

## Themes from Patient Revolution 2016

The West Suffolk Clinical Commissioning Group (CCG), which serves the 240,000 residents of west Suffolk, held its fifth Patient Revolution event on 29 June 2014 at the Athenaeum on Angel Hill in Bury St Edmunds.

There were two sessions, in the afternoon and early evening, which used the 'Open Space' technique. This means there is no set agenda. It was up to the 100 attendees to set the topics, which gave everyone the opportunity to talk about the health issues that matter to them.

At the event, we reported what we have done since the last Patient Revolution event, particularly on long term health conditions, mental health, coordinated services, NHS resources, access to information and advice, preventative health care and technology.

The 2016 sessions saw 20 discussion areas taking place, and generated 10 pages of verbatim notes and has provided the CCG with ideas for future development. As we always say, we cannot do everything, however this helps us shape NHS services locally.

The key themes raised by attendees in 2016 included:

- Accident and emergencies, including tackling unnecessary admissions where GPs could deal with the matter and educating the public as to appropriate use of A&E
- Long term health conditions, including diabetes
- Mental health, including better access to support including out of hours service and more integrated working to achieve results
- Palliative care support (post discharge), including how to get service users and carers more involved in their care
- Community feedback and education, including encouraging practice Patient Participation Groups to establish closer links with each other.
- Primary care delivery, including planning for the future, improving diagnostic skills in small practices, giving GPs regular training and triaging people to avoid people taking unnecessary appointments.
- Parking at West Suffolk Hospital and transport including the availability of spaces for blue badge holders and the need for improved transport to the hospital and mobile units for communities

The detailed notes from the event have been shared with all attendees and posted on the [West Suffolk CCG's website](#).

Clinical leaders and managers will incorporate these thoughts into our planning processes. We will share some of these elements with our partners, for example for parking and transport as we do not have responsibility for these. In January we will report on progress to the public.