

## One Team – Delivering the best outcomes for people in Manchester

Living Longer, Living Better describes the ambitious programme of work aimed at ensuring local people receive high quality, personalised services which support them to manage their own health and wellbeing and live long healthy lives.

This integrated care will be delivered by health and social care professionals organised around 10 to 12 hubs across the city, each serving 40-50,000 people. This arrangement, and the organisational changes needed to make it happen, is being called One Team.

One Team will:

- Create a more joined-up community health and care system
- Have a focus upon communities
- Enable a growth in community services by growing the team based on need and specialism's

We want services delivered by One Team to make a real difference to people receiving and using them.

This is where we need your feedback and suggestions on statements that the One Team will aspire to deliver on.

On page two, you will find a list of statements which have been developed from carer, patient, service user and customer experiences shared with the NHS, Manchester City Council and voluntary and community sector groups.

Please read through them and rate their importance as part of a health and well-being service you would like to receive. We would like you to rate them on a scale from 1 to 5.

You can share your feedback with us in the following ways:

- Complete the response form on pages 3 and 4 and return to FREEPOST RTGX-CSJT-CTKT, Manchester CCGs, Parkway Three, Parkway Business Centre, M14 7LU
- Give your response online via this survey link - <https://www.surveymonkey.com/s/XWNXFQS>

The closing date of the survey is the 30<sup>th</sup> March 2015.

## **We would like One Team to deliver...**

### **Co-produced health and care services**

- We are able to participate in the planning and design of services
- We are supported and invested in as patients, services users and carers to advocate for common needs
- We are able to build on existing collaborative relationships and good practice
- We want equal participation to tackle the causes of inequalities
- We want sustainable involvement of individuals and communities

### **Good access to care**

- We are able to access services when we need them
- We receive our care and treatment in a co-ordinated and timely way
- We are seen in an environment that is accessible, clean and free from harm
- We are able to use public transport which is accessible
- We can find the venue and we are able to park easily

### **High quality care**

- We are treated as individuals with our needs, values and preferences respected
- We are treated with dignity and respect
- We are treated in a safe environment
- We have access to the emotional and practical support we need
- We are able to involve our loved ones/carers in decisions about us
- We have a choice about our care

### **Services that make us feel part of the community**

- We do not feel lonely in our community
- We feel safe and supported
- We know what services are in our community and how to use them
- We recognise our community needs in the services being delivered

### **Communication which is meaningful**

- We have a voice or/and our carers in decisions made about us
- We are asked how we would like to be communicated with
- We want communication to be delivered with care and compassion
- We are given information to make informed decisions about our care
- We want our information in a format suitable to our needs
- We have the opportunity and time to ask questions
- We know where to turn if we have questions, queries or concerns about care

**Services which are inclusive**

- We are not discriminated against
- We wanted services to reflect our needs
- We are able to share our knowledge, skills and expertise as a result of living with our conditions

**Support to enable us to promote our own health and wellbeing**

- We are an active partner in our care
- We have an active role, when we would like to, in making decisions about our care, treatment and support
- We are supported to look after ourselves day-to-day
- We have access to information, which is presented in a way that is right for us, that help us understand what is happening and lets us make decisions about our care

# One Team Response Form

Please share with us the first 3 digits of your postcode (e.g. M11, M9, M33)

Please rate the statements below from 1 to 5 in small boxes. Please give additional feedback in the larger boxes.

- 1 = Most Important**
- 2 = Very Important**
- 3 = OK**
- 4 = Not very important**
- 5 = Not important at all**

## 1. Co-produced health and care services

- a. We are able to participate in the planning and design of services
- b. We are supported and invested in as patients, services users and carers to advocate for common needs
- c. We are able to build on existing collaborative relationships and good practice
- d. We want equal participation to tackle the causes of inequalities
- e. We want sustainable involvement of individuals and communities

## 2. Good access to care

- a. We are able to access services when we need them
- b. We receive our care and treatment in a co-ordinated and timely way
- c. We are seen in an environment that is accessible, clean and free from harm
- d. We are able to use public transport which is accessible
- e. We can find the venue and we are able to park easily

## 3. High quality care

- a. We are treated as individuals with our needs, values and preferences respected
- b. We are treated with dignity and respect
- c. We are treated in a safe environment
- d. We have access to the emotional and practical support we need
- e. We are able to involve our loved ones/carers in decisions about us
- f. We have a choice about our care

**4. Services that make us feel part of the community**

- a. We do not feel lonely in our community
- b. We feel safe and supported
- c. We know what services are in our community and how to use them
- d. We recognise our community needs in the services being delivered


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**5. Communication which is meaningful**

- a. We have a voice or/and our carers in decisions made about us
- b. We are asked how we would like to be communicated with
- c. We want communication to be delivered with care and compassion
- d. We are given information to make informed decisions about our care
- e. We want our information in a format suitable to our needs
- f. We have the opportunity and time to ask questions
- g. We know where to turn if we have questions, queries or concerns about care


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**6. Services which are inclusive**

- a. We are not discriminated against
- b. We wanted services to reflect our needs
- c. We are able to share our knowledge, skills and expertise as a result of living with our conditions


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**7. Support to enable us to promote our own health and wellbeing**

- a. We are an active partner in our care
- b. We have an active role, when we would like to, in making decisions about our care, treatment and support
- c. We are supported to look after ourselves day-to-day
- d. We have access to information, which is presented in a way that is right for us, that help us understand what is happening and lets us make decisions about our care


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# Monitoring Form

We are committed to providing high quality services that meet the needs of Manchester people. We know that experiences vary between different groups of the population and we want to understand better how things are different for different people. The information that you provide below will remain confidential but if you prefer not to answer, please leave the questions blank.

1. What is the first part of your postcode (eg M1, M14, SK11)?

2. Are you: Male  Female

I would describe my gender as

3. Is your gender identity the same as the gender you were assigned at birth?

Yes  No

4. How old are you?

Under 16  30-50  66-80   
16-30  51-65  81+

5. Do you consider yourself to have a disability or long lasting illness?

Yes  No

6. What is your marital status?

Single  Married  Life-Partner  Civil Partnership

7. Which of these ethnic groups would you say you belong to?

White British	<input type="checkbox"/>	Asian or British Asian (Pakistani)	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Asian or British Asian (Bangladeshi)	<input type="checkbox"/>
White (other)	<input type="checkbox"/>	Asian (other, please tell us below)	<input type="checkbox"/>
Mixed (White and Black African)	<input type="checkbox"/>	Black or black British (African)	<input type="checkbox"/>
Mixed (White and Black Caribbean)	<input type="checkbox"/>	Black or black British (Caribbean)	<input type="checkbox"/>
Mixed (White and Asian)	<input type="checkbox"/>	Black (other, please tell us below)	<input type="checkbox"/>
Mixed (other, please tell us below)	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Asian or British Asian (Indian)	<input type="checkbox"/>		

Other (please give details)

8. How would you describe your religious beliefs?

No religion	<input type="checkbox"/>	Christian (including all Christian denominations)	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>	Hindu	<input type="checkbox"/>
Jewish	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Sikh	<input type="checkbox"/>	Other	<input type="text"/>

**9. How would you describe your sexual orientation?**

Straight (heterosexual)

Lesbian (homosexual)

Gay (homosexual)

Bisexual

**10. Are you a carer?**

Yes

No