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C7 #qfc7

Patients, staff, citizens, institutions, communities, populations - improving health & care together

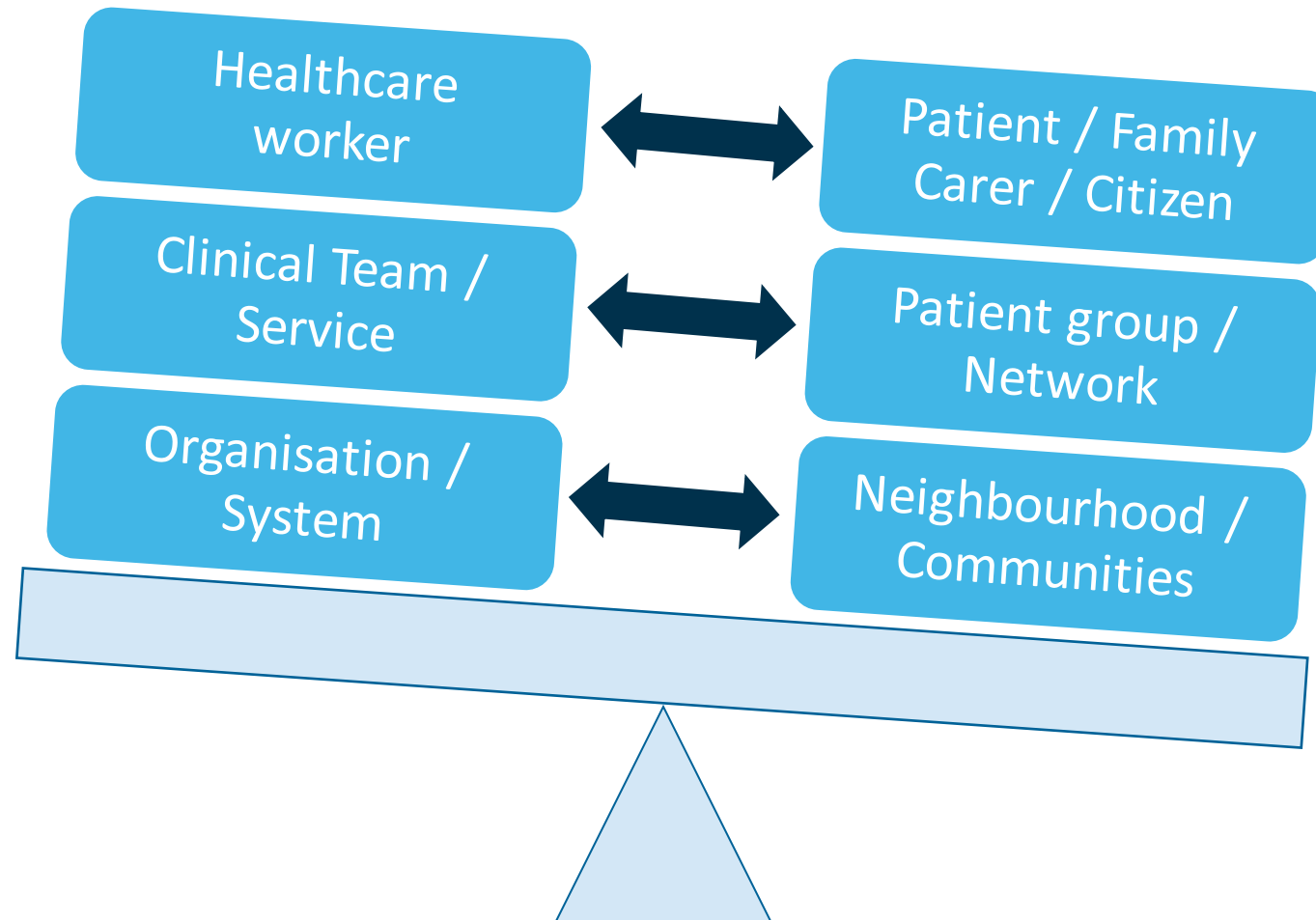
Sibylle Erdmann, Parent Carer, London Neonatal Parent Advisory Group
@LdnNeonatal_ODN

Bob Klaber, Consultant General Paediatrician and Deputy Medical Director,
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Dominique Allwood, Associate Medical Director (QI) and Consultant in Public
Health, Imperial College Healthcare NHS Trust; & Assistant Director of
Improvement, The Health Foundation @DrDominiqueAllw

