



Setting Priorities in Health and Social Care Integration Seminar

Andrea Madden
& Christian Nicolson
8th March 2016

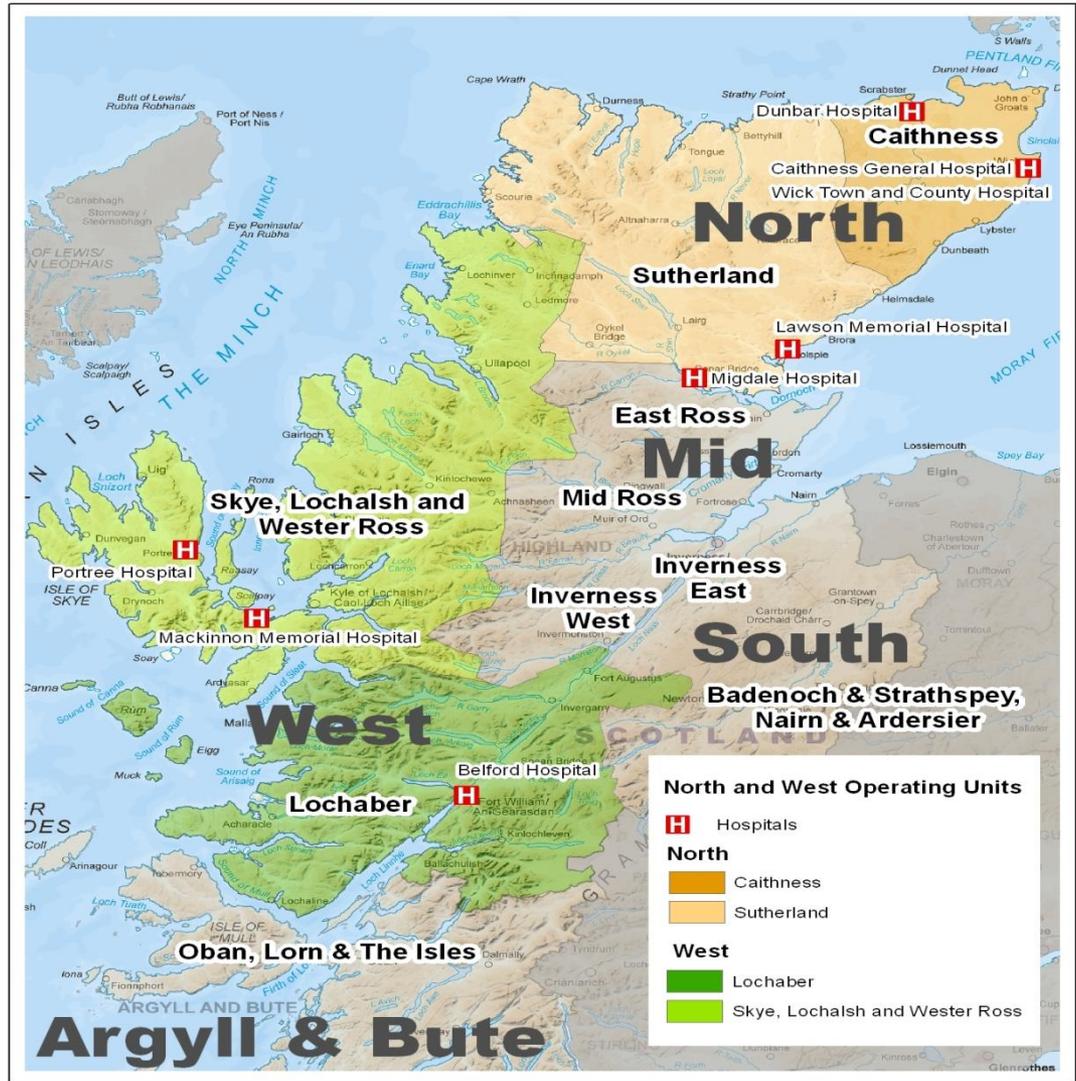
Context

NHS Highland

Caithness sits in North Area / North & West Operational Unit

Caithness has population of around 25,160 (2011 census) of which approximately 4,946 are aged 65 and over

A review of older adult health and social carer services in Caithness launched in 2012



