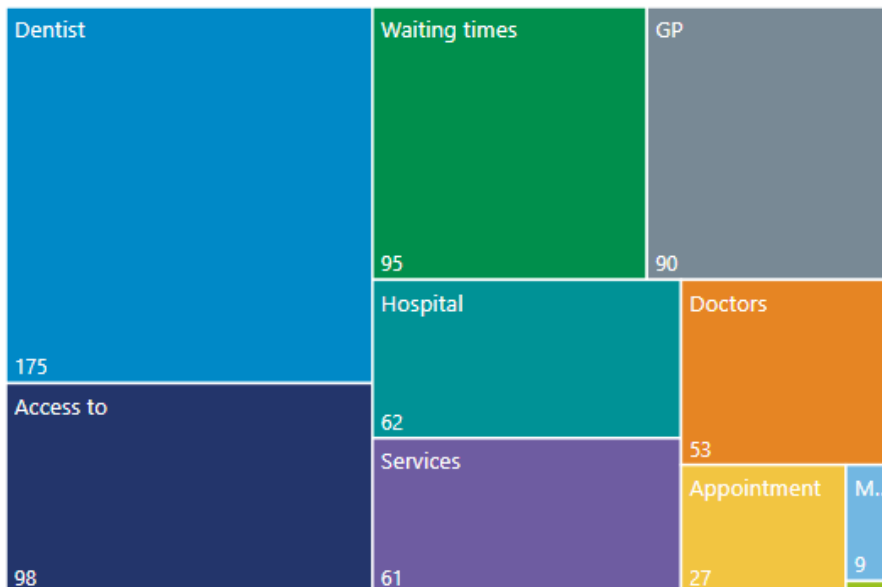
“Anti Social behaviour and street drinking and drugs. Lack of any police presence.”

Tell us more about your local health services including what's good and what could be better (n 672)

Overall sentiment %



Overall thematic %



Dentistry

“No NHS dentists available, and private fees are too expensive so as a result family dental health is poor, and losing teethe as a result.”

“We need a NHS dentist. The lack of one is disgusting. Not only that, no dentists are taking on children”

“We have had to travel 15 miles to find a dentist.”

“No NHS dentist available in Ludlow. My family travels to Church Stretton for dental work. “

Access to GPs

“Not enough doctors or pharmacies. Very difficult to access the NHS. Very, very difficult to get a doctor’s appointment”.

“Easier access to GP services and more clinics and outpatient facilities locally not having to travel to Shrewsbury or Hereford”

“Access to GPs woefully difficult although the new practioner at x is brilliant and can mop up the 'walking wounded ' on the day.

Surgery staff nearly all extremely helpful and good. Happy that I can walk to the surgery, and can access records online”

“Our local GP practice is amazing, with minimal waiting times usually. I don't know how they manage it with the increased population in Ludlow with all the new houses being built. It is great to have the community hospital in Ludlow, and services there should be expanded rather than reduced, in order to take the pressure off the bigger hospitals, and to provide care nearer to the patient's home.”

Access to Hospitals and A&E

“Ambulance waiting times can be long with long distances to travel to get support with major health concerns and long waiting times for appointments for minor concerns locally”

“The good part is that it exists The bad is that the nearest hospital is an hour's drive away, There are little or no support groups for people with common ailments (eg diabetes) There is no A&E No maternity No outpatients”

“Excelent Community hospital , but with limited range of facilites/treatments, need it to be kept open and increase/ enhance services. Good responsive doctors. Access to support services for health and wellebeing would be much better understood and accessed with a central hub, that can refer on to appropriate support and services”

Miscellaneous

“Access to these services seems to be excessively complicated and slow. ”

“Currently going through a nightmare time because of the poor communication and appalling treatment of pensioners.”

“Lack of communication between departments and it is not clear who to ring for help or even what help is available. The structure seems chaotic.”

Support:

“Elderly need free support and ways to communicate if they don't use the internet.”