Improving health & care together

A framework for partnership, balancing power & action



Reflections on my role as an individual



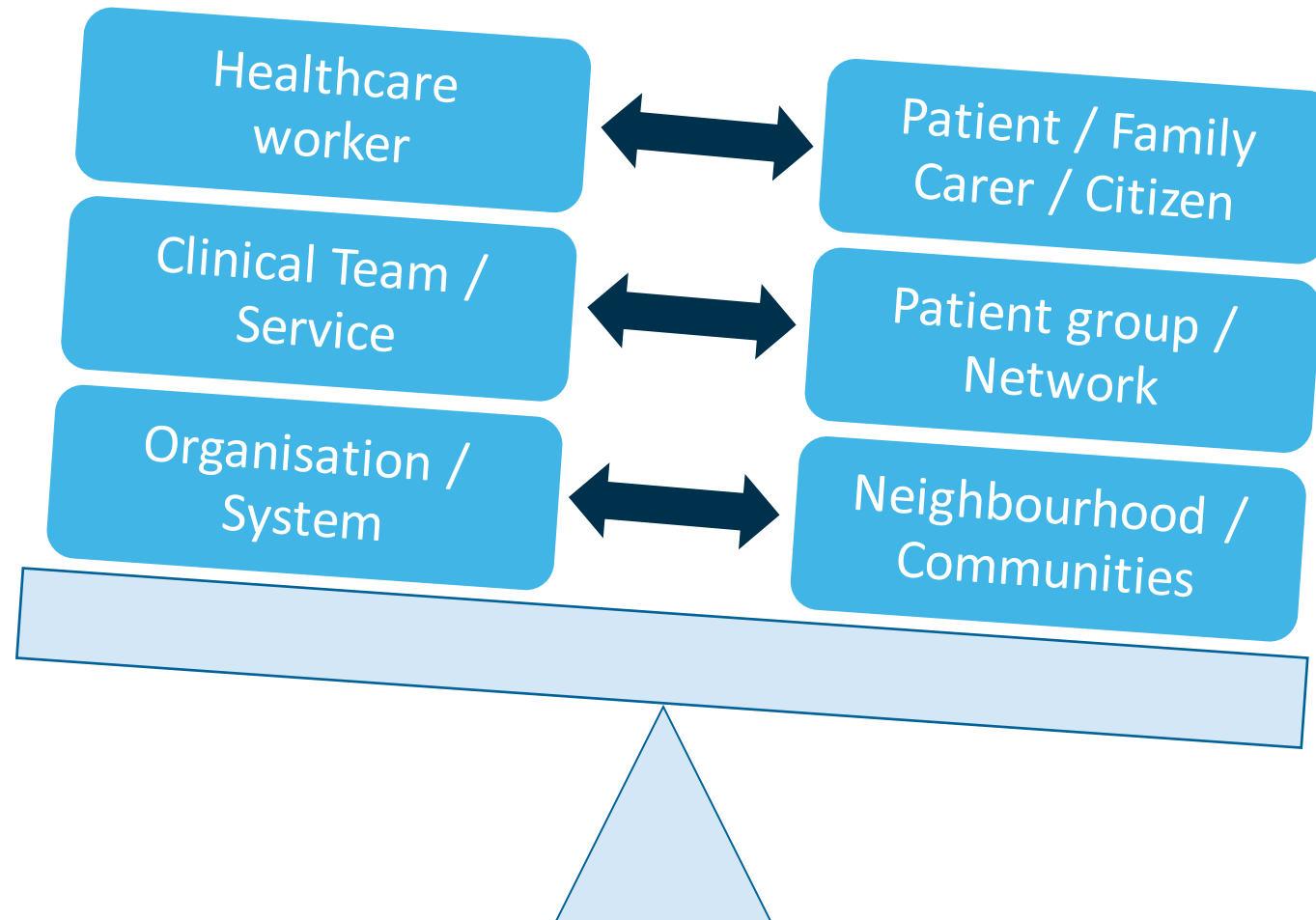
“Thunderstorm”, 2012

First reflections

- Task: 3-4 minutes of reflective conversation
 - With the person next to you
1. How do you feel after hearing these stories?
 2. What resonates with any experiences you have had yourself?