North & West Operating Units

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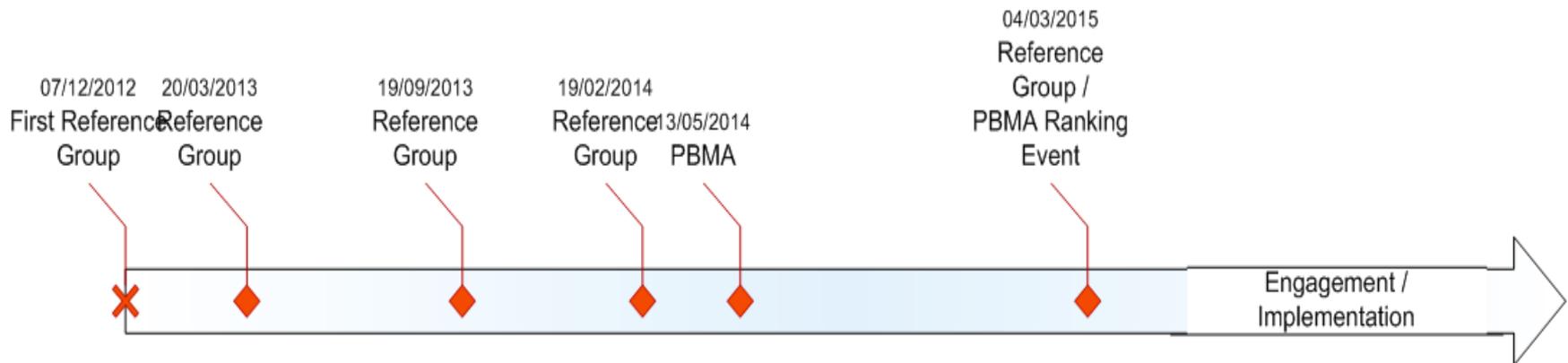
Directorate of Public Health
Health Intelligence & Knowledge Team
Assynt House

Date: June 2013

Starting Point



- First meeting in December 2012
- Bringing together (wider) community, staff and the third sector in Caithness
- Review and redesign of health and social care services for older people provided within Caithness
- Key themes emerged



Themes



- Dec '12 Key Themes
 - Community Capacity & Service Development
 - Home Based Services
 - Older Adult Mental Health
 - Rehab & Reablement