“Hopeless. No domiciliary help available. Local companies have withdrawn due to staffing difficulties and transport costs. Thus elderly people have to give up independence and go into care homes. Informal help from kind neighbours and family is the main support.”

“If you have money, not bad. If you don't, it can be very hard to find your way to the right trigger points and then to obtain reliable and effective support.”

Social care:

“Difficult to get hold of social workers as they all seem to be so busy. Then wheels turn slowly to address needs.”

“Lack of Social Workers, those that exist are unable to fulfil their roles properly leaving those who are unable to look after themselves, mainly older people, dangerously vulnerable. Lack of affordable or subsidised community care. The outlook for older people without family is extremely bleak!” “Been waiting almost six months for response from social services to assess my husband's needs”

Mental health

“Little possibility of my husband receiving support to improve his cognitive function with Alzheimers. Memory cafe once a month but not one on one.”

“My adult son is in the autistic spectrum and the last few years have been horrendous. Social services and adult mental health team did not listen to me when I knew there was a serious problem with my son. After him being kicked up for a couple of years due to a serious incident things have improved and he is now living with me” “More mental health services for rural communities. Particularly farming community. More social care support for young people.”

What do you think the biggest health issues are that affect you and your family? (n 752)



Personal Illness / Health condition / Disability / Mobility

“I have diabetes, so anything to do with being able to stay active and well is important to me. Access to care (especially in an emergency).”

“Lack of access to good Parkinsons advice “

“Both of us have health problems that can become critical at a moments notice. It is important to us that the ambulance service and hospital services are maintained and improved. Money is short now, for us, and the two biggest health costs are dentistry and eye care”

Mental health

“The lack of nhs dentists and support for mental health wellbeing, especially with new mothers”

“Mental health /anxiety , type 1 diabetes , behaviour issues at school with 5 year old son ,

“Mental and physical conditions and not receiving assistance to live in a healthy and fulfilling manner , stress is a major factor when social services are substandard and you are waiting unacceptable lengths of time for provision and responses”

“Stress, getting a diagnosis and support for a child now adult with autism “

Miscellaneous:

“Lack of time to exercise and cook healthily”

“Cost of living, anti-social behaviour & crime & lack of activities for young people”

“Lack of interest in the health affect of completely inadequate education provision for children with learning disabilities. “

Age

“Long term disability and currently we are experiencing the horror of attitudes towards the elderly from managers of services. The face to face service providers are fantastic but they have to deal with the mess created for them. “

“I have limited mibility yet I am a carexfir my 92 year old fsther any my adult autistic son”

