

A snapshot of how the statutory partners in Tower Hamlets Together engage with local people

Health Scrutiny, 5 March 2018

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- The following slides provide:
 - An introduction to Tower Hamlets Together (THT)
 - A snapshot of the engagement and involvement undertaken by each of the statutory partners – Barts Health, East London Foundation Trust, the GP Care Group, LB Tower Hamlets Health and Social Care and Tower Hamlets CCG as well the THT Programme Management Office – and the budget
 - An indication of next steps
- It should be noted that there is a huge range of activity underway locally and will continue to be vital for the successful delivery of services
- The budget figures provided are indicative of the centralised activity of partners but do not cover the full range of what goes on



A collaborative partnership of acute, primary and mental health, social care and the voluntary and community sector in place since the end of 2013



Local people sit at the heart of our design principles...



Person-centred care with clear understanding and collaboration between residents and staff about what to expect from each other to make the right shared decisions based on individual needs

Health and social care services integrated around people, with staff not hindered by organisational boundaries or bureaucracy in order to put people's needs first

Transparent and clear information for patients and staff to help them make effective and timely decisions

Joined-up working to drive improved wellbeing through partnerships outside of the health and social care system

Scarce resources have the greatest impact by allocating them according to changing population need with clear accountability between clinical decisions and resource allocation

A learning health and care system – real time access to knowledge, digital capture of care experience, engaged empowered patients, incentives aligned for value, full transparency, a leadership instilled culture of learning, supportive system competencies



Our People Charter describes how we should our behave with each other...

We aim to provide person-centred, coordinated care to all people who use our services. This means you can always expect us to:

- Be polite and respectful to you
- Respect your confidentiality
- Let you know who we are and what we do
- Communicate clearly and openly with you in the way that you need us to
- Respond to phone calls, emails and letters quickly
- Ensure that you only need to tell your story when you choose
- Ensure that we take into account your mental, physical and social needs
- Be informed and prepared for appointments with you and have read your notes

- Work with you as an active and equal partner, jointly agreeing your care plan to include your personal goals and wishes
- Support you to support yourself where possible
- Involve and listen to carers involved in your care
- Involve service users and carers in service planning and evaluation
- If we don't know how to help initially, we will explore other options and get back to you quickly

We value our staff and support them to provide high-quality whole-person care, including mental and physical health, social care and wellbeing. We will work with service users and carers to build mutually respectful and trusting relationships. This includes keeping appointments, exploring self-management (when appropriate) and giving constructive feedback.



THT Programme Management

- Leads the User and Stakeholder Focus workstream which brings together THT engagement leads, Healthwatch, the voluntary and community sector, patients and carers to coordinate and share good practice
- Analysed over 100 local activities to understand what's happening locally (see Ladder of Participation and Involvement)
- Ensured resident voice in the development of the new community health services contract
- Explored the development of a 'stakeholder council' to test the difficult decisions
- Worked with Healthwatch to deliver 'Your Voice Counts' events across the borough
- Discovered what residents want from services to create the 'I' statements of the outcomes framework
- Budget: 30k per annum



Current position across the Trust

- Patient experience framework in place
- Patient experience leads at site and corporate level
- New partner for patient feedback procured
- Wealth of intelligence on the experience of patients at Bart's Health
- A range of initiatives in place to develop our approach to engagement in place including the Collaborative Boards and collaborative pairs programmes
- Experienced based co-design methodology in place to support quality improvement
- Analysis of patient experience data
- Good working relationships with external stakeholders
- Patients involved in research trials
- Duty of Candour embedded in our culture of safety
- Patient stories & narrative on Board & key leadership meetings
- Investment in advocacy, patient information & inclusion indicates delivery sensitive to multi-cultural environment
- Large proactive volunteers service with new strategy being developed to increase impact and reach

Working towards good and outstanding

We will be taking our strategy forward to ensure:

- Patient and public involvement will be embedded in our organisational governance and in the work we do with partners in the wider health and social care partnership
- Our framework for patient experience and engagement will be embedded consistently across the organisation and we will use triangulated patient experience information consistently and will be able to demonstrate that feedback and engagement is driving improvement
- Patient feedback informs all of our quality improvement initiatives and service improvement projects and patients are partners in our quality improvement collaborative and on our clinical boards
- Maximise opportunities for research and new approaches working with patients that reflect our unique population
- Sensitive multi-media approach to engagement with positive results across age ranges, cultural, family & community needs



Barts Health at Royal London (RLH) and Mile End hospitals

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- Working Together Group
- Alliance Partnership Board
- An increasingly active Patient Panel since February 2017
- Patient panel engagement events including Open Day, Behcets Awareness Day, Friends and Family Test procurement
- Dementia friendly space initiative on the 14th floor with user engagement in design
- New RLH Patient Experience Operational Group to triangulate the experience data and improvement actions - with Inclusion Team and patient and Healthwatch representation
- Working with Healthwatch
 - Revised pattern of enter and views with a designated site lead to co-ordinate
 - Bi-monthly meeting with Director of Nursing, including discussion of a new list of patient leader projects
 - Member of maternity partnership board.
 - Quarterly meetings with Trust CEO and Chief Nurse, with patient experience sub-groups
- PALS now a site based and managed service for local resolution
- Budget: across Barts Health numerous corporate and site-based staff have explicit engagement responsibilities so the budget is in excess of £100k, though the organisation encourages all teams to build patient engagement into their business as usual work



