



Personalisation and a new relationship with the Public

What difference do you make?



HART

Hospital Avoidance
Response Team

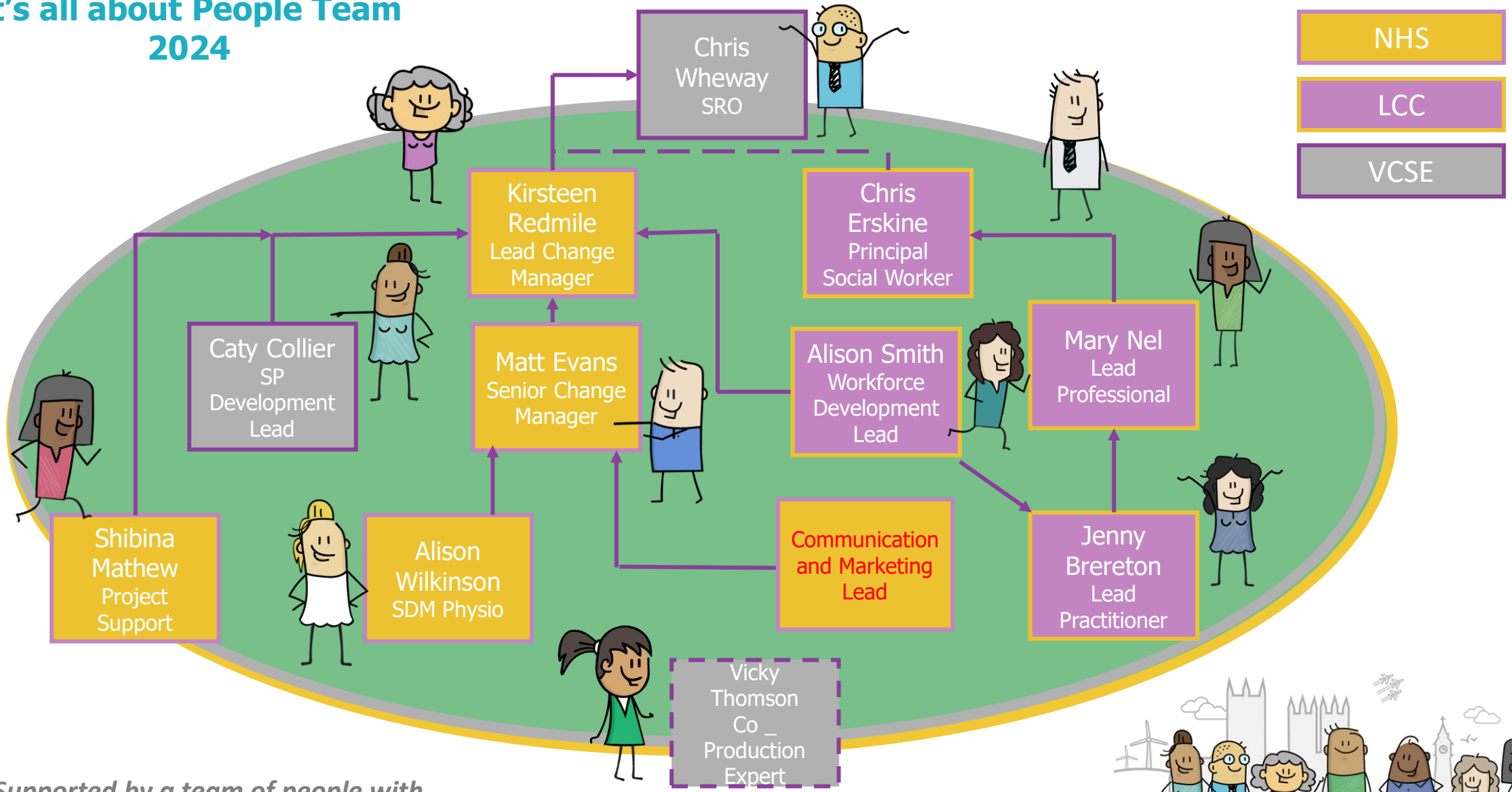


The Hospital Avoidance Response Team (HART) offers a flexible approach to delivering short-term care and support.

This is often to assist with hospital discharges, reduce delayed transfers of care and prevent avoidable hospital admissions, whilst at the same time enabling people to regain and retain their independence.



