

## Coalition for Collaborative Care

### Partners Group

Wednesday 8<sup>th</sup> April 2015



### Overview

On Wednesday 8<sup>th</sup> April, the Coalition for Collaborative Care hub team welcomed 40 new partners who have signed-up to the C4CC vision of making person-centred care a reality for people with long-term conditions.

Representatives were present from a range of health and social care's most influential groups and organisations, alongside people living with long-term health conditions. Partners will come together three times a year to share their work in this area, build connections and develop joint efforts; to be informed of relevant developments, have the opportunity to influence policymakers and others, advise on C4CC activity and get involved in C4CC projects.

The Partners day was split into two halves. The morning session served as an induction for new Partners; orientating them to our vision and providing an overview to the Coalition's work programme and upcoming Co-production strategy. Founding C4CC Partners joined new representatives after lunch, when the group came together to explore the central themes of the Coalition and the opportunity for partner contributions in more depth.

### Part 1

#### Induction for new partners

Designed specifically for new partners to understand the background to the Coalition, the morning session provided an opportunity to hear from founding members and to explore the main aims of the C4CC around care and support planning and 'People Powered Health'.

**Nigel Mathers**, Chair of the Coalition and Honorary Secretary for the Royal College of GPs, led the introductions and spoke about the genesis of the Coalition from NHS Expo in March 2014. Nigel talked of the relevance of the 'House of Care' to the Coalition's work and the need for a transformation of general practice as part of the fundamental change in the relationship between healthcare professionals and patients.

**Giles Wilmore**, Director for Patient & Public Voice & Information at NHS England, spoke about NHSE's support for the Coalition and opportunities arising for C4CC from the Five Year Forward View.



**Catherine Wilton**, Deputy Director of the Coalition, talked about 'People Powered Health' and the importance of support networks, co-production, communities and a focus on the wider determinants of health. (See left).

**Shahana Ramsden**, Senior Co-production lead, gave a presentation with three members of the Coalition's Co-production Group, **Tim Woolliscroft**, **Sue Denmark** and **Richard Cross**. Together they outlined future plans for the Coalition's Co-production Strategy and shared their personal experiences of co-production in practice.

**Martin Routledge**, Director of the Coalition, explain how Partners would work together to build a powerful movement for change to make person-centred care a reality for people who live with long-term conditions. Martin talked about the Coalition's planned action across four connected areas, which builds the case for the incorporation of person-centred approaches into core health and care activity:

**Supporting Practice, People and Communities:**

- **"Depth"** activity, directly influencing and supporting significant exemplar initiatives to incorporate and demonstrate the case for person centred approaches.
- **"Breadth"** activity, supporting and building networks of people, organisations and champions – to enable them to implement person-centred approaches in their communities.

**Knowledge and evidence:**

- **Sharing existing knowledge and evidence** with our partners, members and the wider public so that C4CC is educating and positively influencing organisations and policy related to person-centred care.
- **Supporting development of resources** which further builds and supports the case for person centred care and ensuring its effective deployment.

## What does person-centred care mean?

Following the round of presentations from founding partners and members of the hub team, Catherine led a discussion to explore what the concept of person-centred, collaborative care means to Partners and what ‘good’ person-centred care looks like for groups including people and families, front-line health professionals, commissioners and communities (*summary of people’s ideas below*).

### What does ‘good’ look like?

People and Families	Front-line Practitioners	Commissioners	Communities	The Whole System
Co-production – families and people sharing services	Joined-up teams: to enable consistency of patient experience	Local autonomy and trust	Inclusive, open to all and accessible (Virtual?)	Focus on the prevention agenda
Co-ordination – joining-up of services to make it easier to connect people to what they need when they need it	Trust – between people and practitioners; between colleagues, teams and services	Providing value (financial and to patients) quickly to gain buy-in)	Good, open-minded leadership with a commitment to the person	Sharing of good practice so that information duplication is avoided
Access to timely and effective support and advice to ‘live your life’	Solution focussed – not ‘depressed’ practitioners	Outcomes focus (patient defined)	Supporting people to ‘get a life’, not a service	Value: quality, cost-effectiveness and safety
Communication with professionals that is meaningful and easy to understand	Whole system; health literacy (including patients)	Set of ‘measures of success’	Connected set of networks (no silos)	Person-centred, not professional-centred, at all levels
Preventative models – support outside of medicine	Local leadership to champion person-centred approach	Good evidence – to demonstrate case for change	Easy access to influence to policy, expertise and practice	Seamless care as people move across different parts of the system
	Being able to access ‘more than medicine’ resources/tools	Taking time (having time) to invest in change		Understanding and navigation of complex system

## Part 2

### Networking, connecting and sharing ideas and expertise on person-centred care

After lunch, new partners were joined by founding Coalition partners and everyone had the opportunity to share news of projects and initiatives relevant to the work of the Coalition. In an open-space style discussion, partners were encouraged to



network with one another and exchange ideas and information whilst making useful connections to better support their own work programmes (*see above*).

### Making the C4CC vision a reality

Following this session, table top discussions were held on the issue of how to engage commissioners to take person-centred care ‘seriously’ at the local level. See below for a summary of the key points:

<b>Person-centred care and support planning and People Powered Health won't happen at scale unless local health systems prioritise them.</b>	
<b>What needs to change locally to make these things happen?</b>	<b>What can the Coalition and its partners do to get these things to happen?</b>
Network for peer support	Platform for partners to tell story
Clarity of change looked for	Support networks and share learning
Leadership to a plan of all levels local systems; leaders should ‘walk the walk’ to gain insight into the realities practitioners face when implementing person-centred care	Authoritative source – convince other key organisations that person-centred approach ‘works’

Helping people and practitioners see each other as people	Use accessible language and use powerful organisations to lever
'More than medicine': invite people to 'do no harm to communities'	Narrative to 'do no harm to communities'
Build local trust – harness local resources and champions to endorse change	Identify local health metrics and research on person-centred case to support call for change

## Feedback – the Partner Perspective

As a closing exercise, all Partners were asked to share a short thought about they felt the day went. We received much positive feedback and reflection from new and founding partners about the day with a number of attendees tweeting about their experiences:



**David Russell** @daithirusell · Apr 8  
Looking forward to my day @Co4CC partners launch event! @justaddspice are pleased to be a partner #coproduction #peoplepowered

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**BritishGeriatricsSoc** @GeriSoc · Apr 8  
BGS staff & officers spending today with the @Co4CC & partners discussing exciting new routes for collaborative, person-centred care.

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**Rezina Hakim** @hakimrezina · Apr 8  
Interesting day meeting with and being welcomed as partner of @Co4CC . Important conversations on integration, co-production & listening

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**CHANGE** @changepeople\_ · Apr 8  
Productive day @co4cc partner meeting-gr8 opportunity for health, social care & vol orgs to come together share ideas & plan positive change

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**Martin Simon** @TBUKMartin · Apr 8  
Many thanks to @Co4CC for invite to help "support action & create conditions" for a culture of involvement in people powered health. #ABCD

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**Chartered Physios** @thecsp · Apr 8  
Great meeting today at Collaborative Care @Co4CC We're happy to be a partner and look forward to what comes next #C4CC

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