East London Foundation Trust

- People Participation Team, sits outside of Patient Experience
- Borough and Community Health PP Leads (with Newham)
- Working Together Group
- Training for staff, both internal and external
- Service User/Carer involvement in Quality Improvement, interview panels and staff appraisals
- Collaborative service development
- Representation at internal and external meetings and steering groups
- 'Expert by Experience' research, audits and inspections
- Co-facilitation of groups and co-production of conferences and awaydays
- Co-produced Recovery College and employment of Peer Support Workers
- Reward and Recognition policy
- Budget: 59k per annum (People Participation staffing costs only)



East London Foundation Trust

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Examples of successful participation and involvement

- **Collaboration between the Working Together Group, ELFT and Barts Health to design a Hopewall in a place of safety room at the Royal London Hospital**
- **All Tower Hamlets Recovery College courses are co-produced by both ‘experts by experience’ and professionals resulting in shared learning and also encourages links to the community**
- **The Trust aims to identify all veterans of the Armed Forces and their families and improve services as a result of the involvement of a veteran in the Working Together Group**



The GP Care Group

- Patient Experience Team (PET) based at Mile End Hospital and Network Manager as engagement lead
- Discovery interview team of paid staff and volunteers undertake interviews with service users and carers to drive service improvement and development = able to resolve issues quickly while addressing systemic problems with frontline teams and share the learning across partners
- PET undertake whole systems reviews to understand patient experience across pathways
- Patient Participation Groups in 35/37 GP practices
- National GP Patient Survey
- Education and awareness events at network and locality level in community settings
- Patient surveys e.g. diabetes, surgical after-care and extended hours
- Budget: 108k per annum

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The GP Care Group

An example how patient feedback has contributed to service development:

- The Admissions Avoidance and Discharge (AADS) Team provides clearer written information about the purpose and duration of their input
- The AADS team have liaised with the pre admissions team at RLH to ensure that all planned admissions are screened for anticipated support required on discharge
- Improved communication about anticipated lateness of planned visits by Community Nurses
- Visits by team members who are known to individual service users and families wherever possible, particularly those with cognitive impairment



Tower Hamlets CCG

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- Engagement lead as part of Corporate Affairs Team and Lay Member for Patient and Public Engagement on Board
- Patient Leaders Programme
- Community Commissioning Panel
- Innovation bursary projects
- Patient stories at governing body meetings
- Commissions voluntary and community sector groups to carry out engagement with key groups
- Budget: 102k per annum



LB Tower Hamlets Health & Social Care

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- **Community Engagement & Quality Officer (Health, Adults & Community Services and Children's Services) and Corporate Community Engagement Team** – supported by broad range of council staff also undertaking engagement
- **'Communities Driving Change' priority of Health and Wellbeing Strategy**
- **Community Insights Network with community researchers**
- **Surveys & feedback questionnaires - seeking views on services and insight on health and wellbeing for adults, carers, children and young people**
- **Wide range of health and care related forums and reference groups to engage on key issues, concerns and service development and improvement**
- **Community Engagement Strategy and development of co-production framework**
- **Budget: 155k per annum** (staffing costs for posts focused mainly on engagement)



Next steps

- **Involve local people in the new integrated care life course workstreams**
 - Born Well and Growing Well
 - Living Well
 - Ageing Well
- **Building on the work to date creating a ‘Centre of Excellence’ to advise and consult, promote innovation, leadership, training and reflect on learning**
- **Strengthen collaboration and learning – with Healthwatch, the voluntary and community sector, other partners and residents**



The future: after using Tower Hamlets Together services we want residents to be able to say...

Around me

- I feel safe from harm in my community
- I play an active part in my community
- I am able to breathe cleaner air in the place where I live
- I am able to support myself and my family financially
- I am supported to make healthy choices
- I am satisfied with my home and where I live
- My children get the best possible start in life

My doctors, nurses, social workers and other staff

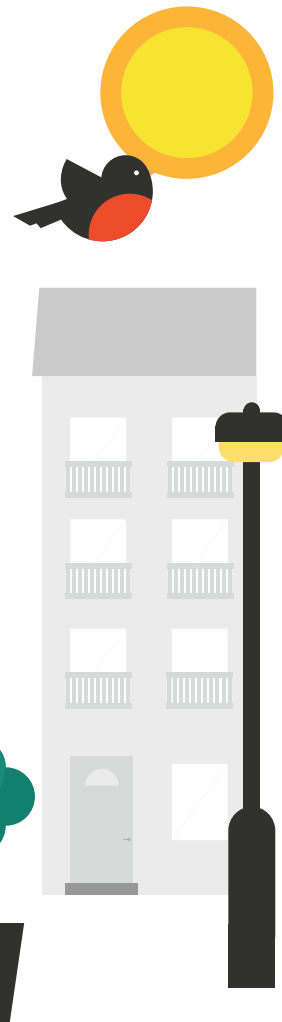
- I am confident that those providing my care are competent, happy and kind
- I am able to access safe and high quality services (when I need them)
- I want to see money is being spent in the best way to deliver local services
- I feel like services work together to provide me with good care

Me

- I understand the ways to live a healthy life
- I have a good level of happiness and wellbeing
- Regardless of who I am, I am able to access care services for my physical and mental health
- I have a positive experience of the services I use, overall
- I am supported to live the life I want

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- I believe the trust, confidence and relationships are in place to work together with services to decide the right next steps for us as a whole community



Questions?

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