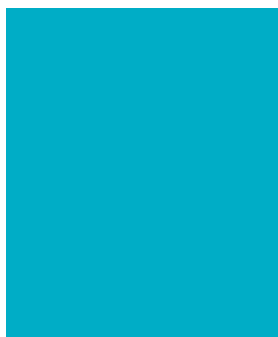
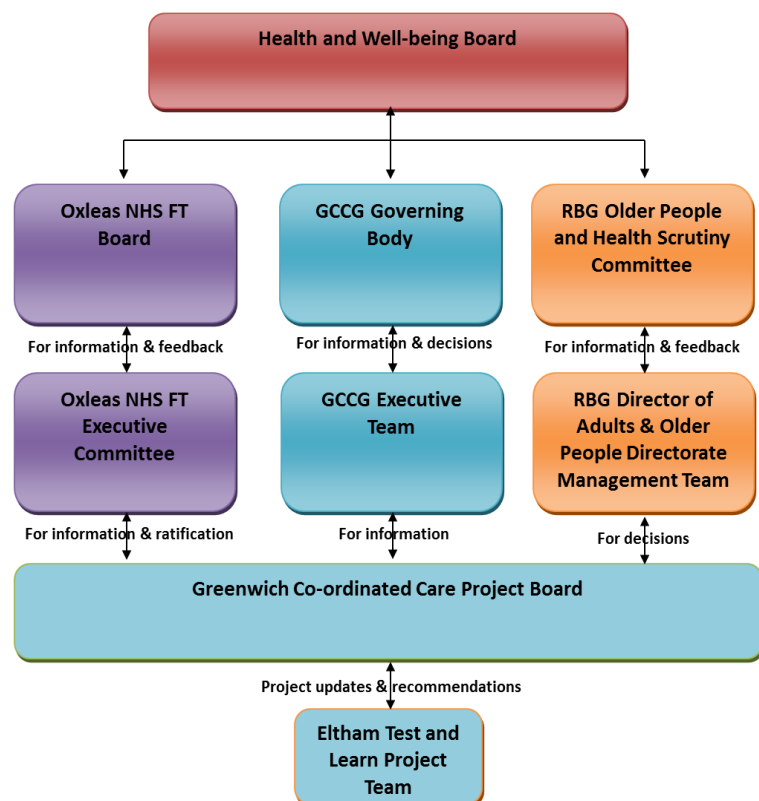




Citizen Empowerment and Personalisation

Jay Stickland – Senior Assistant Director
Royal Borough of Greenwich



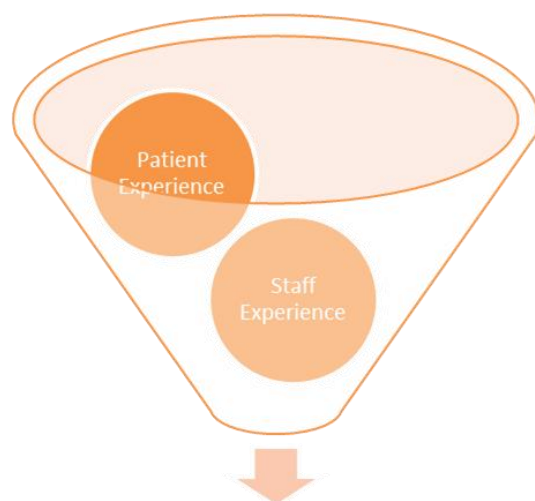


Project Board Members

Philip Provenzano	Institute of Public Care
Janice Lucas	Institute of Public Care
Jay Stickland	Royal Borough of Greenwich
Rachel Karn	Royal Borough of Greenwich
Ajibola Awogboro	Royal Borough of Greenwich
Maggie Rastall	Royal Borough of Greenwich
Estelle Frost	Oxleas NHS Trust
Lisa Thompson	Oxleas NHS Trust
Jane Wells	Oxleas NHS Trust
Helen Smith	Oxleas NHS Trust
Dr Rebecca Rosen	Greenwich Clinical Commissioning Group
Langley Gifford	Greenwich Clinical Commissioning Group
Pauline O'Hare	Greenwich Action for Voluntary Service
Nike Arowobusoye	RBG – Public Health
Rosaline Mitchell	Healthwatch
Leceia Gordon-Mackenzie	Healthwatch
Gillian Johnson	Delivery support manager NHSQ

