

## Frailty Public Workshop

Wednesday 11 Jan 2023 – 2.30 – 4.30pm on Microsoft Teams (online)

On Wednesday 11 January 2023 the [Leeds Health and Care Partnership](https://healthandcareleeds.org) held a public workshop to discuss the provision of care for people living with frailty in Leeds. The aim of the workshop was to ‘develop our approach to public involvement in the population board’. The slide presentation and a recording of the session is available on our website here: [Frailty - Leeds Health and Care Partnership \(healthandcareleeds.org\)](https://healthandcareleeds.org)

The **objectives of the session** were to:

- Introduce population health and the frailty board
- Review and agree the findings of the insight report
- Begin planning involvement on the gaps in our knowledge
- Review and agree the draft outcomes for the board
- Agree how we represent people at the board and provide public assurance

The **outcomes of the session** were:

- Understand the role of the frailty board
- Discuss the findings of the draft insight report
- Influence the draft insight report
- Discuss gaps in our knowledge
- Discuss the draft outcomes for the frailty board
- Explore ways we can provide assurance that people's voices are heard at the board
- Influence our approach to public representation and assurance on the board

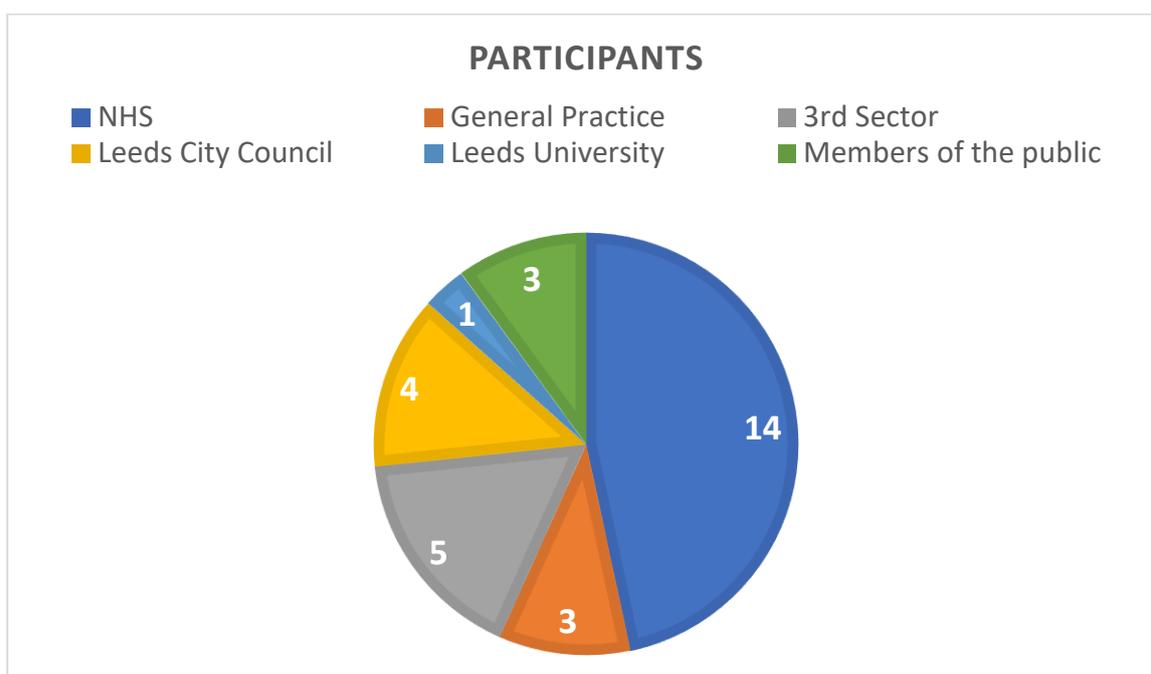
The **agenda for the session** was:

- Population Health - What are population boards and what is their role?
- Experience of living with frailty - What do we know about the experiences of people living with frailty and their families and carers? (insight)
- Population outcomes - How do we want things to be different for people living with frailty and their families and carers? (outcomes)
- Public representation and assurance – What does public representation look like on the frailty board?
- Next steps - What happens next?

## Session Summary

The session was attended by 30 public and voluntary sector staff and members of the public with an interest in the provision of care and support for people living with frailty. Organisations represented included:

- The NHS Integrated Care Board (ICB) in Leeds
- NHS partner organisations
- Leeds City Council
- General Practice
- Alzheimer’s Society
- Black Health Initiative (BHI)
- Moor Allerton Elderly Care
- Halton Moor and Osmondthorpe Project for Elders (HOPE)



Attendees included:

- 14 NHS staff members
- 3 members of staff from GP surgeries
- 5 people representing third sector organisations
- 4 members of staff from Leeds City Council
- 1 person from Leeds Universities
- 3 members of the public

## Workshop summary and main discussion themes

The Chair of the frailty population board, and West Leeds GP, Chris Mills, welcomed attendees to the workshop. He then provided an overview of the Clinical Frailty Scale and introduced the Population Health approach and the role of the Frailty Board in Leeds.

