

## Personal Health Budgets

### Engagement Report

March 2016



For longer, healthier, happier lives

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## 1. Background

A personal health budget (PHB) is an amount of money that is spent to meet the healthcare and wellbeing needs of patients, generally those with a long term illness or disability. It is supported by a care plan which sets out what the health needs/outcomes are, the amount of money in the budget and how this is going to be used.

Personal health budgets are not new money – they are a way of using NHS money differently, if this is something that the patient wants, and where it is clinically safe. No one has to have a personal health budget if they don't want one.

Personal health budgets can be implemented in different ways. Individuals may receive a direct payment equal to the agreed budget, which they use to purchase services themselves. Or the budget may be managed by statutory services or a voluntary sector broker, who purchase the services agreed on behalf of the budget holder.

The Government said that anyone who is eligible for 'NHS continuing healthcare' had the 'right to have' a personal health budget from April 2014. A small number of people, with complex long term health have 'continuing healthcare' funding.

The Government has also said that clinical commissioning groups (CCGs) can introduce personal health budgets for other people, those with long term mental or physical health conditions. NHS North Kirklees CCG (NKCCG) want to find out what the public thought about extending PHB in the Kirklees area, and whether it could help and support to better meet health outcomes.

## 2. Our engagement responsibilities

For NHS North Kirklees CCG, engaging people is not just about fulfilling a statutory duty or ticking boxes, it is about understanding and valuing the benefits of listening to patients and the public in the commissioning process.

By involving local people they want to give them a say in how services are planned, commissioned, delivered and reviewed. They recognise it is important who they involve through engagement activity. Individuals and groups play different roles and there needs to be engagement opportunities for both.

### Legal Requirements

There are a number of requirements that must be met when discussions are being made about the development of services, particularly if any of these will impact on the way these services can be accessed by patients. Such requirements include the Health and Social Care Act 2012 and the NHS Constitution.

**Health and Social Care Act 2012**, set out the Government's long-term plans for the future of the NHS. It is built on the key principles of the NHS - a comprehensive service, available

to all, free at the point of use, based on need, not ability to pay. It sets out how the NHS will:

- put patients at the heart of everything it does, 'no decision about me, without me'
- focus on improving those things that really matter to patients
- empower and liberate clinicians to innovate, with the freedom to focus on improving healthcare services

It makes provision for CCGs to establish appropriate collaborative arrangements with other CCGs, local authorities and other partners, and it also places a specific duty on CCGs to ensure that health services are provided in a way which promotes the NHS Constitution - and to promote awareness of the NHS Constitution.

Specifically, CCGs must involve and consult patients and the public:

- in their planning of commissioning arrangements
- in the development and consideration of proposals for changes in the commissioning arrangements where the implementation of the proposals would have an impact on the manner in which the services are delivered to the individuals or the range of health services available to them, and
- in decisions affecting the operation of the commissioning arrangements where the implementation of the decisions would (if made) have such an impact

The Act also updates Section 244 of the consolidated NHS Act 2006 which requires NHS organisations to consult relevant Overview and Scrutiny Committees on any proposals for a substantial development of the health service in the area of the local authority, or a substantial variation in the provision of services.

The duties to involve and consult were reinforced by the **NHS Constitution** which stated: 'You have the right to be involved directly or through representatives, in the planning of healthcare services, the development and consideration of proposals for changes in the way those services are provided, and in decisions to be made affecting the operation of those services'.

### 3. Engagement approach

NHS North Kirklees CCG, embarked on engagement over a six week period, from 25<sup>th</sup> January – 7<sup>th</sup> March 2016. An engagement plan supporting this work was developed (see Appendix A). The engagement was aimed to capture the views of the wider public and key stakeholders.

A short survey (see appendix B) was designed to gain feedback from patients about their views on the proposals. The survey was circulated via our existing engagement and communication mechanisms. This included sending the survey to our 'Your health,

your say' network, Patient Reference Groups (PRGs), PRG Network, Voluntary and Community Sector groups and key stakeholders. The survey was also uploaded to Involve and the CCGs website, and shared via Facebook and twitter.