It's all about People Team 2024



Supported by a team of people with lived experience

Personalisation: Inspiring people to live their best lives



Lincolnshire's Strategic Commitment



Priority 1: A new relationship with the public

Why is this important?

Health and care services in Lincolnshire are under increasing pressure and people don't always receive quality care. Conversely staff can't always deliver the level of care they want to and as a result morale can be low. We need to tackle this together and evolve a new relationship and ways of working between the local NHS, its partners and the people of Lincolnshire.

What we provide must have the needs of people at its heart, and it must be provided with compassion. We want to shift the conversation between healthcare professionals and patients to one which focuses on people's strengths and what matters to them, giving patients more choice and control and enable them to live their best and healthiest life. We will respect people's knowledge and expertise and enable families and carers to support and how they can support and contribute in a culture of openness and honesty, listening.



Better Lives Lincolnshire



Integrated Care Partnership Strategy

March 2024

NHS Lincolnshire Joint Forward Plan 2023 - 2028



April 2024

2023 - 2028



Photograph: Russell Dosssett

Strategic Enabler 3: Personalisation

Why is this a strategic enabler for our system?

People tell us that their voices are not always heard, they are not educated or informed well enough, in order to make decisions about their care. Personalisation challenges...

They also feel that they are not meaningful to them, to enable them to address some of these situation and/or longer-term outcomes. We want to have a life and not a service. We want to know 'what's the matter with you?' to 'what's the matter with you?' and should be working together and should be...

'you?' conversations.

relationships between the... which focuses on a positive... more

Evidence

Supported self-care and Self-Management and what matters to you conversations

Only 55% of adults living with long-term conditions feel they have the knowledge, skills and confidence to manage their health and wellbeing on a daily basis.

Shared Decision Making

On average 50% of people state they are not as involved in the decision making about their care and treatment as they would like to be.

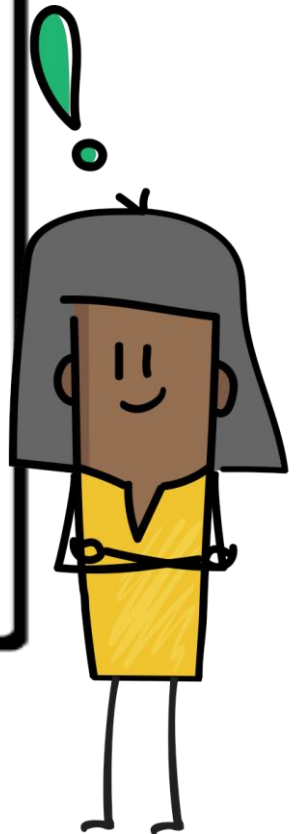
Social isolation and loneliness is harmful.

- It can shorten people lives – risk of dying prematurely by 30%
- It damages peoples physical and mental health
- It reduces their quality of life
- Worse for us than obesity and lack of physical activity
- 16 – 24-year-olds the loneliness in society (UK)
- [The Dangers of Loneliness – Dr Richard Pile](#)

Outcomes

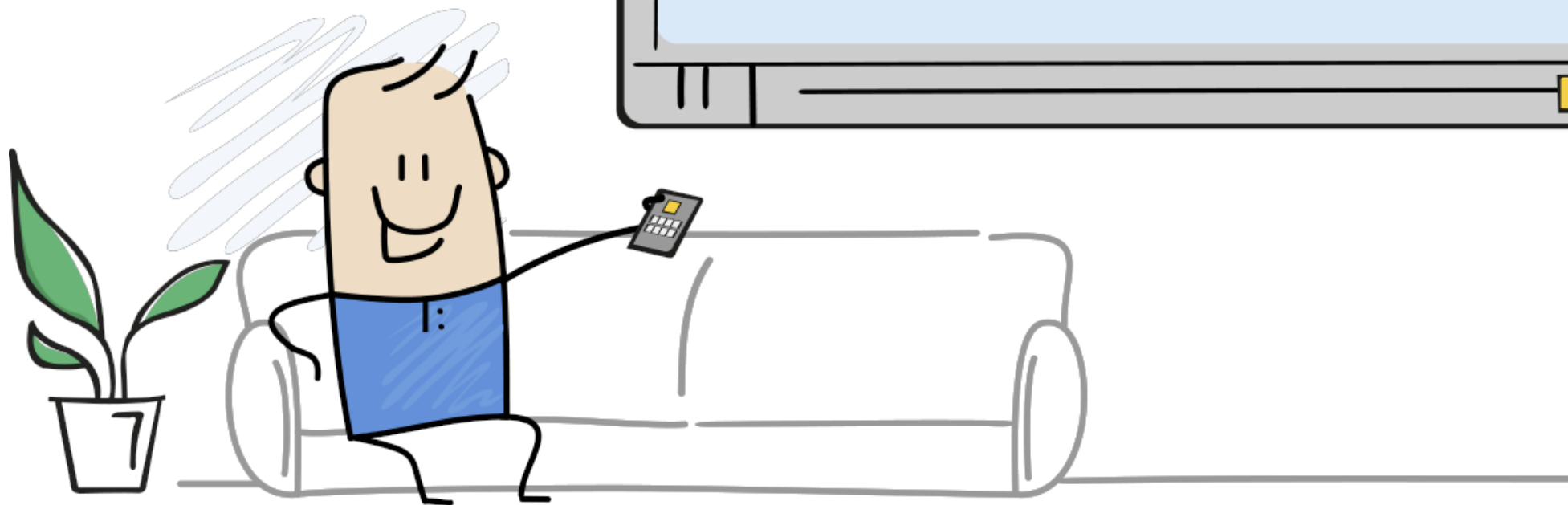
If people and carers are more informed, better activated, and have a clear plan they are likely to have;

