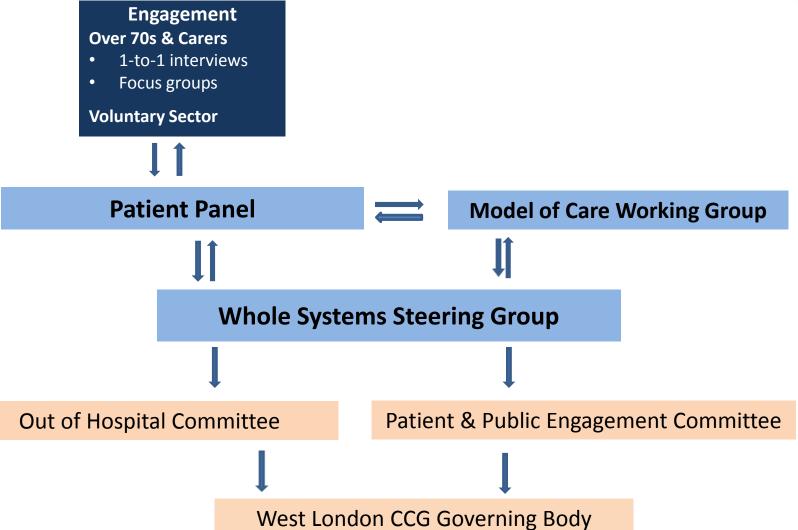


Health wellbeing and the voluntary sector

How Voluntary and Community
Organisations contribute to keeping
residents healthy

Patient and Voluntary sector Engagement: Whole Systems Integrated Care for over 75s





Interim Report: Whole Systems Integrated Care Patient Engagement



Recommendations and impact on the Voluntary Sector

- 1. Accessible transport Any solution should include routes between the north and south hubs.
- 2. the hub should be part of the local community and not merely a place to go to for treatment.
- 3. Co-ordination needs to be at the centre of the model of care.
- 4.quality assurance of the whole system, including co-ordination, should be established and sit outside the model of care. Contract management should include patient experience and social value outcomes.
- 5. Among most of the participants, there was a clear appetite to work alongside professionals to take responsibility for their own health and wellbeing. Self-help and self-management initiatives, particularly those provided by the voluntary sector, should be an integral component of the model of care.

Recommendations and impact on voluntary sector cont.

- 6. More needs to be done to enable informal carers to continue to care. further development of flexible respite services particularly for carers people with mental health problems and those from BME communities, an expert carers programme and a carers' helpline.
- 7. The front door of any service...has an effect on the patient's attitude to all that follows. ... Customer service training should include working with difference, e.g. culture, ethnicity, disability, sexuality, as well as communication skills for working with an older population.
- 8. poor communication between GPs, hospitals, social care services and community health services
- 9. A communications strategyfrom a patient perspective should be developed so that older people and their families have confidence and belief in the rationale for change and see themselves as partners in improving health and wellbeing services for the whole community.
- 10. Older people are part of our communities and contribute positively to them. They should be seen as assets, not simply as problems to be solved. A recognition of these lifetime contributions should be evident at every stage of the engagement process.

Voluntary sector contribution



- Voluntary organisations support the health and wellbeing agenda by:
 - reducing hospital admissions and demand for statutory services
 - supporting people to manage their long-term conditions
 - reducing social isolation, anxiety and depression thereby reducing dependence on statutory services
 - influencing the agenda and enabling others to do so

The Numbers



- 143 organisations contributing to health and wellbeing on KCSC database
 - 64 Older people
 - 58 Vulnerable people
 - 30 Carers
 - 26 Alcohol and drug misusers
 - 35 Homeless
 - 26 Mental health
 - 28 Physical disabilities
 - 21 Learning disability
 - 49 BME

Services



Transport

 Car schemes to: enable people to attend GP appointments; enable access to health and exercise sessions

Dementia

- Singing for the brain
- Dementia support workers
- Dementia peer support groups
- Health specific exercise classes
- Health specific workshops, talks, advice etc.

Specific examples Age UK K&C



- Primary Care Navigators
 - Supports GP patients to find their way round the health and social care systems
 - Reduces their A&E attendance
 - Reduces GP visits
 - Reduces 'Did Not Attends'
- Projected net savings of £267,895 2013-14

Al-Hasaniya



- Mental Well-being service
 - Improved women's ability to deal with practical and emotional issues
 - Improved access to mainstream services
 - Raised awareness of mental health

Midaye



- Health access for BME groups with chronic conditions - A multi-stranded approach to help BME people for whom English is not a first language access primary care services
 - Improved client's knowledge of their condition and awareness of self-management
 - Improved clients ability to self-manage
 - Improved access to primary care and community health services

Working together results in:



- improved health and well-being for K&C residents
- reduced pressure on statutory services
- net savings

What's next for the sector



- Organisations need to be able to:
 - Demonstrate savings to Health and wellbeing funders
 - Be clear about their unit costs
 - Segment their users (several ways!)
 - Anticipate and prepare for new monitoring trends