To ensure staff and GP practices were aware of the survey and to encourage feedback, the link to the online feedback form was included in In the Nkow and Empire News.

## 4. Analysis of survey

26 surveys were completed.

<b>1. Are you completing this on behalf of:</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yourself, as someone that has used / does use the service	20.8%	5
Someone you care for that has used / does use the service	25.0%	6
A representative of a voluntary organisation	25.0%	6
Prefer not to say	12.5%	3
Other (please specify)	16.7%	4
	<b><i>answered question</i></b>	<b>24</b>
	<b><i>skipped question</i></b>	<b>2</b>

### 2. How do you feel a personal health budget (PHB) could support you to achieve better health outcomes?

21 people provided a response to this question. The key themes raised were:

- There was a real split in opinion with some people feeling that it wouldn't help them to achieve better health outcomes and they would prefer to continue receiving the support they do now.
- Others felt that it would make a significant difference to patients. As it would enable patients to have control over their own health care, by providing them with choice as to how, when and where they receive their care. They felt that this could also result in shorter waiting times, enable them to access the latest healthcare procedures / interventions and would be better value for money.
- It was suggested that we should also look at the benefits of social prescribing.
- It was mentioned that voluntary and community organisations tend to be funded to support patients on a short-term basis, even though patients would benefit from longer term interventions. PHB would enable the patient to have the choice to continue long-term.

**3. What specifically would you wish to replace or add to in your current healthcare package (this could include support from community health services, out-patient support, current care package)?**

20 people provided a response to this question. 6 people were already happy with the care that they received. The remaining 14 people made suggestions on what additional services could be provided, these were:

- Easier access to physio, speech and language and other support services to aid rehabilitation and continued independent living, these should be provided on a long-term basis
- Outpatient support
- Some charities and organisation already offer free services and these could benefit any community health service, out-patient support or current care package.
- Provision of specialist nurses
- More joined up working between the statutory health organisations involved in an individual's care package, and the voluntary sector.
- Diabetic liaison service to do home visits
- Transport and parking charges
- More personalised care from carers, with consistency in the carers providing the care and the patient being able to choose the times of the visits.

**4. Can you think of anything specifically that you would want to purchase with a personal health budget?**

18 people provided a response to this question, of these 6 people couldn't think of anything that they would want to purchase. One person had concerns with regards to the purchasing power of an individual patient compared to a large organisation or a group of people. The remaining 11 people made the following suggestions:

- Exercise equipment to use at home so that I don't lose the limited fitness that I still have.
- Better quality daily living equipment
- Regular activities through S2R
- Funding for longer term counselling for clients with complex PTSD or Dissociative Disorders.
- Free prescriptions for the main medications that are required to maintain optimum health
- Aromatherapy
- Learning opportunities related to wellbeing (anger or anxiety management)
- Elk Lifting Cushion
- To be able to take the person I care for to poetry groups and join a book readers club

## 5. Do you think there are any gaps in currently commissioned healthcare services that could be supported by PHB?

21 people provided a response to this question, of these 11 didn't think there were any gaps and one person felt that there were many new services for mental health service users, that were not being used to capacity. The remaining 9 made the following comments:

- Health and wellbeing is dependent on a variety of things including appropriate housing, ensuring maximisation of income, social interaction and physical activity.
- Long-term support and help to maintain the health that remains after a serious illness.
- Speech and language therapy
- Befriending
- Prevention
- There seems to be a gap in provision for clients with some complex mental health disorders. It can be hard to address this gap when the local authority does not necessarily identify diagnoses around Dissociative Identity Disorder. Our organisation sees many severely traumatised clients who require specialist support for such disorders but there are too few organisations funded to meet these individual needs.
- Access to mental health support. Long term conditions often impact on a person's emotional well-being and coping strategies, often counselling is missed.
- Access to information on PHB's

## 5. Conclusion

This engagement process has provided a snapshot of the views of the public and voluntary and community sector organisations on the provision of personal health budgets.

We will use the information you have provided to develop our local offer for PHB, but this is a scoping exercise and we cannot guarantee that PHB is developed in all areas of healthcare. Further information regarding how we are offering PHB will be publicised in our local offer, which will be developed by April 2016.

