

# Six principles for engaging people and communities

Jeremy Taylor, CEO, National Voices

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- Coalition of 160+ charities
- Founded 2008
- Championing person centred care, a strong patient and citizen voice, and services built around people
- Standing up for voluntary organisations and their vital work for people's health and care
- Supporting the People & Communities Board

# The Five Year Forward view

- We need “a radical upgrade in prevention and public health”
- Quality of care is too variable
- We need £22 billion of productivity improvements
- “Patients will gain far greater control of their own care”
- “Decisive steps to break down the barriers in how care is provided”

# The Five Year Forward: chapter 2

- “A new relationship with patients and communities”
- “personalised care will only happen when services recognise that patients’ own life goals are what count;”
- that services need to support families, carers and communities;
- that promoting wellbeing and independence need to be the key outcomes of care;
- and that patients, their families and carers are often ‘experts by experience’.”

# A new relationship: why does it matter?

Person centred community focussed approaches lead to:

- Better health & wellbeing
- Better decisions
- Better experience
- Better outcomes
- Better tailored services
- Better resource allocation

[www.nationalvoices.org.uk/evidence](http://www.nationalvoices.org.uk/evidence)

[Realising the value programme](#)

# A new relationship: why does it matter?

<b>Primary care</b>	Living with long term condition/s I have a written care plan	3.3%	2015
<b>Inpatient care</b>	I was as involved as I wanted to be in decisions	59%	yes definitely
	I was as involved as I wanted to be in decisions (learning disability)	49%	yes definitely
		2015	
	I was asked to give my views	79%	no 2015
<b>Community mental health</b>	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	
<b>Adult social care</b>	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
<b>End of life care</b>	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)



[Six principles for engaging people and communities: putting them into practice](#)

# Principles into practice: the “what”

- **care and support planning**, using the principles and stages outlined by National Voices, TLAP, C4CC, RCGP and others.
- **shared decisions about treatments**
- **information, education and support for self-management**, including peer support, for people living with long term conditions and disabilities
- **access to personal records** – proven to support self management, shared decisions and people’s commitment to courses of prevention and treatment
- **health coaching**
- **peer support**
- asset based approaches such as **social prescribing**
- **personal budgets** to give people greater control over the way they maintain their health and wellbeing
- **experience based co-design**

[www.nationalvoices.org.uk/evidence](http://www.nationalvoices.org.uk/evidence)  
[Realising the value programme](#)

# Principles into practice: the “who”

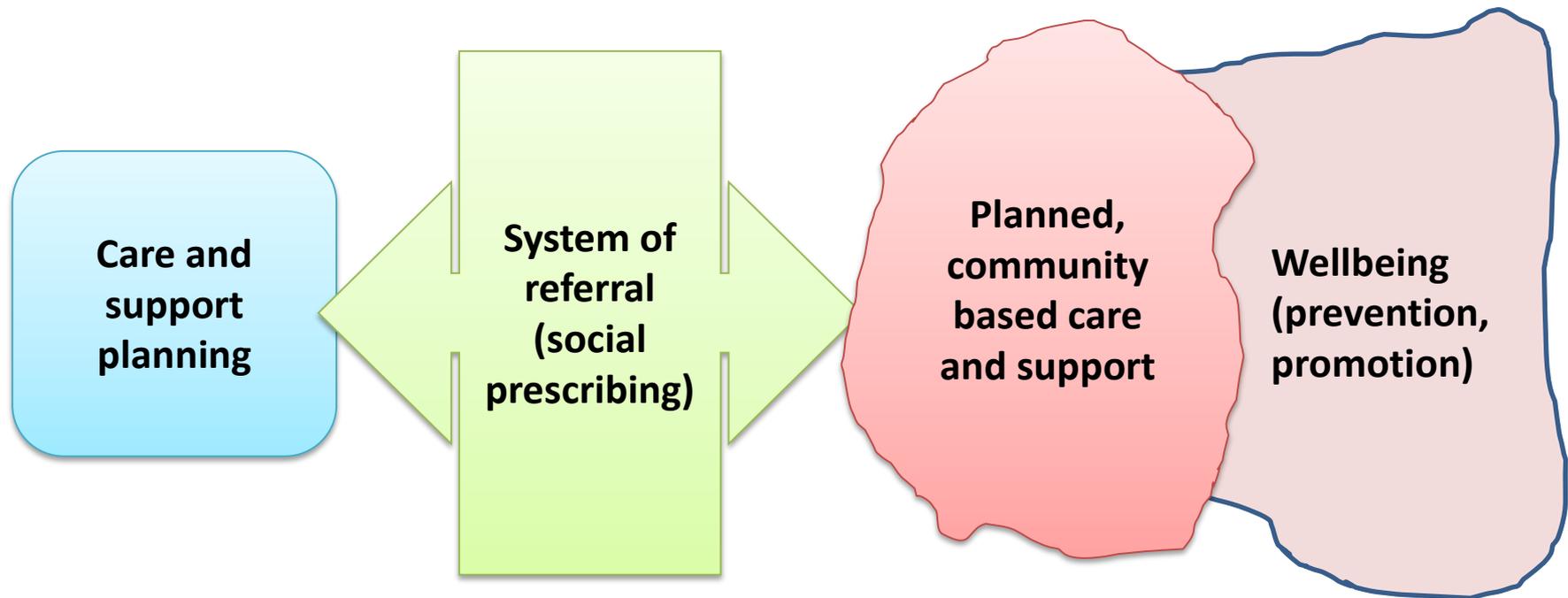
- People & communities
- Patient & lay leaders, volunteers, activists
- VCSE sector
- Clinical and managerial champions & leaders
- Front line staff
- Local government, wider public sector
- Quality improvement champions