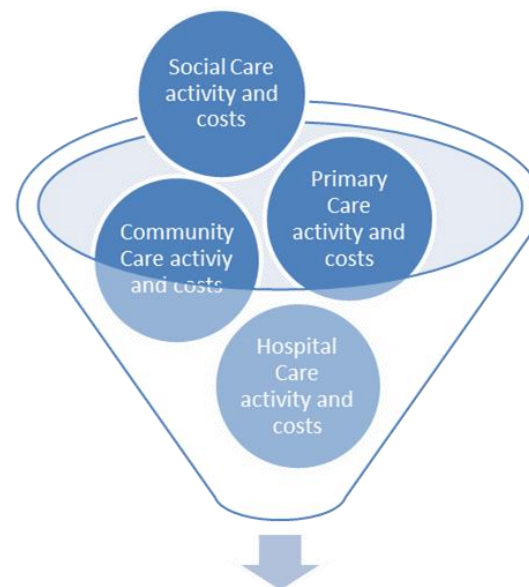
Greenwich Coordinated Care – Test & Learn Evaluation of Impact

Qualitative analysis



What it is like to be part of
the GCC Test

Quantitative analysis



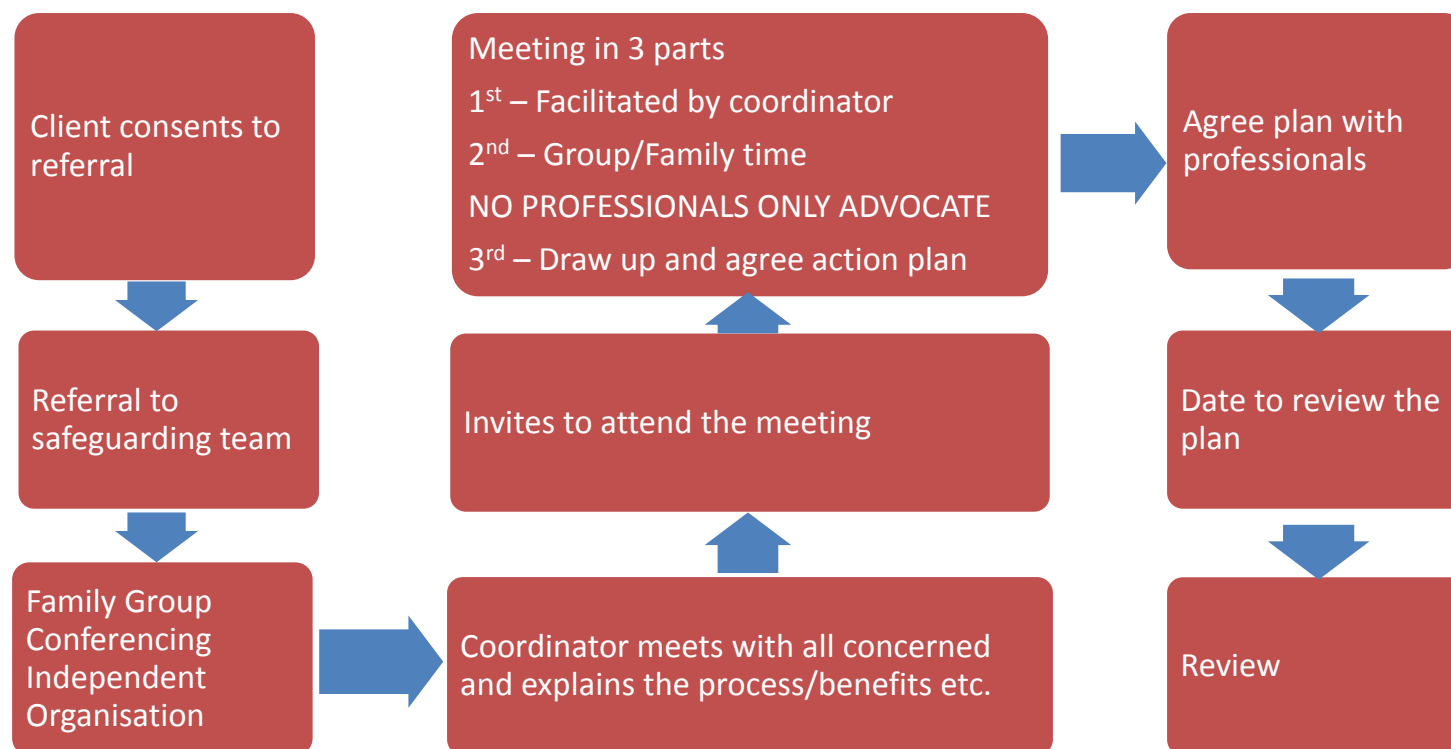
Overall GCC Test impact on
costs and activity levels