This report will be made publically available and feedback provided to those respondents who have requested it.

We would like to thank all respondents who have given their time to share their views.

## Appendix A – Engagement Plan

Activity	11/1	18/1	25/1	1/2	8/2	15/2	22/2	29/2	7/3	14/3	April onwards	
Develop a survey	←→											
Sign off survey and plan.	←→											
Develop media release	←→											
Start of engagement.			◆	←→								
Survey and information to be uploaded to website and intranet.			←→									
Information to be included within In the NKow newsletter during the engagement period.			←→									
Survey to be sent to VCS, PRG Networks, Your health, your say, Healthwatch and other key stakeholders.			←→									
End of engagement.			←→							◆		
Analysis of data									←→			
Production of Engagement report.									←→			
Feedback on engagement and next steps.											←→	

### Personal health budgets survey

#### What is a personal health budget?

A personal health budget (PHB) is an amount of money that is spent to meet the healthcare and wellbeing needs of patients, generally those with a long term illness or disability. It is supported by a care plan which sets out what the health needs/outcomes are, the amount of money in the budget and how this is going to be used.

Personal health budgets are not new money – they are a way of using NHS money differently, is this is something that the patient wants, and where it is clinically safe. No one has to have a personal health budget if they don't want one.

Personal health budgets can be implemented in different ways. Individuals may receive a direct payment equal to the agreed budget, which they use to purchase services themselves. Or the budget may be managed by statutory services or a voluntary sector broker, who purchase the services agreed on behalf of the budget holder.

#### Who can have one?

The Government said that anyone who is eligible for 'NHS continuing healthcare' had the 'right to have' a personal health budget from April 2014. A small number of people, with complex long term health have 'continuing healthcare' funding.

The Government has also said that clinical commissioning groups (CCGs) can introduce personal health budgets for other people, those with long term mental or physical health conditions.

#### What do the CCG need to do?

NHS North Kirklees CCG (NKCCG) want to find out how you feel extending PHB in the Kirklees area could help and support you to better meet your health outcomes. We really do want to know what you think and would be grateful if you could spare a few minutes to complete this short survey by Monday 7<sup>th</sup> March 2016. Thank you for participating in our survey. Your feedback is important. This is also available online at <https://www.surveymonkey.co.uk/r/PersonalHB>

We will use the information you provide to develop our local offer for PHB, but this is a scoping exercise and we cannot guarantee that PHB is developed in all areas of healthcare. Further information regarding how we are offering PHB will be publicised in our local offer, which will be developed by April 2016.

For further information regarding Personal health budgets please see: <http://www.nhs.uk/personalhealthbudgets>

**1. Are you completing this on behalf of:**

Yourself, as someone that has used / does use the service

Someone you care for that has used / does use the service

A representative of a voluntary organisation

Prefer not to say

Other (please specify)

**2. How do you feel a personal health budget (PHB) could support you to achieve better health outcomes?**

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**3. What specifically would you wish to replace or add to in your current healthcare package (this could include support from community health services, out-patient support, current care package)?**

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**4. Can you think of anything specifically that you would want to purchase with a personal health budget?**

--

**5. Do you think there are any gaps in currently commissioned healthcare services that could be supported by PHB?**

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## Equality Monitoring Form

In order to ensure that we provide the right services and to ensure that we avoid discriminating against any section of our community, it is important for us to gather the following information. No personal information will be released when reporting statistical data and data will be protected and stored securely in line with data protection rules. This information will be kept confidential.

Please try to answer all the questions.

