

Listening to our residents Lambeth Country Show 2024



Lambeth Country Show as a listening opportunity



The largest scale opportunity in the Borough calendar for Lambeth Together's leadership to hear what matters most to local people about health and care; 120,000 visitors over two days

Direct, open and repeated listening activity, outside of meeting and service settings, supports Partnership commitment to have live connections to communities and involve people in setting and reviewing the priorities of Lambeth Together – an 'ear to the ground'

Part of broader framework for involving people at all levels - 'layered' approach that includes

- setting the overall priorities of Lambeth Together
- developing and delivering the priority programmes of work of Lambeth Together
- the governance arrangements of the partnership as a whole



Outreach at Lambeth Country Show

taking health and care information and interventions into the heart of the community



Wide partner offer in marquee, with Active Lambeth

- Blood pressure checks and advice on hypertension prevention and control
- Cancer screening, childhood immunisations, eye health checks - advice and info
- Mental health - info and signposting with LWNA
- Info and signposting to local services and support from Adult Social Care (with Age UK) and Health Champions
- Opportunity to get advice or give feedback with Healthwatch Lambeth

Active partnerships

Public Health, general practice, NHS trusts, community pharmacy, Adult Social Care, VCS, Healthwatch, Lambeth Together Alliances/programmes; signposting from listening team and opportunity to cross-refer within the marquee

Key public messages, shared in advance and live:

- Knowing what your blood pressure numbers mean could save your life, it's easy to get your bp checked, @pharmacy, @home, @LCS
- Find out about health and care services and support in Lambeth (egs of services / teams in the marquee)
- Share your views and experiences, to make a difference and inform improvements in health and care in Lambeth



310 bp checks completed – 59 referrals to GP
66 breast screening conversations
150+ Age Friendly Lambeth conversations

Listening tactics

‘What matters to you’ postcards

Two quick, open questions to enable respondents to:

- speak from their own experience
- use their own definitions of health
- share their ideas (rather than choose from ours) for what could help them stay well, improve their health or improve services and initiatives to support their health and wellbeing

Listening rota for Board members & staff over 2 days

Promotion of broader Lambeth Together ‘involvement/voice’ opportunities

- Participating in Public Forum
- Attending Board meetings (opportunity to ask a question)
- Speaking with Alliance and Programme stallholders attending LCS
- Taking part in Age Friendly Lambeth consultation at AFL stall
- Patient and Public Voice Board Member vacancies - ‘Use Your Voice’ postcard with QR code to information on current recruitment



Questions asked:

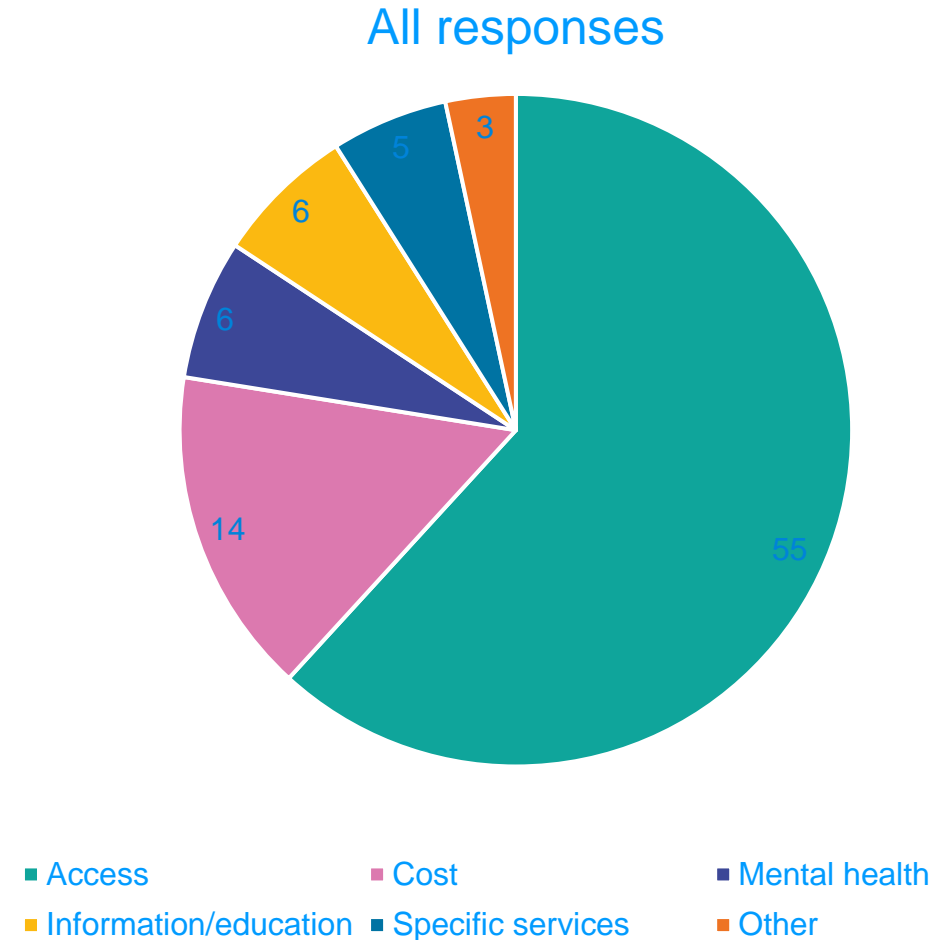
- What matters most to you about health and care in Lambeth?
- What would make the biggest difference to your or your family's health and care?



Response breakdown



- Responses were grouped into the following categories:
 - **Access** – to general practices, specialist health services, dentists, wait times
 - **Cost** – importance of free healthcare, cost of leisure activity, cost of living
 - **Mental health** - access to services, loneliness and isolation
 - **Information/education** – where to get reliable advice on eating healthily, staying active, and support to stay happy and healthy
 - **Specific services** – e.g. end of life care, stop smoking, MS
 - **Other**



Other – residents raised:



Individual comments

- Safety in Lambeth, need to feel safe
- More safe spaces for teenagers
- Lack of trust in Government
- Good personal experience of GP support in transition of family member to care home, should be good in all areas



Sharing insight



- The insights gathered at the LCS are shared with the leadership of Lambeth Together to inform strategic thinking and planning
- Shared with programme, alliance and commissioning leads for consideration of implications and corresponding action as appropriate
- Complete the feedback loop – this summary published to the Community Insights page on the Lambeth Together website