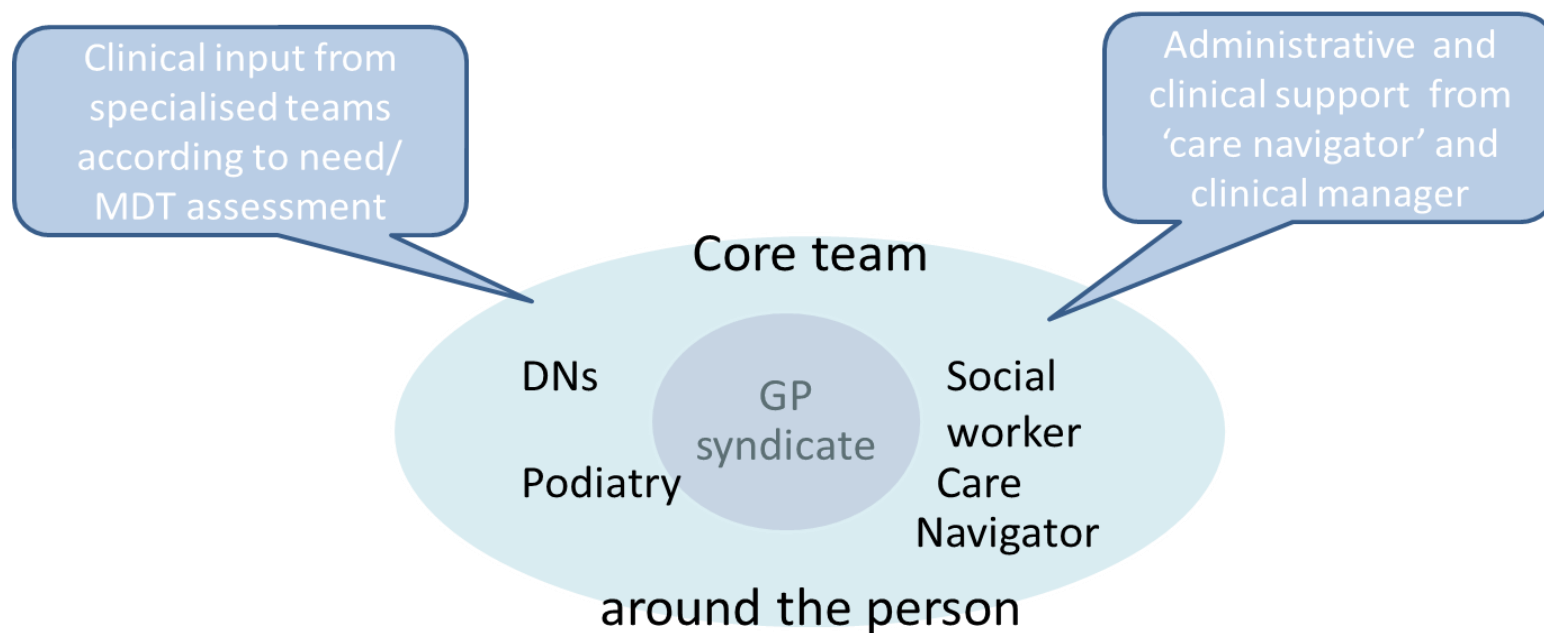
Family group conference and restorative justice