Caroline Mackay, from the Insights, Communications and Involvement Team at the ICB in Leeds, outlined the aims, objectives and agenda for the workshop. She also introduced our approach to starting with what we already know about the needs and preferences of people in Leeds who are living with frailty.

The findings of the frailty insight report were shared and participants asked for their thoughts on the themes and gaps.

- There was general agreement with some of the themes identified in the insight report, including:
  - **Information** - The challenges of getting the right information at the right time – for people living with frailty and their families / carers, and also for staff so that they know what services are available for people, and how to contact or refer to them,
  - **Person-centred care** - Some barriers to person-centred care – having to repeat the same information to different professionals and the importance of taking ‘the whole person’ into account,
  - **Wider determinants** - relating to travelling into town and to using public transport were raised, including worries associated with using buses, and pointing out that taxis are often not suitable for people living with frailty.
  - **Digital access** - Several people mentioned digital access and the fact that often a lot of information is now only online, so for people who don’t have or don’t want good online access this can be a barrier.
  - **Digital access** - Similarly, as a consequence of the Covid pandemic, some other types of support, like peer support groups, went online and haven’t reverted back to face-to-face. So people who are not online are still missing out.
  - **Health inequality** - For those who can still access face-to-face support or social activities, getting there is the challenge, especially for people living in areas of higher deprivation. Issues re buses and taxis is mentioned above, but also the important lifeline services like the Access Bus offers, particularly to people who would otherwise be very isolated.

Several comments were made in relation to potential gaps in our existing insight, including:

- Links with Local Care Partnerships, neighbourhood networks and other local provision – raising awareness of the resources we already have,
- Younger people living with frailty, including assumptions that younger people are all able to access online resources and it’s not only older people who have issues using public transport,
- The role of prevention in helping to reduce frailty

Helen Smith, Head of Pathway Integration (Frailty, Dementia and End-of-Life Care) at the ICB in Leeds, then provided an overview of the outcomes, or ambitions, which will help the board to measure its progress. The outcomes have been developed together with staff and members of the public. They explain what we want to achieve in order to improve the lives of people living with frailty and their families and carers.

It was acknowledged that for most people attending the workshop, this was the first time they had seen the draft outcomes. Attendees were encouraged to revisit the outcomes in the slide presentation (slide 24) following the workshop and share any thoughts after that.

Comments included the importance of focusing on health inequalities and Leeds' ambition to be a 'Marmot city' (taking action to reduce health inequalities by focusing on the social determinants of health as set out in the most recent Marmot report, "Build Back Fairer"). In addition, the importance of population boards working together to enhance service provision was discussed. For example, in relation to dementia - this is now being seen through a Frailty lens, as well as within Mental Health, and ideally it needs to be sighted across both.

Caroline Mackay then outlined the importance of public representation and assurance. This includes developing our approach to ensuring that partners and members of the public can be confident the board is putting people at the heart of its decision-making.

Participants discussed a number of ways of having representation at the board and providing public assurance:

- A public representative attending the board
- An involvement sub-group for the board
- By links with a particular group or organisation
- By increasing feedback to services directly

There was general agreement that there should be a range of approaches. Several people felt that one person would not be able to fully represent the range of experiences of frailty.

There were also some concerns that, for a member of the public, it can be challenging to feel included and have an equal say at some decision-making meetings. The use of jargon and complex clinical discussions can act as a barrier to membership being inclusive. It was agreed that a follow-up Involvement sub-group would allow for further discussion on this.

## Next steps

We will –

- Share the slides from the workshop and a link to the evaluation survey
- Add the recording of, and a report on, the workshop to the frailty webpage: [Frailty - Leeds Health and Care Partnership \(healthandcareleeds.org\)](https://www.healthandcareleeds.org)
- Members of the public who registered for the workshop will be invited to join a working group to:
  - Develop an approach to representation and assurance
  - Explore the gaps in our insight and prioritise involvement

## Stay in touch

Stay involved in our work to improve health and care services in Leeds by joining our citywide public network here: [www.healthandcareleeds.org/have-your-say/shape-the-future/join-our-network/](https://www.healthandcareleeds.org/have-your-say/shape-the-future/join-our-network/)

For more information about this work on frailty, please email [chris.bridle@nhs.net](mailto:chris.bridle@nhs.net)