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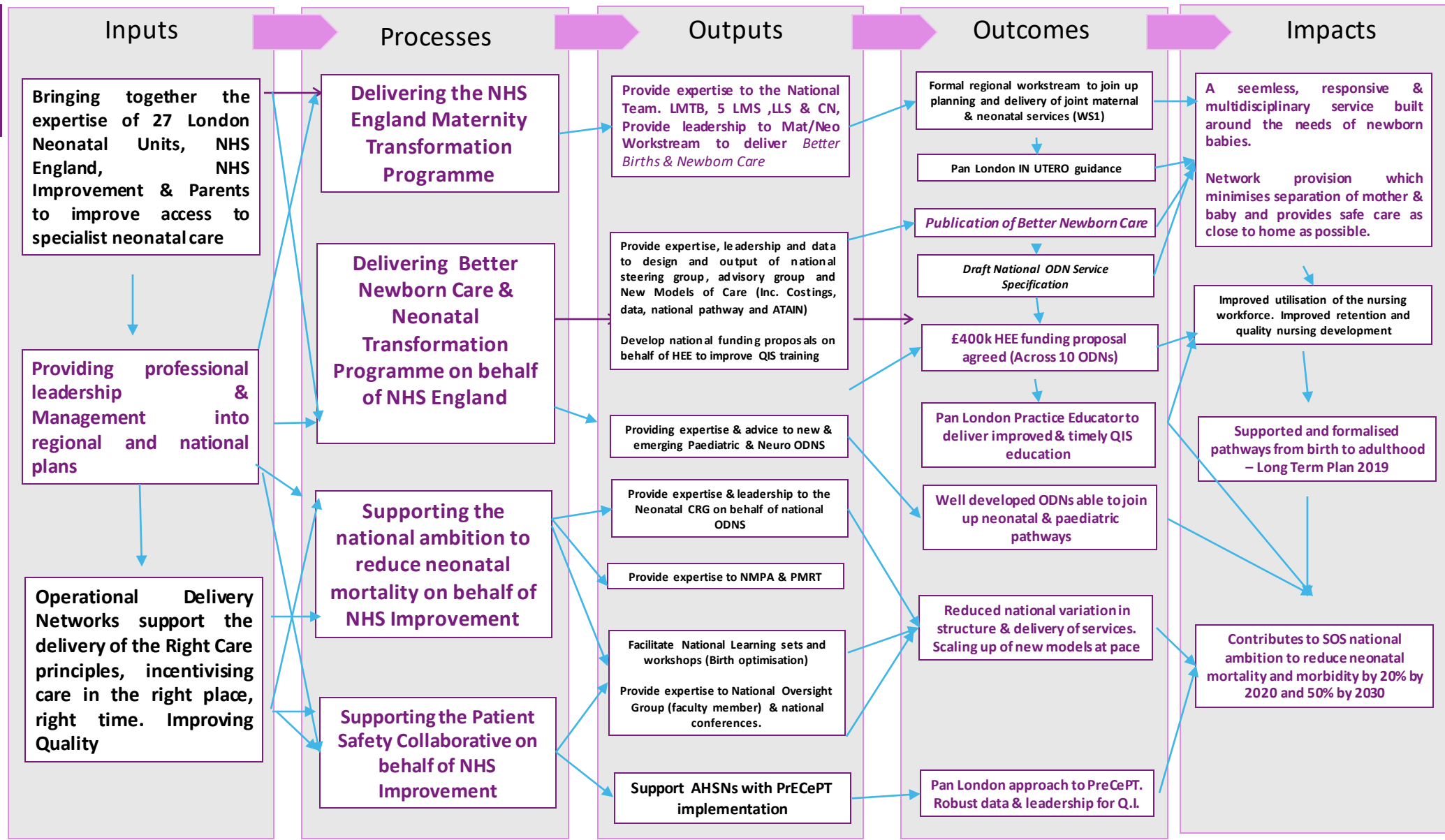


London Neonatal Network

- 27 neonatal special care and intensive care units across a wide geographical area
- Each year, arranging the care for over 12,000 babies and supporting their families during this time
- Improving access to specialist neonatal services, better outcomes and experiences for babies and their families
- Involving parents at all levels in our work
- Creating a whole systems change through working as a network, for example through systematic data collection
- Reaching beyond the network, collaborating with maternity services on a number of projects