Cost and Finance

“Lack of affordable activities“

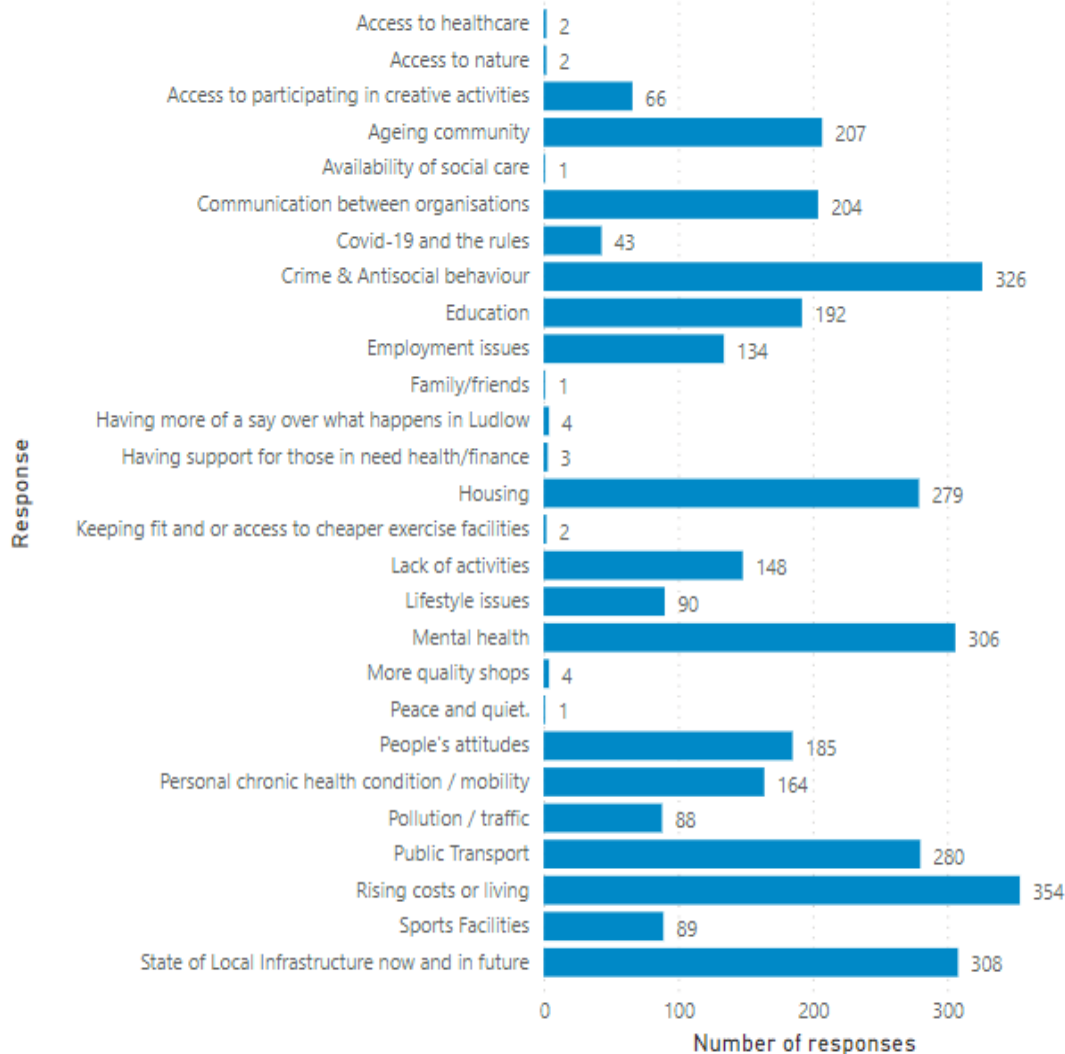
“Rising cost of living - to be able to buy good quality, healthy food“

“Stress and worry on parents who are trying to pay for everything that keeps getting more expensive”

“access to exercise - there needs to be more affordable gym memberships/ classes for people on low incomes, not just for those receiving benefits”