# Principles into practice: the “how”

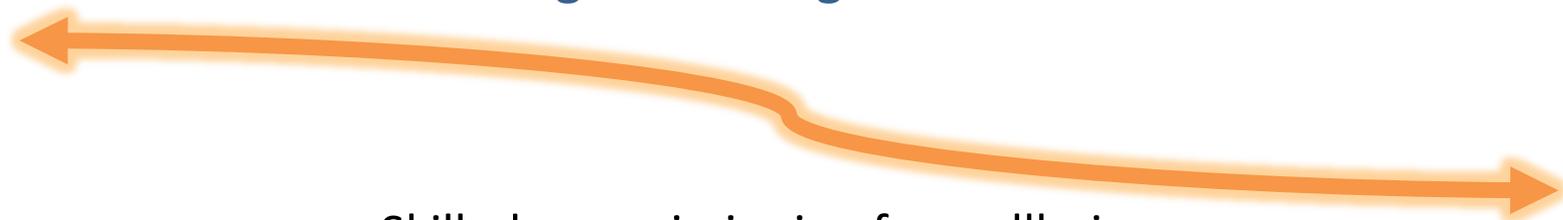
- national levers/incentives/laws/requirements
- commissioning
- funding
- regulation
- new care model vanguards/other test-beds
- “MCP” and “PACS” contracts
- “STPs”
- GP contract/ GP forward view
- “Integrated Personalised Commissioning”
- mental health, cancer, maternity, learning disabilities, end of life care commitments etc
- clinical training
- revalidation
- OMG

# What high impact actions could help?

- A shared vision and narrative – making this a priority
- A coherent framework of national levers/incentives/metrics/accountabilities
- A really supportive support offer to local areas
- A shared sense of moral purpose for change
- A “road map” for change
- Champions for change
- Partnership working
- A social movement, not just a technocratic exercise

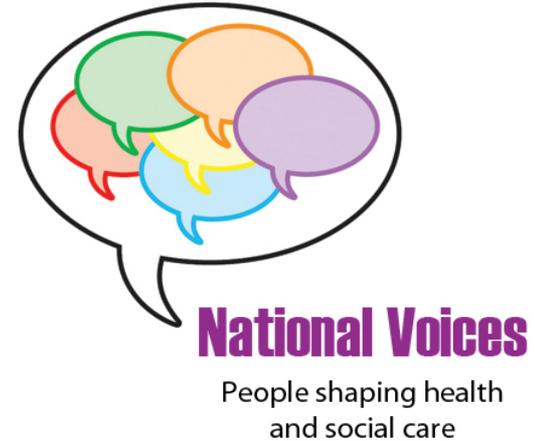


Reducing the social gradient in health



Skilled commissioning for wellbeing

# Thanks for listening!



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