EPaCCS
Lincolnshire Experience

Louise Price – Professional Lead
Job Card

- Commissioned to deliver EPaCCS across Lincolnshire
- Small federated budget
- 1.0 WTE Lead & 0.1 WTE Specialist Physician
- Extend initial remit
Approach

- Scoping outcomes
- Person centric
- Clinically led
- Bottom up
- Discarded project plans
- Opportunities
- Make the links
Engagement & Communication

- Person centred
- Organisationally agnostic
- Translation
- Champions
- Emotionally intelligent
- Relationships
- Bravery & honesty
- Patient & public validation
Selling Your Wares

- Investment of time
- Pitching
- Flexibility
- Respond to ‘pull’
- Tools
- Be prepared
- Be visible everywhere!
Tools

- Watch & listen
- Make suggestions
- Co-design
- Person centric
- Clinically led
- Save time & effort
- Pick & mix
Education

• Website: www.eolc.co.uk

• Brochure: http://www.eolc.co.uk/resources/lincolnshire-specific-resources-and-documents/

• Dying to Communicate training

• Patient identification

• Assess your own GSF
IT - Enablers

• Template (S1 & EMIS)
• Reflect care delivery
• GP Report
• My RightCare
Challenges

• Human factors
• It’s complex
• National policy
• Local culture
• Assurance
• Time & scalability
Lessons Learned

• Can’t start IG too early

• Ensure **everyone** remains person focused

• No authority is required

• Repeat your vision again & again & again!

• Respond quickly when people engage (pull)
Keeping in Touch

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