- 18% fewer GP contacts
- 38% fewer emergency admissions
- 32% fewer attendances to A&E
- People most able to manage a mental health condition, as well as any physical health conditions, experienced 49% fewer emergency admissions than those who were least able
- **Shared decision-making** improved communication, information sharing and risk assessment, thereby helping patients feel more satisfied with their choices, knowledge base, and decisions. And a reduction in repeat appointments.
- **Connecting to communities (Social Prescribing)**
 - Reduced the need for a GP appointment by 28%
 - Reduced the need for A&E by 24%
 - 20% GP consultations are for non-medical interventions such as psycho, social, and economic issues.
 - 4% of GP appointments could be dealt with by Social Prescribing link worker



What does the evidence tell us.....

Click on the
TV screen to
take you to
the website
and the film



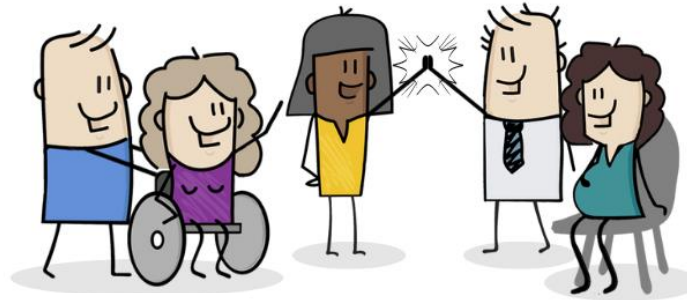
The 5 Foundations



By being prepared to do things differently



By understanding what matters to ourselves and each other



By working together for the wellbeing of everyone



By having conversations with and not about people



By making the most of what we have available to us



Our Shared Agreement



Being Prepared to do things differently

Together we will:

- Be open to change and acknowledge it will take time
- Have patience and learn by doing
- Have and give permission to do things differently



Understanding what matters to ourselves and each other

Together we will:

- Offer a safe non-judgemental environment for you to be open and honest and to be ourselves
- Embrace and value differences and implement this in a person-centred way
- Make no decisions about you without you



Working together for the wellbeing of everyone

Together we will:

- Walk alongside you instead of leading you by asking the service users, carers and all involved in their care, what their goals are and how we will achieve them together
- See the wellbeing of staff as equally important



Conversations with and not about people

Together we will:

- Recognise the importance of active listening and having time to make choices
- Do what we say we will do, in an environment of openness and honesty
- Offer information, knowledge and skills



Making the most of what we have available to us

Together we will:

- Be honest about what is and isn't available
- Recognise our own strengths and opportunities
- Recognise support starts with the individual, family and community
- Actively support communities to best manage their health and wellbeing

Tell us what you think...

Our Shared Agreement

<https://forms.office.com/e/yx9CTey7iZ>



Our Shared Agreement

For the health and care system to have a new relationship
with the people of Lincolnshire





Why is Co-Production so important?