<p><b>1. What is the first part of your postcode?</b></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"><b>Example</b></td> <td style="width: 50%;"><b>HD6</b></td> </tr> <tr> <td><b>Yours</b></td> <td></td> </tr> </table> <p><input type="checkbox"/> Prefer not to say</p> <p><b>2. What sex are you?</b></p> <p><input type="checkbox"/> Male   <input type="checkbox"/> Female</p> <p><input type="checkbox"/> Prefer not to say</p> <p><b>3. How old are you?</b></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"><b>Example</b></td> <td style="width: 50%;"><b>42</b></td> </tr> <tr> <td><b>Yours</b></td> <td></td> </tr> </table> <p><input type="checkbox"/> Prefer not to say</p> <p><b>4. Which country were you born in?</b></p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p><input type="checkbox"/> Prefer not to say</p> <p><b>5. Do you belong to any religion?</b></p> <p><input type="checkbox"/> Buddhism</p> <p><input type="checkbox"/> Christianity</p> <p><input type="checkbox"/> Hinduism</p> <p><input type="checkbox"/> Islam</p> <p><input type="checkbox"/> Judaism</p> <p><input type="checkbox"/> Sikhism</p> <p><input type="checkbox"/> No religion</p> <p><input type="checkbox"/> Other (Please specify in the box below)</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p><input type="checkbox"/> Prefer not to say</p>	<b>Example</b>	<b>HD6</b>	<b>Yours</b>		<b>Example</b>	<b>42</b>	<b>Yours</b>		<p><b>6. What is your ethnic group?</b></p> <p><b>Asian or Asian British:</b></p> <p><input type="checkbox"/> Indian</p> <p><input type="checkbox"/> Pakistani</p> <p><input type="checkbox"/> Bangladeshi</p> <p><input type="checkbox"/> Chinese</p> <p><input type="checkbox"/> Other Asian background (please specify)</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p><b>Black or Black British:</b></p> <p><input type="checkbox"/> Caribbean</p> <p><input type="checkbox"/> African</p> <p><input type="checkbox"/> Other Black background (please specify)</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p><b>Mixed or multiple ethnic groups:</b></p> <p><input type="checkbox"/> White and Black Caribbean</p> <p><input type="checkbox"/> White and Black African</p> <p><input type="checkbox"/> White and Asian</p> <p><input type="checkbox"/> Other mixed background (please specify)</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p><b>White:</b></p> <p><input type="checkbox"/> English/Welsh/Scottish/Northern Irish/British</p> <p><input type="checkbox"/> Irish</p> <p><input type="checkbox"/> Gypsy or Irish Traveller</p> <p><input type="checkbox"/> Other White background (please specify)</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p><b>Other ethnic groups:</b></p> <p><input type="checkbox"/> Arab</p> <p><input type="checkbox"/> Any other ethnic group (please specify)</p> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <p><input type="checkbox"/> Prefer not to say</p>
<b>Example</b>	<b>HD6</b>								
<b>Yours</b>									
<b>Example</b>	<b>42</b>								
<b>Yours</b>									

<p><b>7. Do you consider yourself to be disabled?</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to say</p> <p><b>Type of impairment:</b> Please tick all that apply</p> <p><input type="checkbox"/> <b>Physical or mobility impairment</b> (such as using a wheelchair to get around and / or difficulty using their arms)</p> <p><input type="checkbox"/> <b>Sensory impairment</b> (such as being blind / having a serious visual impairment or being deaf / having a serious hearing impairment)</p> <p><input type="checkbox"/> <b>Mental health condition</b> (such as depression or schizophrenia)</p> <p><input type="checkbox"/> <b>Learning disability</b> (such as Downs syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)</p> <p><input type="checkbox"/> <b>Long term condition</b> (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)</p> <p><input type="checkbox"/> Prefer not to say</p> <p><b>8. Are you a carer?</b></p> <p>Do you look after, or give any help or support to a family member, friend or neighbour because of a long term physical disability, mental ill-health or problems related to age?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to say</p>	<p><b>9. Are you pregnant?</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to say</p> <p><b>10. Have you given birth in the last 6 months?</b></p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to say</p> <p><b>11. What is your sexual orientation?</b></p> <p><input type="checkbox"/> Bisexual (both sexes)</p> <p><input type="checkbox"/> Gay (same sex)</p> <p><input type="checkbox"/> Heterosexual/straight (opposite sex)</p> <p><input type="checkbox"/> Lesbian (same sex)</p> <p><input type="checkbox"/> Other</p> <p><input type="checkbox"/> Prefer not to say</p> <p><b>12. Are you transgender?</b></p> <p>Is your gender identity different to the sex you were assumed at birth?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to say</p>
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**Thank you for taking the time to complete this form. Please return to:**

