

How can we improve signposting and the coordination of existing services?

The importance of signposting, and the improved sharing of information, was well recognised. Suggestions, some with significant support, were made and these included:

- Compiling a directory of services with a comprehensive version for use by islanders and a more concise 'easy read' version for GPs and other Primary Care providers
- Improve collaboration and communications with GPs to ensure that up to date advice for patients on services and support is readily available
- Improve appropriate data sharing between GPs, the hospital and the community as important information often gets lost
- Coproduction of signposting information with service users to understand what will work best for them
- Can sometimes be challenging to know who to refer to
- Improve communications between sectors and providers so that they are more aware of what is on offer and have a better understanding of what others are doing
- Plan updates in a coordinated way so that changes in a pathway are communicated to everybody at once
- Increase use of digital, including QR code, as information can be more easily updated – but always remember that not everyone is 'on-line'
- Encourage self-referral to services offering support using digital portals
- Hard to access groups, such as elderly or sight impaired, rarely receive the right message, how do we do this without digital?
- Revisit work undertaken in relation to the CareHub in 2017
- Broaden our thinking on social prescribing to start much earlier in the pathway and change the name from 'prescribing' as this is too clinical
- Television adverts might encourage family discussions
- Use simple English and reduce the jargon