Paula Duckworth
Financial Accountant
LCHS

Priorities for 24/25



Social Prescribing

Working with partners and people with lived experience to influence service delivery model for 25 /26 onwards

Embedding Personalised care Tools / techniques

The use of Language
Shared Decision Making
Personalised Care and Support Planning
Strength Based Approaches
Technology Enabled Care
Patient Activation Measures
Impact and Evaluation Framework

Working with People

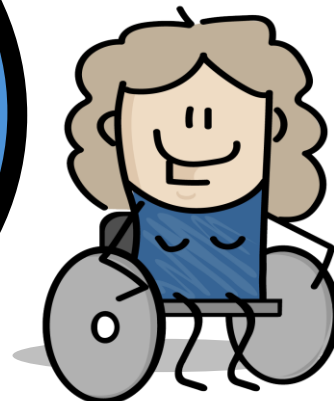
Co - Production
Framework for the ICS
Preparing people
'Just Ask Campaign'
Codesigning meaningful information advice and guidance
Decision Support Tools

Building the Social Movement

Personalisation Champions
It's all about people Conference 24/25
Ongoing development of the website
Targeted Comms campaign

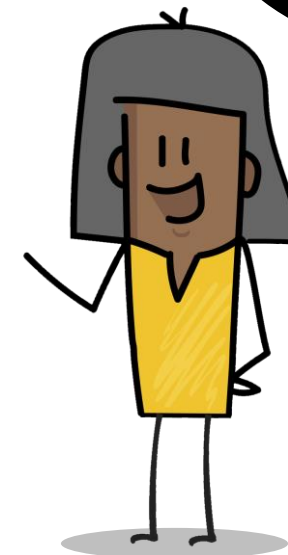
Supporting & Training Teams

Development of a Lincs learning and development curriculum
Workshops and Roadshows
Free learning and development opportunities
Active learning and reflective practice
Train the Trainer programme



Our Shared Agreement

Working with people to describe and demonstrate a new relationship between people and the health and care system.



SERVICE REDESIGN

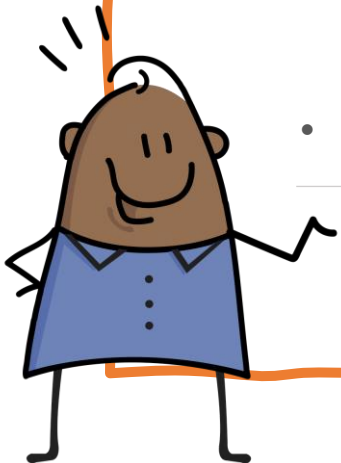
Priorities will be targeted and informed by PHM data & through LACE

Frailty, Dementia, MSK, HIU, SMI Physical Health Checks, Transfer of Care Hubs

- Co – Production will be starting with key partners and people with lived experience
- **Over 60** FTE Social Prescribing Link Workers (Mar 2024)
- Two thirds funded through Primary Care Additional Roles Reimbursement Scheme (ARRS), others funded through Community Mental Health Transformation programme (CMHT)
- Link Workers in every Primary Care Network, staffing varies depending on PCN
- Estimated **12,626** referrals into social prescribing between 1st April 2019 and end Feb 2024
- Estimated **6422** referrals between 1st April 2023 and Feb 2024



Social Prescribing headlines



What difference does it make?