- Opening the circle of communication and involving others improves accountability, ownership and promises better outcomes
- Service users being empowered to remain in their own homes rather than respite or residential care
- Service users with learning disability being empowered to live a more independent life

Restorative Interventions



Greenwich Test and Learn Site





Greenwich Coordinated Care : Action Plan

Eltham Locality

Date of Meeting:

Name	DOB	FWi no.	NHS no.	Preferred contact details for person	Lead professional	Care Navigator
Reason for Referral:				GP: Surgery:		
Person's presenting issues - What "I" would like to happen						
Summary of health and social care (including medical history)						
GCCMeeting update						
Actions by Care Navigator to date						
Desired outcomes	By when	Responsible professional	Contact details	Progress - date	Achieved	Outcomes Not achieved



Greenwich Coordinated Care : Action Plan

Eltham Locality

Date of Meeting:

My Name	Date of birth	My preferred contact details	My lead professional	My Care Navigator and their contact number

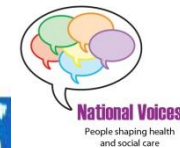
What I would like to happen
--

Desired outcomes	By when	By who	Their contact details	Progress - date	Achieved	Outcomes Not achieved

I agree with this plan to coordinate my care and support across different types of services. I understand that this will mean that the people involved in my care will share information about me so that they can work together to help me live the life I want to the best of my ability in the best way possible. I understand that I will always be informed of what will happen next and that if I have any questions about my plan then I can contact my Care Navigator.

Signed:

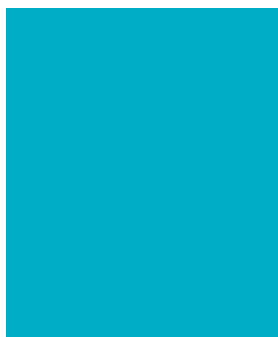
Date:



Citizen empowerment & personalisation

Health and care as if people matter

Jeremy Taylor, 11 March 2014





National Voices

People shaping health
and social care



What matters?