- March '13 Themes
 - Caithness General Hospital
 - Palliative Care

Structure

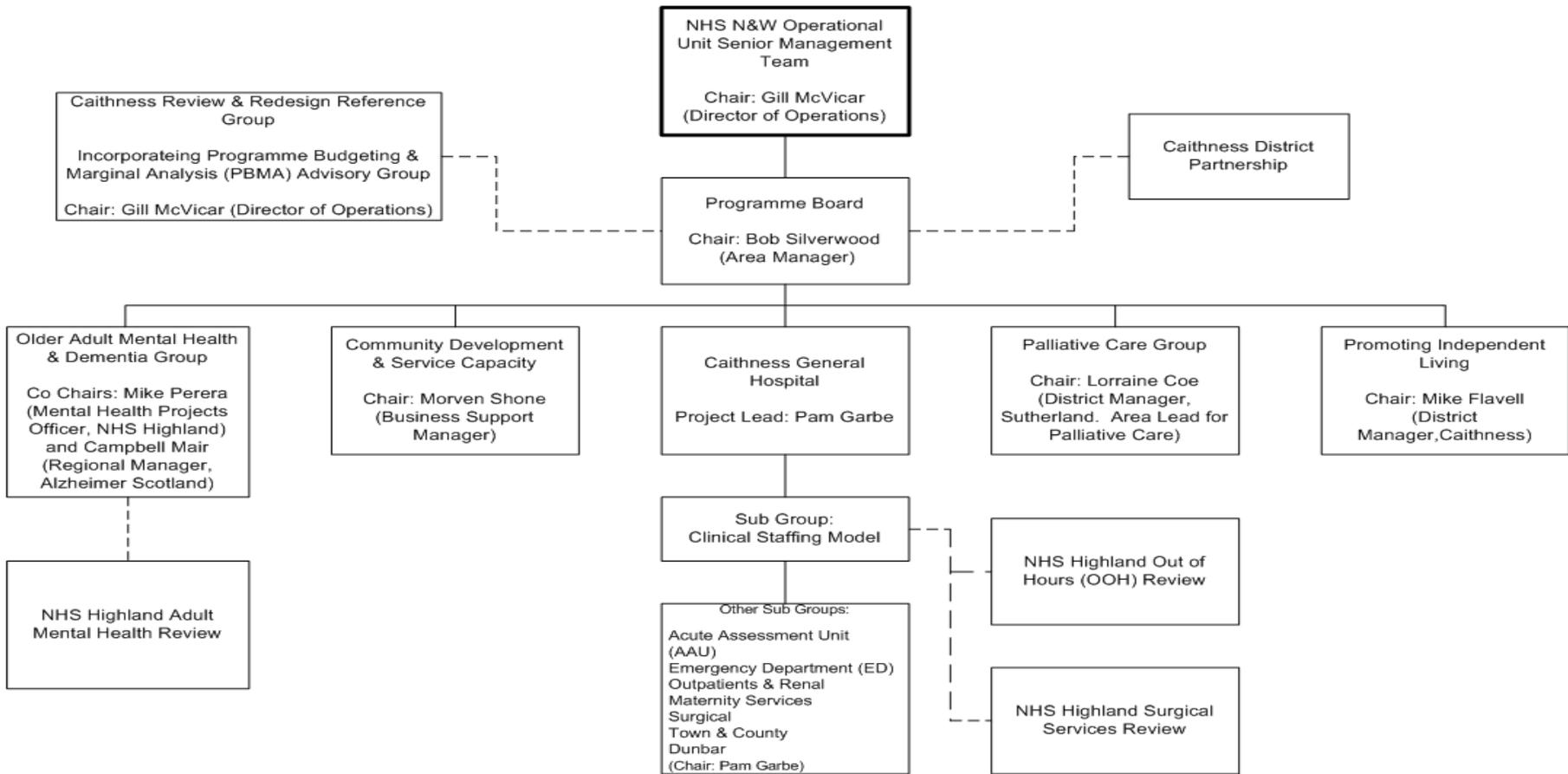


- Stakeholder Group had agreed to become Reference Group
- Task Finish Groups set up to look at the key themes
- Programme Board
 - Forum for managing the review and redesign
 - Aim: Direct, oversee and support the review

Structure



Review and Redesign of Adult Services in Caithness: Group Structure



Caithness Redesign / Task Finish Groups



“involvement results in better information on which to base commissioning decisions, better quality services and better outcomes for people”

(Hough, 2008)

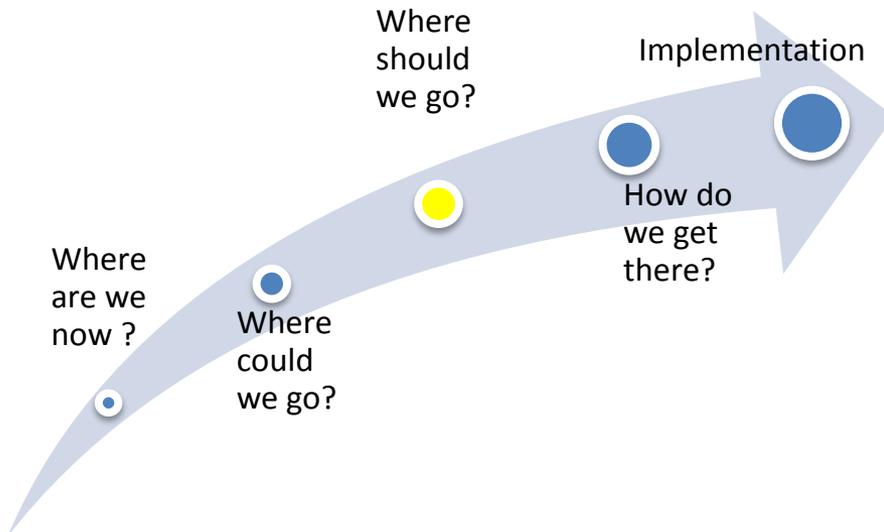
Task Finish Groups



- Groups developed ideas and proposals using the process described previously e.g.
 - Where are we now?
 - Where could we go?
 - Where should be go?
 - How will we do it?

Task Finish Groups

Timeline



Tasks

- Review of service/topic.
What are:
 - Strengths
 - Weaknesses
 - Opportunities
 - Threats
- What can we do?
- What should we do?
- How can we do it?

Where did PBMA fit?



- PBMA “joined” the review process part way through
 - A feeling that what we were doing “fit” with the process
 - Reference Group meeting used to explain PBMA
 - Programme Board expanded to act as an advisory group for PBMA

Detail



- Criteria:
 - Process to agree the wording under a series of headings
 - Access
 - Equity
 - Improved outcomes
 - Effective practice
 - Sustainable
 - Culture and values
 - Weight criteria

Detail



- Business Plans drafted
- Reference Group
 - Present Business Plans
 - Scored
- Engage on results
- Implement

Lessons Learned



- It takes time and is a process
- It can require independent facilitation
- It is important to build relationships - the focus has to be on outcomes – not processes
- Communication
- Unexpected outcomes
- Never underestimated the strength of community politics



Thank you
&
Questions