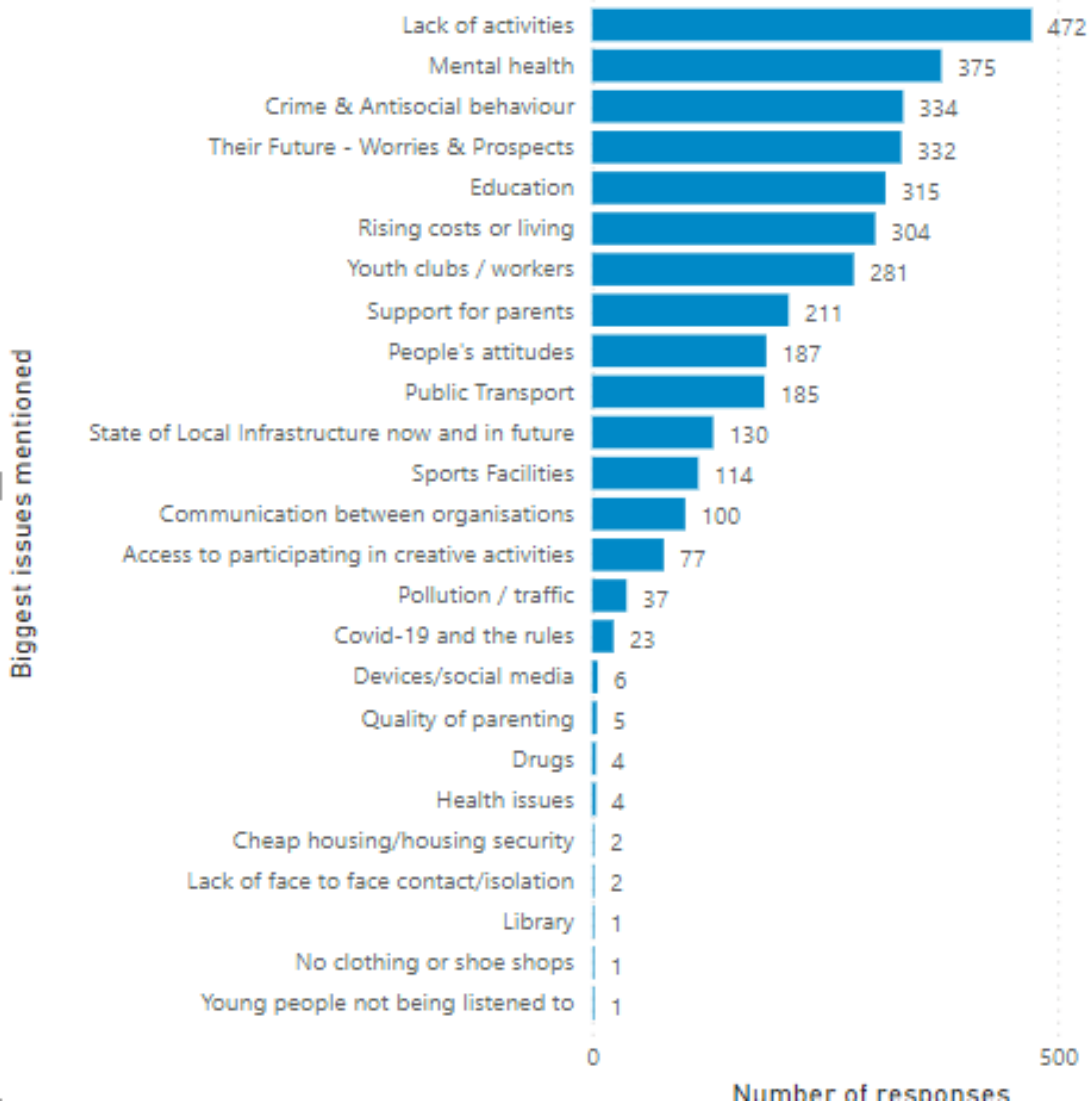
Not including health services, which things do you think are most important to your health and wellbeing in the place where you live?

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- Top 6:
1. Rising cost of living
 2. Crime & antisocial behaviour
 3. Lack of local infrastructure now and in future
 4. Mental Health
 5. Public Transport
 6. Housing

