



To: National Quality Board

For meeting on: 8 June 2016

Report author: Jeremy Taylor

Report for:

Decision	Discussion	Information
	X	

TITLE: The People and Communities Board

Summary:

This paper introduces the work of the People and Communities Board and sets out its current role and remit. A discussion will be invited around how people-powered approaches to health and care are best reflected in how we define and measure quality and pursue quality improvement?

Actions requested:

The NQB is asked to discuss the questions posed in this paper and agree how best to take forward the dialogue.

ALB Involvement in development and sign-off of paper:

People and communities board

Jeremy Taylor, CEO, National Voices

At NQB, 8 June 2016

Our role

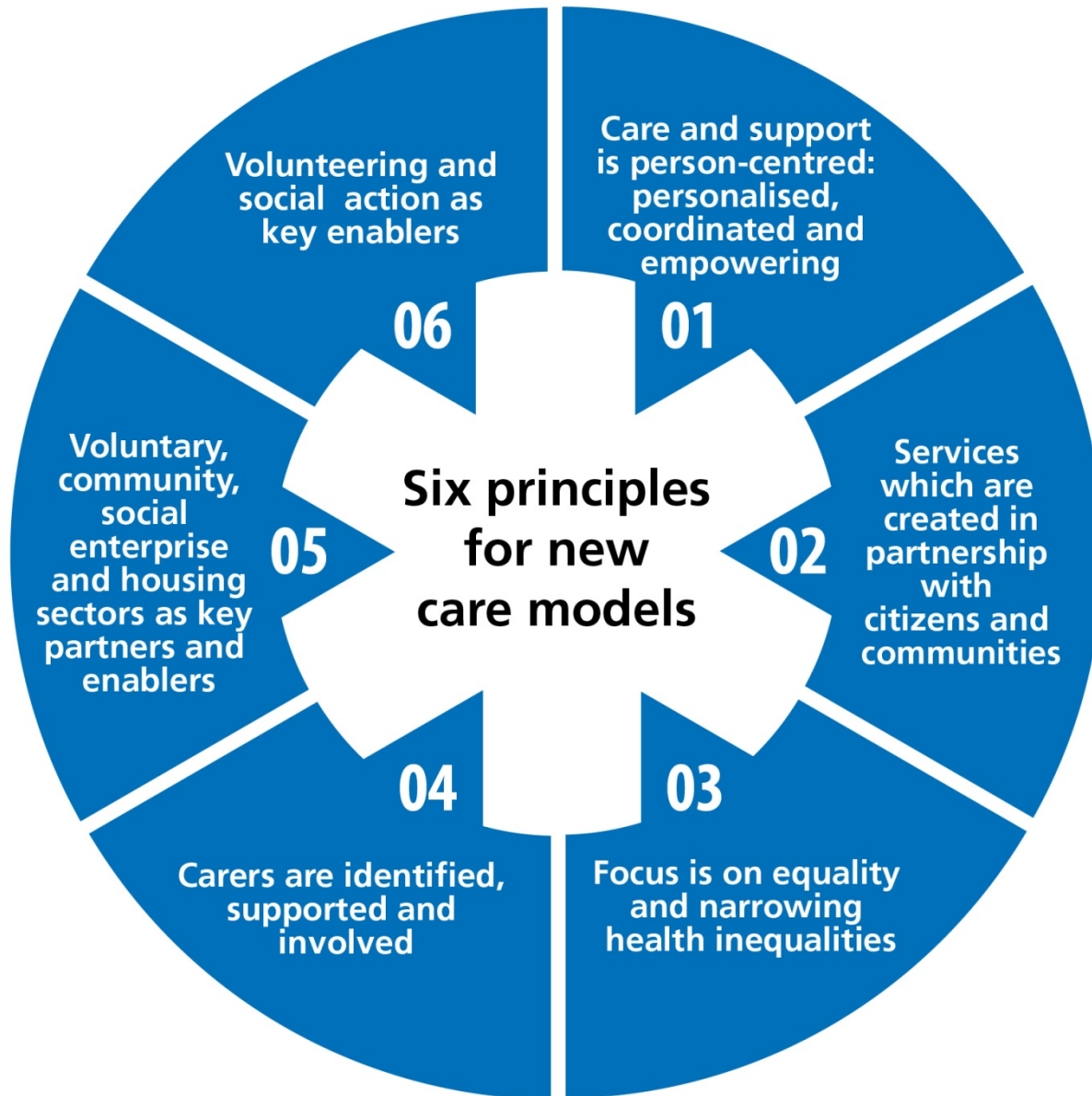
- Champion the 5YFV Chapter 2 vision & ensure that person-centred care and community-centred approaches are embedded
- Deploy the expertise of patients, service-users, engaged citizens, the voluntary sector, and other stakeholders, providing a support and challenge function