London Neonatal ODN 2018 Update

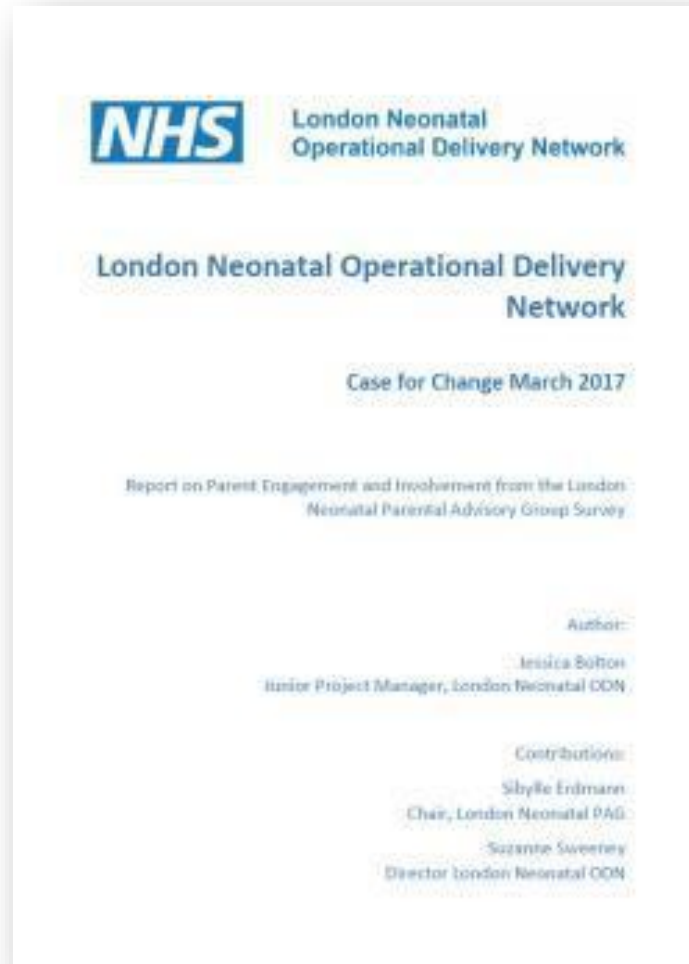
- Objectives**
- Improving access to specialist neonatal services to improve outcome and patient experience
- Projects**
- Implementation of Better Births
 - Maternity and Neonatal Transformation
 - Reducing variation and mortality



**Italics = planned next steps and/or target outcomes and impacts*

Case for Change

A shared document on parental involvement



- The Case for Change document reflected what many units were doing or planning to do on parental involvement
- The report was supported by NHSE and Bliss
- The Case for Change aligns with principles of Family Integrated Care and 'New Models of Care'

Parent Advisory Group

What our role can be

- Set membership
- Pre-determined agenda
- Centralised location
- “Strategic”
- Outcome focused
- A process of its own



- Fluid membership
- Evolving agenda
- Mobile
- You can bring yourself
- Organic
- Linked to existing local processes

We have become a *travelling conversation*....



8,760

**HOURS IN THE YEAR
GIVING JUST ONE
COULD SAVE 3 LIVES**



8760 hours....