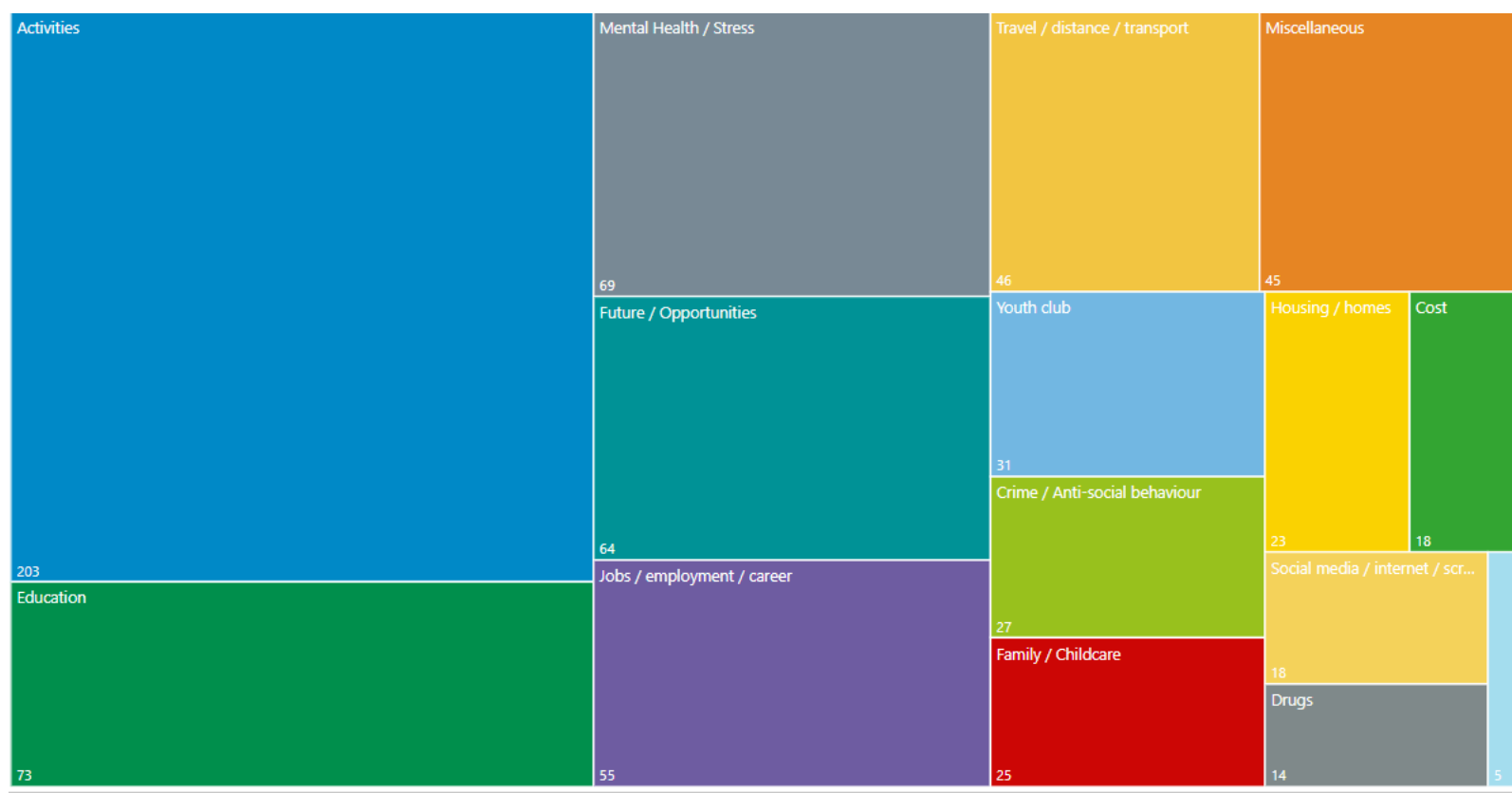
Not including health services, which things do you think are the biggest issues facing children and young people's health and wellbeing?



Top 6:

1. Lack of activities
2. Mental Health
3. Crime & Antisocial behaviour
4. Their future – Worries and prospects
5. Education
6. Rising cost of living

What issues most need to be addressed to support children and young people? (n 716)



Activities 203 (28%) of 716

“We need the youth centre back open for young people; children football back for young people in general “

“Regular youth club; affordable child care; affordable after school activities”

“More emotional and developmental support; activities and opportunities outside of the classroom”

“Make it known what support is out there, planning for your future sessions, more activities”

“There needs to be some sort of youth services again, when I was growing up there always used to be a youth bus or a youth centre at like a leisure centre especially for kids on the streets who are bored .. it was fun this needs to happen again make kids feel happy in the Town somewhere to go and enjoy stuff .”

“Children from disadvantaged backgrounds including those with learning disabilities need access to affordable sports facilities; affordable transportation services where necessary. “

Education

“More and better provisions for children with special needs. Mainstream schools are not the best option for every child.”