**FREEPOST RTEJ-AGSA-UAZL  
NHS North Kirklees CCG  
4th Floor  
Empire House  
Wakefield Old Road  
Dewsbury WF12 8DJ**

**Please return this form no later than Monday 7th March 2016.**

## Appendix C - Equality Monitoring Data

Please tell us the first part of your postcode e.g. HD3, WF13

BD19	1	5%
HD1	3	16%
HD4	2	11%
HD7	1	5%
HD9	1	5%
WF5	1	5%
WF12	3	16%
WF13	2	11%
WF15	1	5%
WF16	1	5%
WF17	3	16%
<b><i>answered question</i></b>		<b>19</b>
<b><i>skipped question</i></b>		<b>7</b>

What sex are you?

Male	6	27%
Female	15	68%
Prefer not to say	1	5%
<b><i>answered question</i></b>		<b>22</b>
<b><i>skipped question</i></b>		<b>4</b>

How old are you?

Under 16	0	0%
16 - 25	0	0%
26 - 35	0	0%
36 - 45	4	20%
46 – 55	7	35%
56 - 65	4	20%
66 - 75	5	25%
76 - 85	0	0%
86 +	0	0%
Prefer not to say	0	0%
<b><i>answered question</i></b>		<b>20</b>
<b><i>skipped question</i></b>		<b>6</b>

Which country were you born in?

21 people provided a response to this question, they all stated they from either the UK, Britain, Ireland or England.

## Do you belong to any religion?

Buddhism	0	0%
Christianity	10	48%
Hinduism	1	5%
Islam	1	5%
Judaism	1	5%
Sikhism	0	0%
No religion	7	33%
Other (please specify)	1	5%
<b>answered question</b>		<b>21</b>
<b>skipped question</b>		<b>5</b>

## What is your ethnic group?

Indian	1	5%
Pakistani	1	5%
Bangladeshi	0	0%
Chinese	0	0%
Other Asian background	0	0%
Caribbean	0	0%
African	0	0%
Other Black background	0	0%
White and Black Caribbean	0	0%
White and Black African	0	0%
White and Asian	0	0%
English/Welsh/Scottish/Northern Irish/British	16	84%
Irish	1	5%
Gypsy or Irish Traveller	0	0%
Other White background	0	0%
Arab	0	0%
Any other ethnic background	0	0%
<b>answered question</b>		<b>19</b>
<b>skipped question</b>		<b>7</b>

## Do you consider yourself to be disabled?

Yes	8	40%
No	11	55%
Prefer not to say	1	5%
<b>answered question</b>		<b>20</b>
<b>skipped question</b>		<b>6</b>

**If YES, what type of disability do you have? Tick all that apply**

Physical or mobility impairment (such as using a wheelchair to get around and / or difficulty using their arms)	5
Sensory impairment (such as being blind / having a serious visual impairment or being deaf / having a serious hearing impairment)	1
Mental health condition (such as depression or schizophrenia)	2
Learning disability (such as Downs syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)	2
Long term condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)	5
Prefer not to say	0
<b>answered question 8</b>	
<b>skipped question 18</b>	

**Do you provide care for someone? Such as family, friends, neighbours or others who are ill, disabled or who need support because they are older.**

Yes	10	50%
No	9	45%
Prefer not to say	1	5%
<b>answered question</b>		<b>20</b>
<b>skipped question</b>		<b>6</b>

**What is your sexual orientation?**

Bisexual (both sexes)	0	0%
Gay (same sex)	1	5%
Heterosexual/straight (opposite sex)	18	86%
Lesbian (same sex)	1	5%
Other	0	0%
<b>answered question</b>		<b>21</b>
<b>skipped question</b>		<b>5</b>

**Is your gender identity different to the sex you were assumed to be at birth?**

Yes	0	0
No	18	95%
Prefer not to say	1	5%
<b>answered question</b>		<b>19</b>
<b>skipped question</b>		<b>7</b>