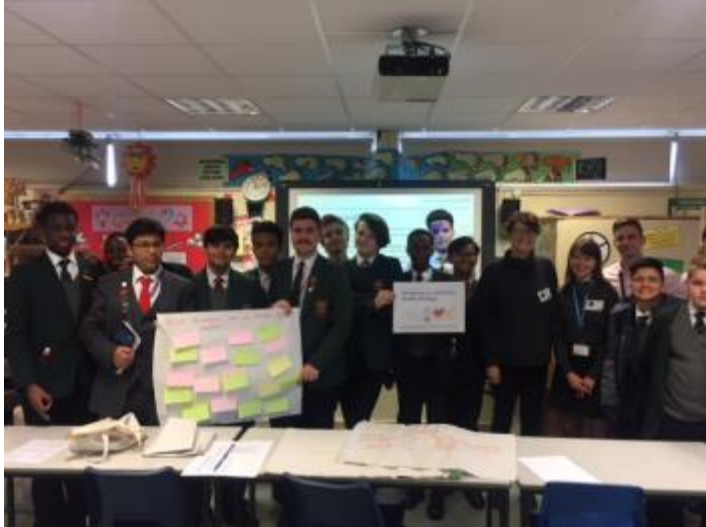
Community
&
Primary
Care

Self
Care

Life

Community Organising

An improvement methodology



Listening to People

Listening Campaign

We had **over 500** conversations

Conversations with **staff**

102

Face to face conversations

130

Via focus groups



Conversations with **patients**

75

St Mary's Hospital

15

Western Eye

75

Charing Cross Hospital

110

Hammersmith Hospital
And Queen Charlotte's and
Chelsea Hospital

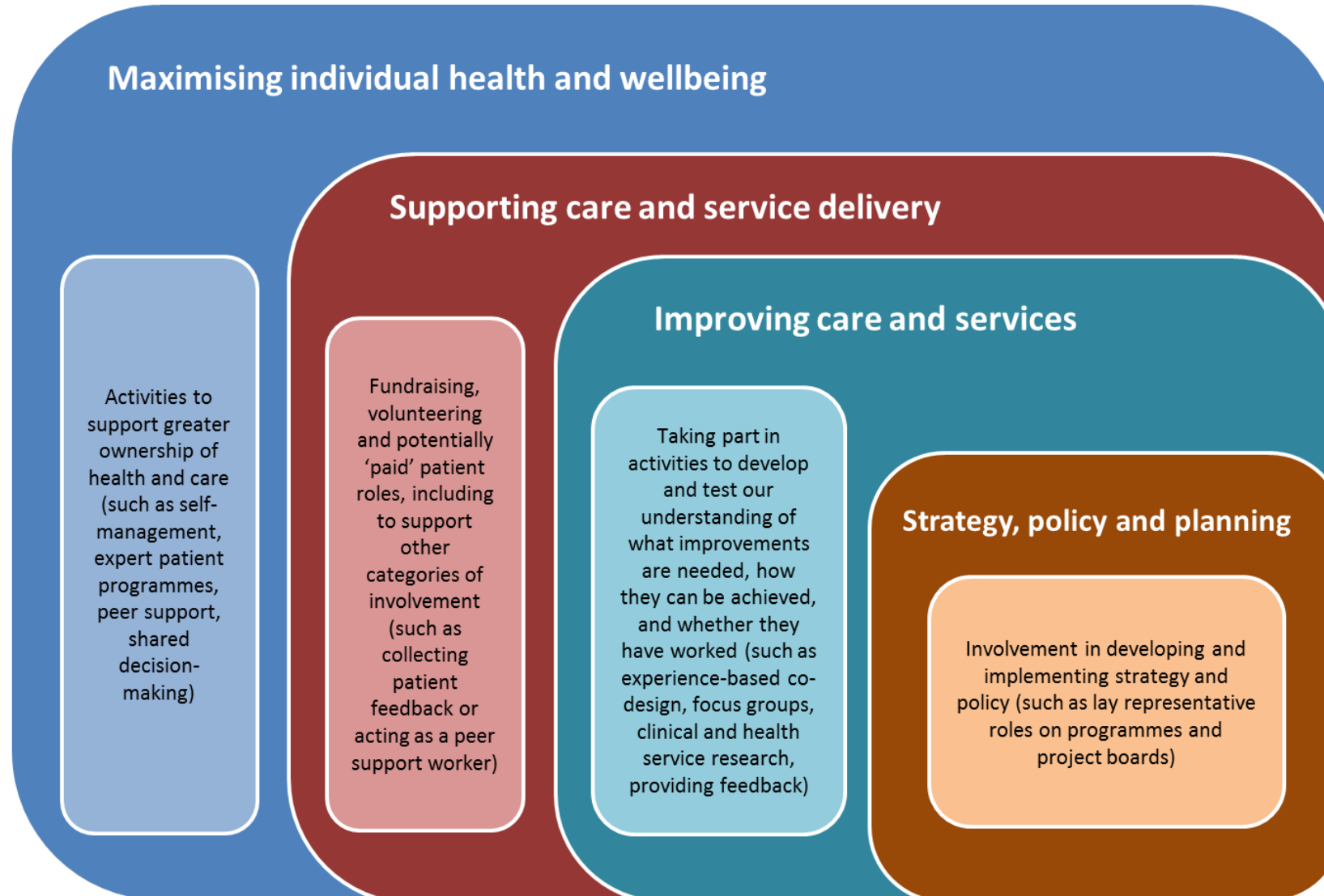


Community groups:

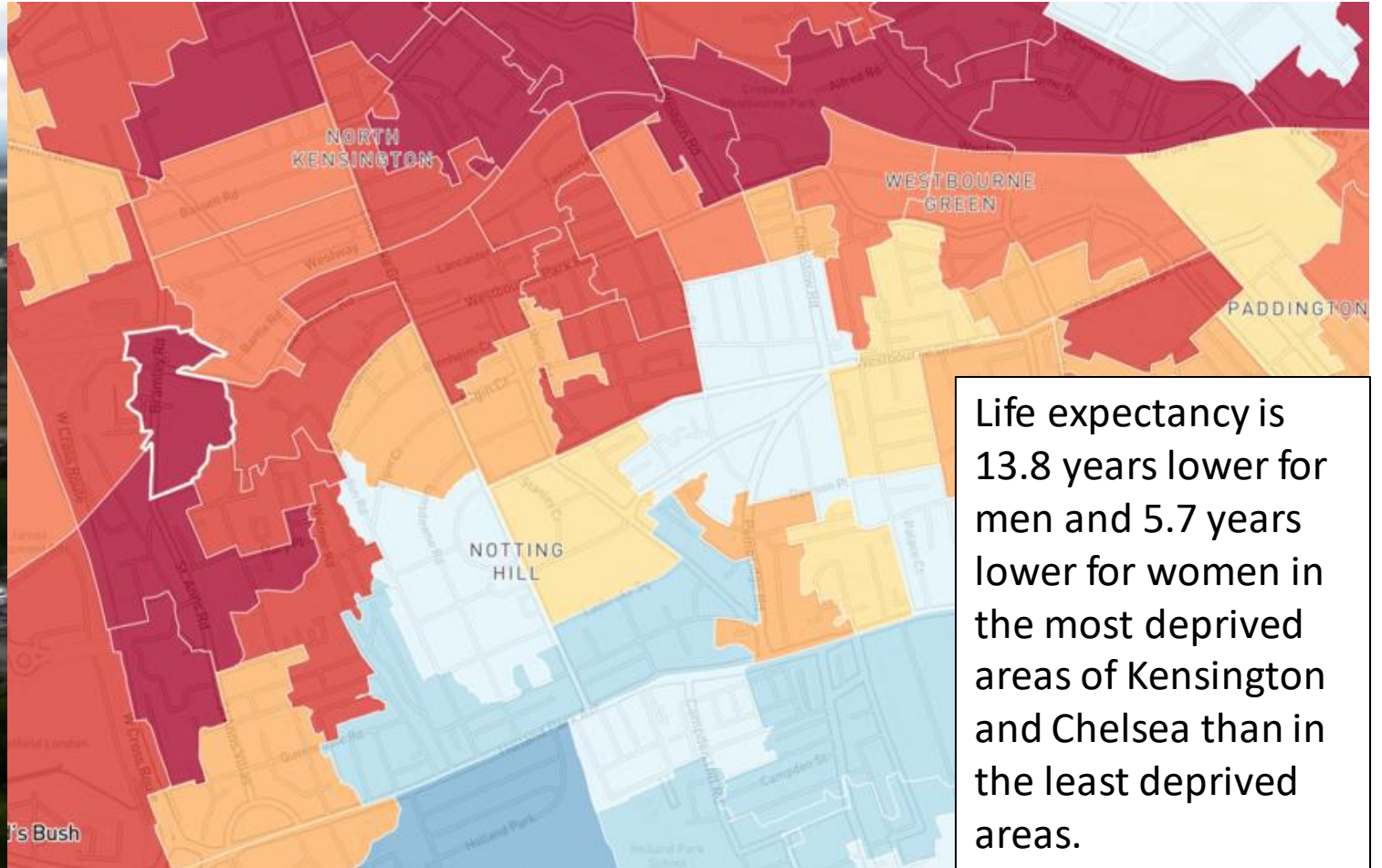
- Newman Catholic College
- London Interfaith Centre
- The Al Manaar Islamic Centre
- The Abbey Centre
- Willesden New Testament Church
- Refugee Group, Ealing Council
- Southall Community Alliance
- HM Prison Wormwood Scrubs
- Parkview Clinic
- Mind