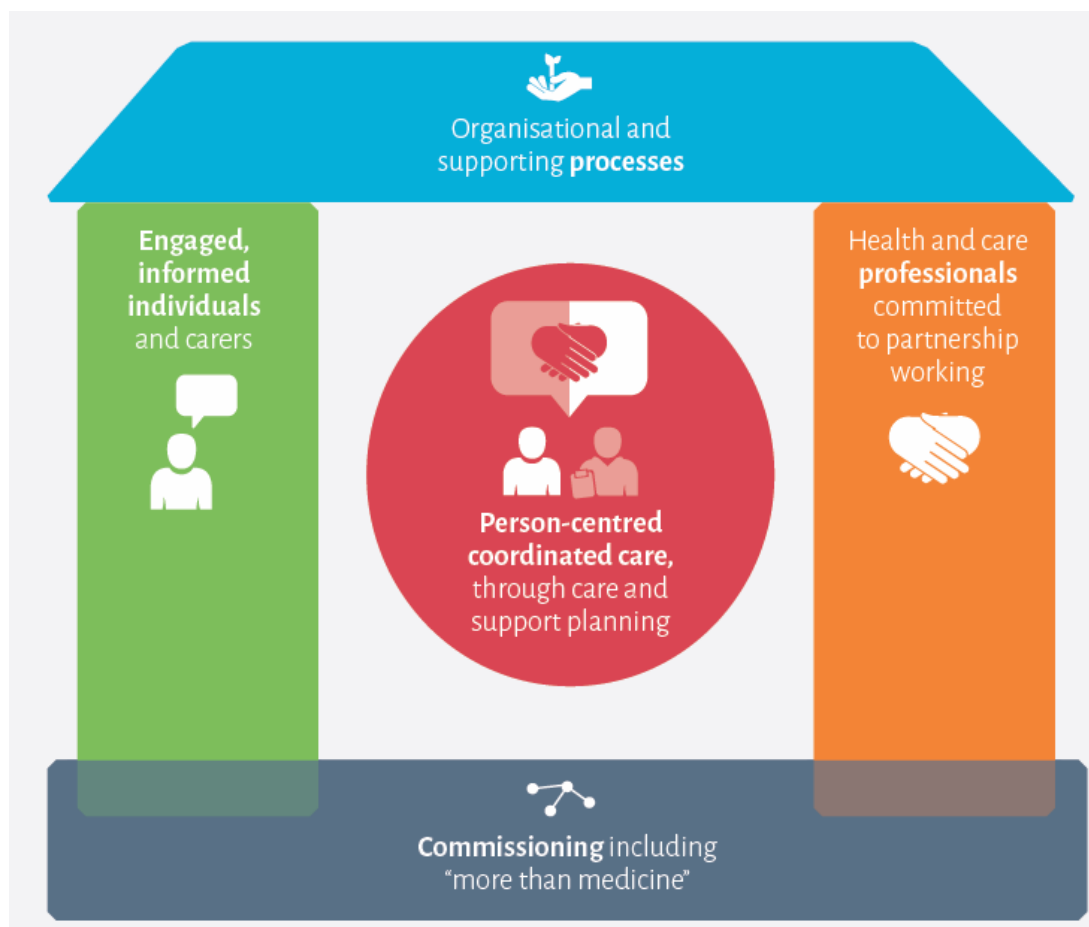
- Access
- Information
- Communication
- Involvement
- Family and friends
- Privacy, confidentiality and dignity
- Support for self-care and independence
- Personalised service, coordination and continuity
- Practical support
- Emotional support



What matters?

- I want to see a doctor
- I want a service I can trust
- I want to know what's going on
- I want to be treated as a person
- I want a say
- I don't want to be passed from pillar to post
- I don't want to repeat my story every time
- I want to be in control
- I want to be looked after
- I'm in pain. I'm exhausted
- I'm not happy about the care my Mum is getting

The house of care



Changing models of care

From

- Patients as recipients
- Primarily medical
- Professionals designing services
- Mobilising doctors, nurses and drugs
- Treatment plans
- Clinical outcomes
- Hospital focus

To

- People as partners and managers of their health
- Increasingly social
- Co-design of services
- Mobilising citizens and communities
- Participative care and support planning
- Quality of life outcomes
- Out of hospital focus



A care system in which people matter

- People have rights
- People define success
- People are partners
- People are managers
- People are leaders
- We are all part of the workforce
- No decisions about us without us



Citizen Empowerment – perspectives from a patient and former carer

Helen Davies

(Chair of Improving the Cancer Experience PPI group at St George's Hospital, and member of Pan London Cancer User Partnership)

