





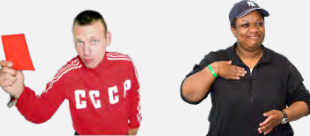






**Greater  
Manchester  
Integrated Care  
Partnership**



# The Big Conversation Phase 2 findings



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## What is the Greater Manchester Integrated Care Partnership?

The Greater Manchester Integrated Care Partnership is where all the people and organisations from across Greater Manchester who work in Health and Social Care work together to develop a plan for health and care for the area.



The law says there must be an Integrated Care Partnership.



The members include local government, the Voluntary, Community and Social Enterprise sector (VCSE), NHS organisations and others.



## What is The Big Conversation?



In October 2022 Phase 2 of 'The Big Conversation' took place.



We talked to people in all parts of Greater Manchester.



We talked to people in different ways to make sure as many people as possible could take part.



More than 2,000 people took part including:

- Men and women
- Older and younger people
- Carers
- Lesbian, gay, bisexual and transgender communities
- Disabled people
- People and communities having racial inequalities
- Asylum seekers
- Refugees
- Sex workers
- Homeless people



We had over 10,000 comments.



## The 5 things people talked about most were:



1. People are worried that there is not enough money to pay for staff and services in health and social care, including funding for the VCSE sector.



2. People said it is hard to get a GP appointment and that they have to wait a long time if they need care from a hospital.



3. People want more personalised and person-centred care. That means different people need to be cared for and supported in ways that work for them and that is different for different people.



4. People said services paid for by the Government need to work better with voluntary organisations who can help people in different ways.



5. People said we should spend more time stopping people getting poorly in the first place. They said we need to help people with the reasons they get poorly, including not having enough money.



## What would help you and your communities be healthier and happier?



- Make it easier to get help from the NHS, especially GPs and Mental Health support.



- More money for services



- Healthier lifestyles



- Changing the things that make people poorly. These are things such as where you live, how much money you have, if you have a job and clean air to breathe.



- Everybody being listened to. Being cared for in the way that works for you.



## What is stopping this for people?



- Problems with making GP appointments



- Services not having enough money



- Lots of different things get in the way of living a healthy lifestyle



- Not having enough money



- Communication problems



- No support around mental health



- Different organisations not working well enough together



## What is stopping this for communities?



It is hard to get services. It is extra hard if you are:



- Someone who does not use the internet



- d/Deaf – this means people who are hard of hearing and people who have been Deaf all their lives and may use British Sign Language



- Have problems seeing



- Have problem reading



- Do not speak much English



- Have a learning disability



Lots of people feel that staff do not understand their needs and so do not help them in the best ways.



○ d/Deaf people



○ People who have problems with their sight



○ People with learning disabilities



Lots of people feel that staff do not understand what is important to them in living their lives.



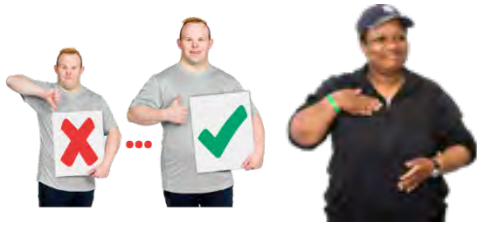
People from different ethnic groups.



People who are part of the LGBTQ+ community.



People feel invisible, unimportant, and want to be heard.



### Question 3 What would help people?



- More money for the VCSE sector and given over more years.



- Being able to see your GP.
  - Face to face GP appointments
  - Out of hours services



- NHS dentists



- Support with the cost of living.  
This means not having enough money to live on.



- Help to live a healthier life: particularly food and activity.



- The health service and voluntary sector working together better.



- More help to make sure people do not get poorly in the first place.



## What would help communities?



- More staff from all the different communities in Greater Manchester and who have lived experience.



- Better training for staff



- Cultural awareness



- Disability awareness



- Communication skills



- Information given in different ways so it is accessible to everyone.



- Making sure that if people do not speak much English they can get information in a language they do speak.



- Community involvement.



- Being listened to and understood.



## Question 4: What is the most important thing for health and social care?



- **Better communication**  
between services and with the public.



- More **accessible** services including being able  
to get appointments and waiting times.



- **Partnership working** with the community and  
the VCSE sector.



- Better **funding**, more training and better wages  
for NHS and care staff.



- **Personalisation and person centred care.**