“Sex education “

“Educating children and families in healthy eating but also making real changes in schools”

Mental Health

“The lack of mental health services available...they need to be able to have options for mental health support. “

“The pressure on children in schools is too high and the system itself - one size fits all - greatly affects their mental health, negatively. Its hard to see how kids can thrive in such a system.... “

“Addressing mental health issues as a result of Covid and 'lockdown..
young people support for mental health and abusive environments”

Future Opportunities

"More help for youngsters who are ""different"" e.g. autistic

"Somehow young people need to be included and made to feel that their futures and prospects are important to all of us; That they are valued and respected included in decision making on issues that affect them"

Jobs / employment

"More support and job opportunities such as apprenticeships, local courses (adult evening courses at the college) "

"Retention of young people in the area in good jobs; with decent public transport

Travel / distances

"we sometimes drive to Shrewsbury or telford for forest school with the wildlife trust if you have a look this is excellent. Ludlow needs something similar that is affordable to go to that doesn't take 45 each way in the car to get too "

"Local services for mental health of under 26. Closest beam is almost an hour drive. Not easy accessible by public transport from SY8."

"All young people have to move out of area for employment opportunities; social engagement; there is no public transport limiting independence; children have limited access to activities; and links to the broader community; public transport problem for further education; public transport problem for training"

Family

"There is a huge gap in support for parents with children. There is a rise in the number of families where both parents have to work, which raises the childcare costs up. Not everyone has family nearby or that they can rely on, so it is unavoidable. People on benefits were given cost of living payments. Pensioners are given up lifts also, and while this is not begrudged, wages are not increasing at the same pace as everything else, so working parents are struggling, working longer, and harder, so they are stressed and unable to afford to take their children out for quality time when they are able to get time off. ; The cost of Holiday childcare for parents is insane - there are at least 13 weeks School Holidays a year - 2 x working parents might get 4 weeks each - that leaves 5 weeks of spending approx £40 PER CHILD PER DAY in those 5 weeks. Not to mention that by doing this, parents are not able to take leave together - and families are left not able to spend time altogether. "

Miscellaneous

"Perception from older generations, and the judgement and discrimination that comes with it. "

"ask them what they need and would like"

A selection of comments:

Community

“Ludlow is generally an absolutely lovely place to live and I love that there are lots of community activities. ”

“The ageing population in Ludlow has undue influence over activities that happen here and their complaints are a vocal minority which make it a less pleasant/vibrant place to live for families/anyone under 70. “

“Keeping Ludlow's sports and cultural facilities open is really important to the quality of life here. Reducing river pollution, keeping the town clean and well maintained are also vital. “

Support

“Got this survey from library, libraries now offer a wide range of community support for all ages / sectors of the community. Their importance CANNOT be overstated from books to computer access, meeting spaces, for pop up services (eg bank staff) local information about council services and community organisations ;Its all there under one roof ;Absolutely invaluable ;A vital tool for a supportive and united community .”

Miscellaneous

“More needs to be done to keep Ludlow a shopping centre with a variety of useful shops not just cafes and charity shops. “

“Not sure what the outcome from this survey is designed to achieve. The simple truth is that unless there is adequate investment in all the areas that make life worth living, then the general gloom and despondency being felt will just continue.”

Council / Government

“I believe, and have seen in action many decisions being made without proper consultation by council representatives. Meetings are held at times that exclude and marginalise those who want to attend, and some of the persons making decisions have no grasp on how this affects the community.;The town centre Cycle route in Ludlow proposal being one hot topic.”

Communication

" There is a need for communication in Ludlow to feature all activities like the Stretton Focus and/or notice boards where organisations put their information.;I don't know who the councillors are or how to contact them”

Group Discussion

1. What are the key themes for the Ludlow Plan Areas?
2. What is already happening around the key themes?
3. What actions do we need to take to improve the key themes?