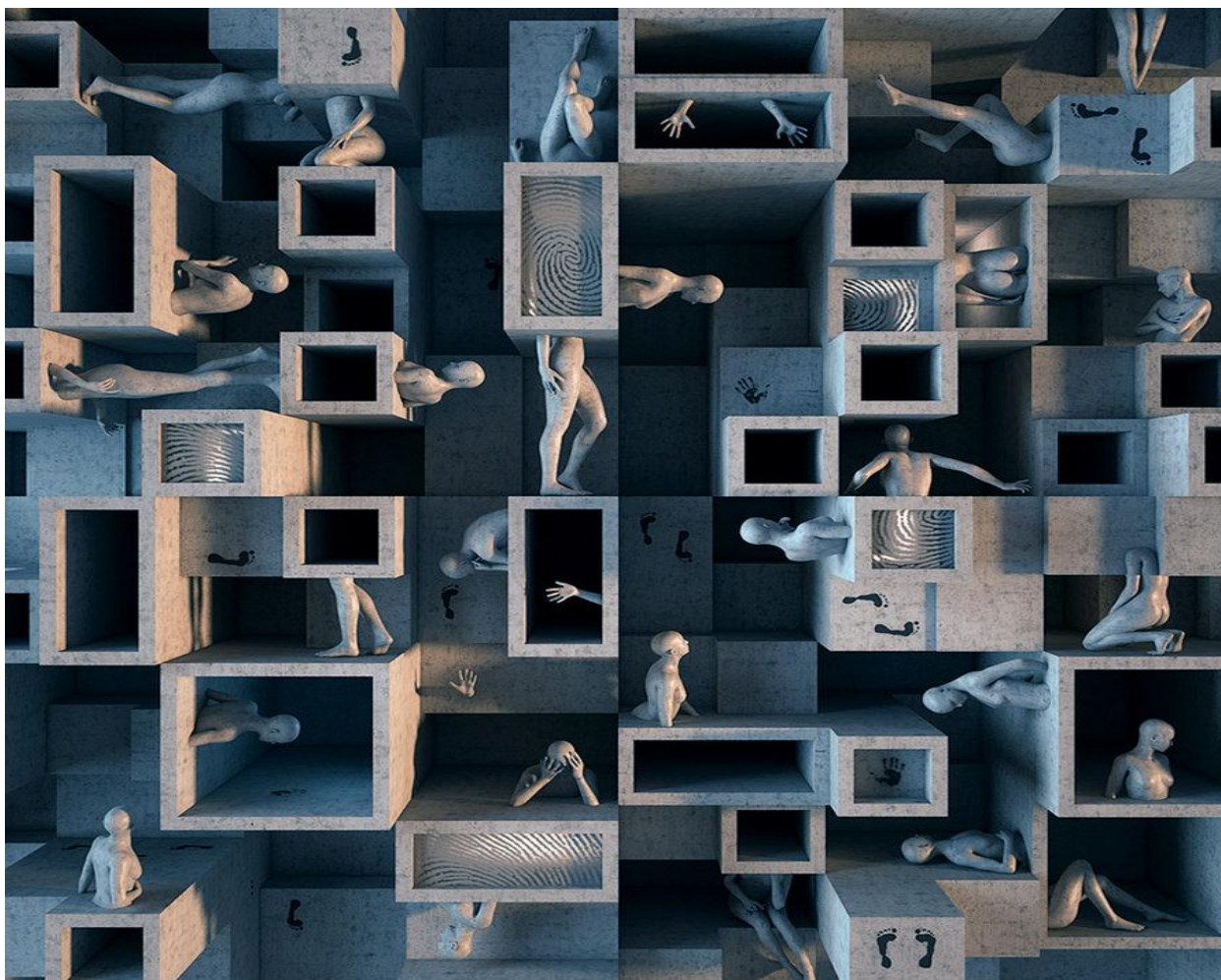
11th March 2014



Need for advice and support to manage the consequences of treatment and challenges of LTCs

- Holistic Needs Assessment / use of tools like ‘Concerns Thermometer’
- Proactively asking how we’re coping (not just from medical point of view) and sign-posting sources of support
- Referring to (or advising on) social care or third sector providers of financial, employment-related, and practical help

***NB: asking for help isn’t admitting defeat –
and can go hand in hand with ‘thinking positive’***





Importance of genuine integration within and across services

- Clinical Nurse Specialists / Key Workers / Care Navigators
- ‘No wrong door’ principle (instead of ‘not my problem’ approach.....)
- Support and training for frontline staff and non-clinicians
- Recognising the importance of those who care for and about the ‘patient’ - and investing in their support