I've tried something new

I feel more involved in my community

Domestic support

Mental health

Lifestyle & behaviour

Social

Men

Older people

Carers

Bereavement

Transport

Arts

Health & disability

Information & advice

Nature & green spaces

Physical activity

Learning & skills

Volunteer Centre

Peer support

Housing

Money & basic needs

My mental health has improved

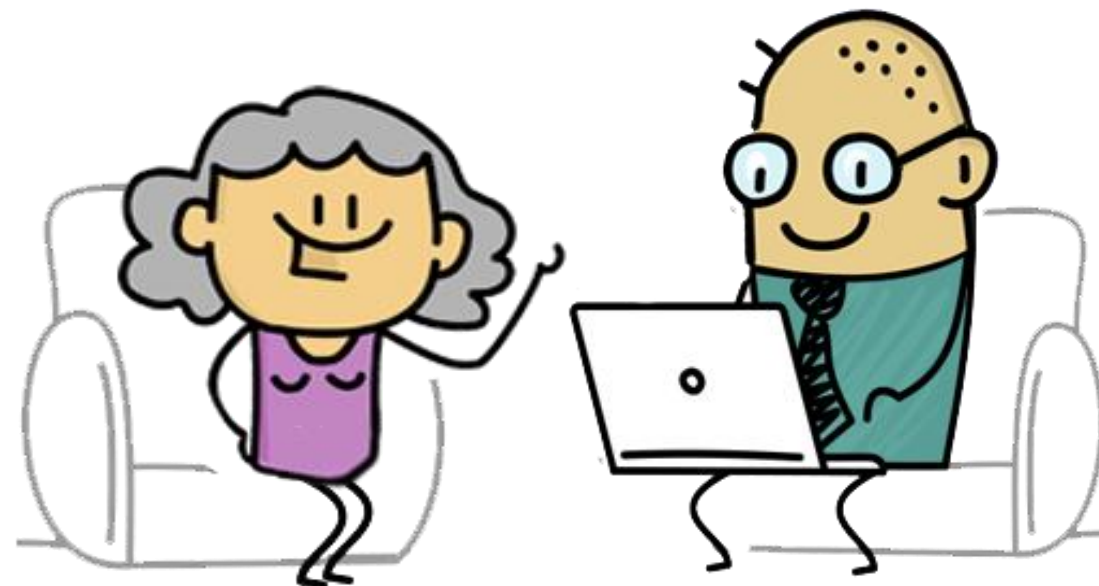
I feel more in control





Capturing People's Stories

- How do we use people stories to demonstrate quantitative and qualitative impact?
 - Knowledge and expertise from local practitioners and people
 - Using the Social Value Engine
 - Using Population Health Management evaluation techniques
 - Other outcome measures – Patient Activation Measures, ONS4





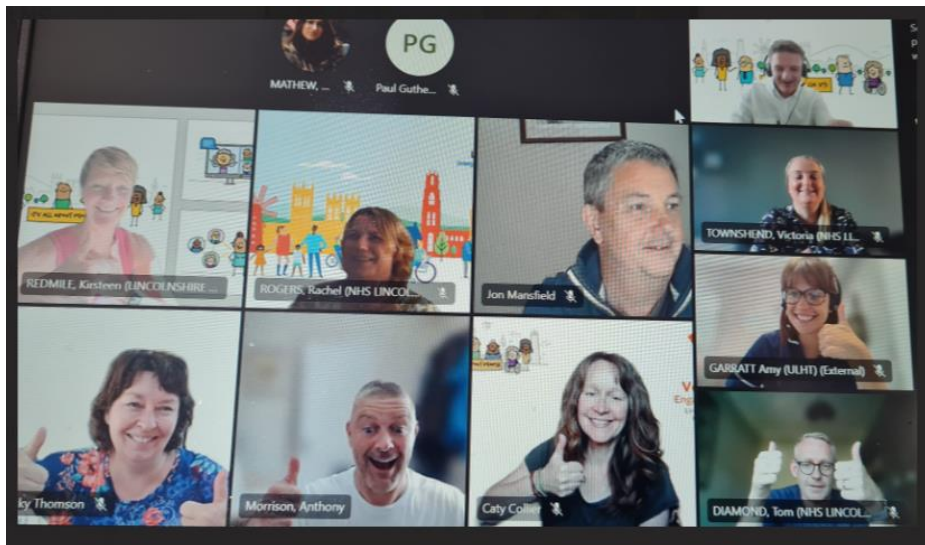
Learning and Development Calendar



Find the latest training opportunities for you and your team.
[Click here to access the website](#)

"I really enjoyed this training, and it made me look at how I ask questions and my interactions with the people are work with."
(Shared Decision Making)

'The best training I have had, everyone should attend! It's inspirational and eye-opening all at the same time
(Motivational Interviewing)



The PCSP training was great, it was delivered in a very clear teaching style, Vicky personalised it to her life also and that helped me associate tools and how they would be used in certain circumstances. It has made me look outside of the box and not be such a rescuer in both work and home life.

(Personalised Care and Support Planning)





Training collaborative

- 8 trainers from across LCHS, ULHT and ICB
- Completed an accredited 'train the trainer' programme with TPC Health
- Delivering Shared Decision Making and Personalised Care and Support Planning training
- 3 hours via MS teams
- Accredited by the Personalised Care Institute
- Free and accessible to all



Person Centred Learning Network

Join us if you have a professional interest in person-centred care and support and a desire to keep learning.



