



# Older People's Providers Network

**Time:** 2.30 pm to 4.30 pm, Tuesday 9 July 2019

**Venue:** The Reed centre, Octavia, 28 Convent Gardens W11 1NJ

## Notes and feedback

1	Welcome and introductions by chair Reena Mukherji, Octavia Foundation	Actions
	Round of introduction and review of the agenda for the day.	
2	Minutes of the last meeting and actions arising	
	<p>The minutes of the last meeting were circulated but not printed.</p> <p>The only action still pending is for Sylvia to chase Vicky Swann to share contact details for the digital team so they can be invited to present as well.</p>	
3	'My Care, My Way' presentation and the new outcomes focused approach to commissioning – Kalwant Sahota, WLCCG	
	<ul style="list-style-type: none"> <li>• <a href="#">See here Kalwant's presentation</a></li> </ul>	
4	Discussion groups on Outcomes vs outputs	
	<p>The network split into different groups and discussed Activities they delivered and the outcomes those let to. Then another group took over and discussed only the outcomes and the activities could deliver these outcomes. They discussed how they would evidence if these activities worked (research and evidence of impact) and how to measure their effectiveness and quality.</p> <p>Feedback discussion after the exercise showed a fairly good match of the type of activities before and after outcomes and quite a variety of options for the research and evidence and measures of effectiveness.</p> <p>Here are some of the information collected on by the groups:</p> <p><b>How you know this will help (research/pilot)</b></p> <ul style="list-style-type: none"> <li>• Experience</li> <li>• Increased mobility/stability or decrease in number of falls</li> <li>• Increase in <a href="#">Patient activation measures</a> (PAM)</li> <li>• Reduction of isolation through self-scored reporting</li> <li>• More engagement in local community activity</li> <li>• Evidence of better management of direct payment following information and advice session.</li> <li>• The service/activity is already recognised.</li> <li>• There is research proving the activity is effective in reducing stress.</li> <li>• 5 ways to wellbeing research</li> <li>• Public health statistics and research on 12000 steps impact.</li> <li>• Time to talk evidence</li> <li>• Number of interventions monitored per ward decreasing</li> <li>• Cost reduction</li> </ul>	

	<ul style="list-style-type: none"> <li>Evidence to support the need, i.e. high volume of referrals</li> </ul> <p><b>How you could measure the effectiveness and quality of the activity</b></p> <ul style="list-style-type: none"> <li><a href="#">Patient activation measures</a> (PAM)</li> <li>Questionnaires: Self scored reporting, Recovery stars, wellbeing scales, The Warwick-Edinburgh Mental Wellbeing Scales (<a href="#">WEMWBS</a>).</li> <li>Reduction of hospital admissions</li> <li>Reduction of GP interventions or GP time per patient</li> <li>Less admission to care homes</li> <li>How many people attended</li> <li>How many are repeat customers, keep coming back</li> <li>Feedback from other organisations on reduction of need</li> <li>Individual feedback of improved knowledge or skills</li> <li>Baseline key indicators and progress, i.e. waist measurement before and after</li> <li>Case studies</li> <li>Testimonies</li> </ul> <p><b>Resources you can find freely available online.</b></p> <ul style="list-style-type: none"> <li><a href="#">Tools4dev.org - How to create a monitoring and evaluation (M&amp;E) system – step-by-step guide</a></li> <li><a href="#">NCVO Knowhow-How to develop a monitoring and evaluation framework</a></li> <li><a href="#">Evaluation support Scotland - evaluation methods and tools</a></li> </ul>	
<b>5</b>	<b>Updates from members and information sharing</b>	
	<p>Open the room for discussion, update and events from the providers.</p> <ul style="list-style-type: none"> <li>No updates from the room</li> </ul>	
<b>7</b>	<b>Date of the next meeting</b>	
	<ul style="list-style-type: none"> <li>15 October 2019, 2.30 at the Reed Centre.</li> <li>Next meeting to include: <ul style="list-style-type: none"> <li>A presentation from the digital team working on personalisation.</li> <li>A discussion on the NHS long term plan and how this will affect Older people.</li> <li>Annual review of Network’s performance.</li> </ul> </li> </ul>	