Who we are

- Caroline Abrahams, Age UK
- Duleep Allirajah, Macmillan
- Alexandra Ankrah, Social Action Team, Office for Civil Society Cabinet Office
- Helen Bevan, NHS Horizons
- Colin Brown, Red Cross
- Neil Cleeveley, NAVCA
- Martin Farran, ADASS
- Mike Grady, expert by experience
- Shane Hayward-Giles, Local Government Association
- Emily Holzhausen, Director of Policy and Public Affairs, Carers UK
- Phil McCarvill, NHS Confederation
- David McCullough, Chief Executive, RVS
- Christine Morgan, expert by experience
- Vicki Nash, Head of Policy and Campaigns, MIND
- Mandy Rudczenko, expert by experience
- Anu Singh, Director of Patient and Public Participation and Insight, NHS England
- Jeremy Taylor (Chair), Chief Executive, National Voices
- Duncan Tree, Head of Policy and Performance, Volunteering Matters

Our remit from the 5YFV board

- Support and embed person centred, community-focussed approaches in the vanguard areas, STPs, and more widely across the country
- Make progress on the Forward View commitments on carers and volunteers, and promoting social action
- Help the NHS manage demand, increase resilience and undertake major service change through better engagement with service users, public and with the voluntary and community sector
- Work with the arm's length bodies and other Forward View boards to ensure a consistent national approach to transforming the relationship with people and communities



Person centred care:

- **See the person**, not the illness
- **Care for me** (or my loved one), expertly, safely, compassionately
- **Join up** your services around me (or my loved one)
- **But don't take over** – I need choices, control, independence; to be involved; to get on with my life

I work with my team to agree a care and support plan...

I am supported to achieve my goals....

Person centred coordinated care

“I can plan my care with people who work together to understand me and my carer(s), give me control, and bring together services to achieve the outcomes important to me.”

I have the information I need...

I'm involved as I want to be in decisions...

**The professionals work as a team.
I always know who is coordinating my care**

When I move between settings there is a plan in place....

Why this matters

Primary care	Living with long term condition/s I have a written care plan	3.3%	2015
Inpatient care	I was as involved as I wanted to be in decisions	56%	yes definitely
		34%	yes to some extent
		2015	
	I was always treated with dignity and respect	81%	2014
Community mental health	I know who is coordinating my care and they do it very well	59%	2015
	I have definitely agreed with someone from the services what care I will receive	42%	2015
	I was as involved as I wanted to be in decisions	50%	yes definitely
		38%	yes to some extent
		2015	
Adult social care	How I am helped or treated makes me think & feel better about myself	61%	2014-15
	I feel in control of my daily life	77%	2014-15
End of life care	staff always treated the dying person with dignity and respect	59%	(doctors) 2014
		53%	(nurses)
	Services definitely worked well together in the last 3 months	42%	(2014)

Let's talk about quality

- How do we ensure a focus on person-centredness as a fundamental dimension of quality?
- What is the role of patients, carers, citizens in defining quality?
- How do we drive quality improvement?
- What levers, incentives and leadership behaviours do we need/not need?
- What metrics do we need – and for what purposes?