The Lincolnshire Person-Centred Learning Network offers:



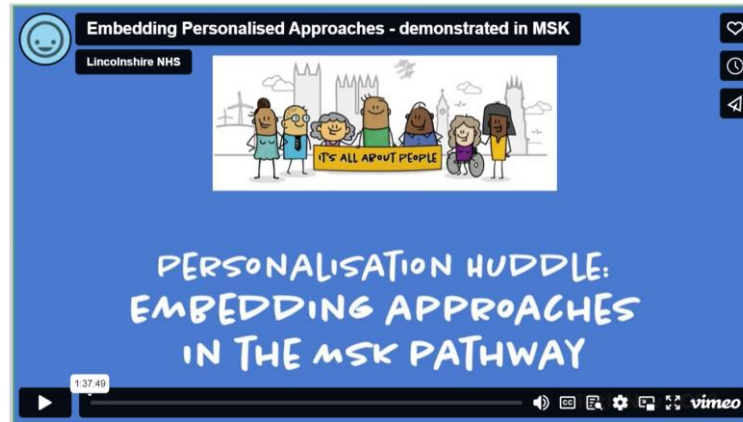
www.every-one.org.uk

Monthly, online reflective sessions for 1 hour via MS Teams.

Each session will be a place to:

- Refresh learning on a personalisation tool / model / concept
- Reflect on practice and use of person-centred approaches
- Share the good stuff and hear each other's experiences
- Support each other through ideas, tips and insights

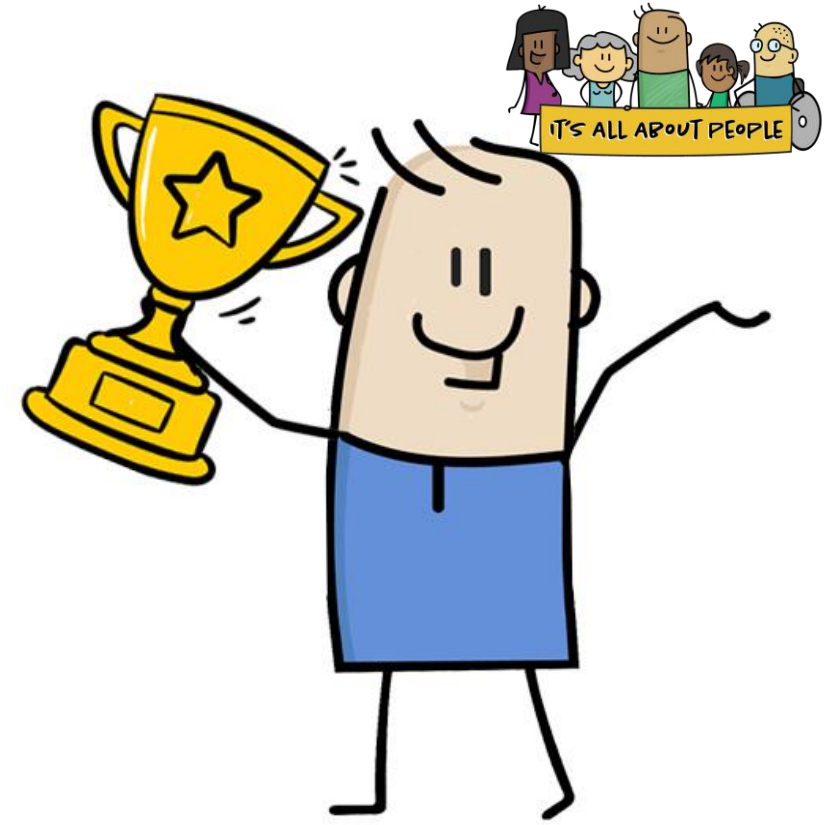
If you work in Lincolnshire and are passionate about person centred working, contact us at: hello@every-one.org.uk



News and Blogs



Its All About People Pod



Building the social movement

www.itsallaboutpeople.info



Express your interest to attend.

Click here to complete the form and by the end of April you might be chosen.

[Read more...](#)

Nominate for an IAAP Award.

Click here to nominate someone, or a team, for an IAAP award.

[Read more...](#)

[Conference :: Lincolnshire STP \(itsallaboutpeople.info\)](http://itsallaboutpeople.info)



A warning to us all...

'With the NHS facing so many challenges there is real danger that what really matters (eg what matters to people) could get side-lined'

- Prof Alf Collins NHS England's Clinical Director, Personalised Care Group.

- 13th Feb 2024