An Organisational Approach to Involvement



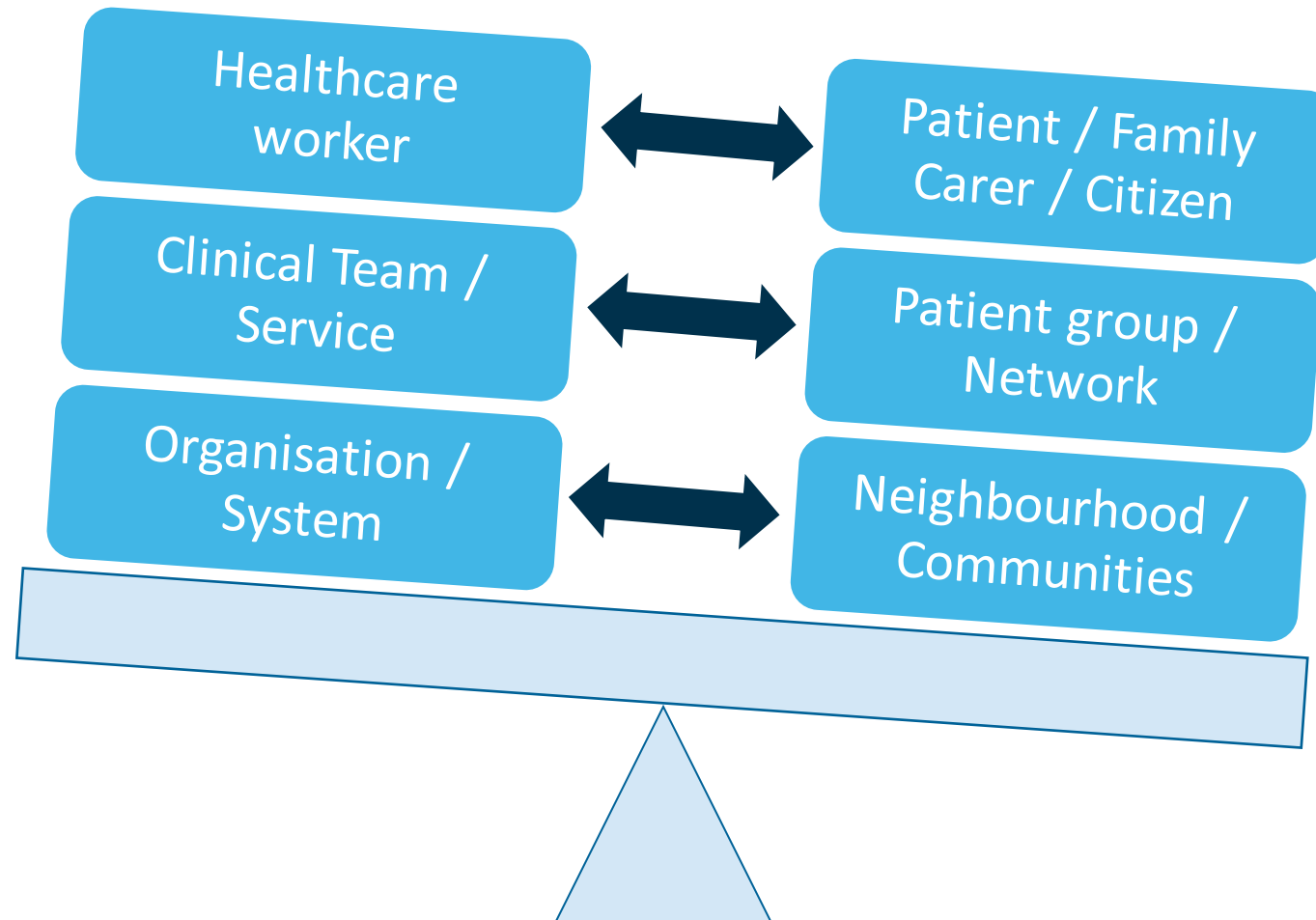
Agency & URGENCY



Life expectancy is 13.8 years lower for men and 5.7 years lower for women in the most deprived areas of Kensington and Chelsea than in the least deprived areas.

Improving health & care together

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More than buildings and services



We are more than buildings and services, we are staff and our communities

We impact peoples lives through healthcare and beyond



An anchor institution in the community



Healthcare organisations need to think about how they can harness their potential and deliver a range population health benefits to their communities through:

- **Responsible employers and job creation working with local residents**
- **Innovative use of facilities and estates to benefit the community**
- **Working with local businesses**
- **Volunteering – both ways**
- **Environmentally sustainable practices**

Healthcare organisations as anchor institutions

A few examples



Employment pathways for
local residents in
disadvantaged groups

Open and green spaces to
support local business e.g.
farmers markets

Staff undertaking
volunteering activities with
local community

Local charities and
community groups using
non clinical areas

Staff running food banks

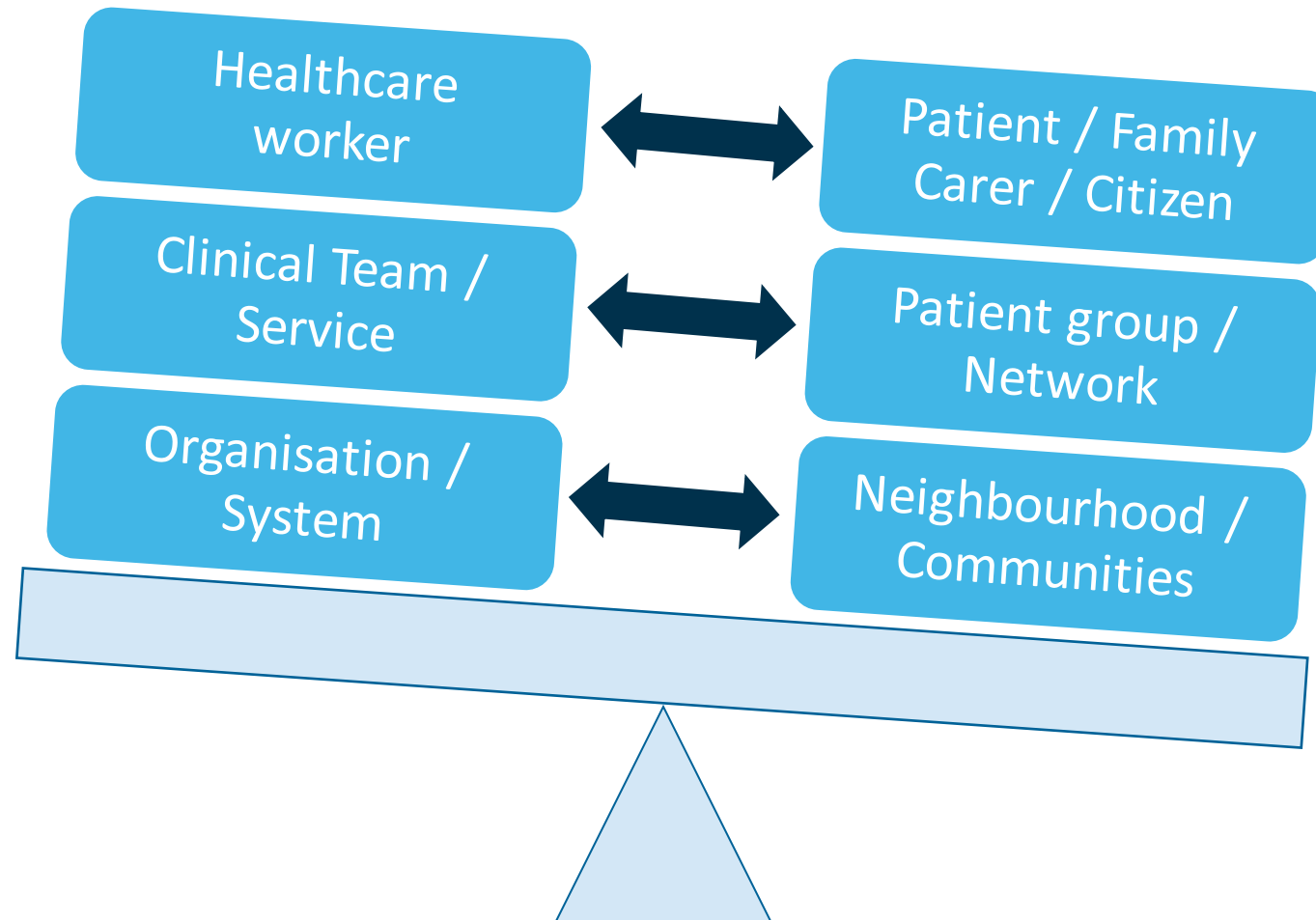
Engaging with local
business to develop skills

Further reflections

- Task: 7-8 minutes of reflection, discussion & planning
 - In groups of 3-4 people
1. What jumps out at you from what you have heard?
 2. Are there activities or approaches that you now want to initiate or strengthen as a result? How?

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Closing thoughts



"Circles", 2018

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