

# Partnership Working “BETTER TOGETHER”



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# Where we have come from?

- 60 years of paternalism
- ‘Acute’ model of care – broken systems and processes
- Experts in illness not wellness
- Focus on addressing symptoms not root cause
- Democratic deficit
- Little engagement with partners and communities



# Where we wish to go?

- NHS Ayrshire and Arran Health Board committed to:
- Transformational change – ‘doing with’
- Focus on wellbeing
- Social model of care
- NHS contribution to tackling inequality
- Listen/learn from third sector



# Steps on the journey

- Third sector engagement with NHS Board structures/processes including:
  - CHP Facilitators
  - CHP Forums
  - Public Partnership Forums
- Third sector equal partners in taking forward Person Centred Health and Care Programme Locally
- Reshaping Care for Older People – jointly agree change fund plans
- Redesign of some pathways
- NHS role in community planning strengthened
- NHS role in commissioning strengthened

# Challenges!!!

- Dominance of the medical model
- Improvements to existing system instead of transformation
- Culture change takes time
- Lack of understanding of co-production, asset based approaches etc
- What is the NHS contribution to the determinants of health
- Integration could be backward step

Example Missed Opportunity – Biggart Hospital – Catering Services





Compassion and kindness, to enable well being



Trust, respect and empathy



Equality, mutuality and individuality



Flexible and empowering culture and system

# JOINING PATHWAYS

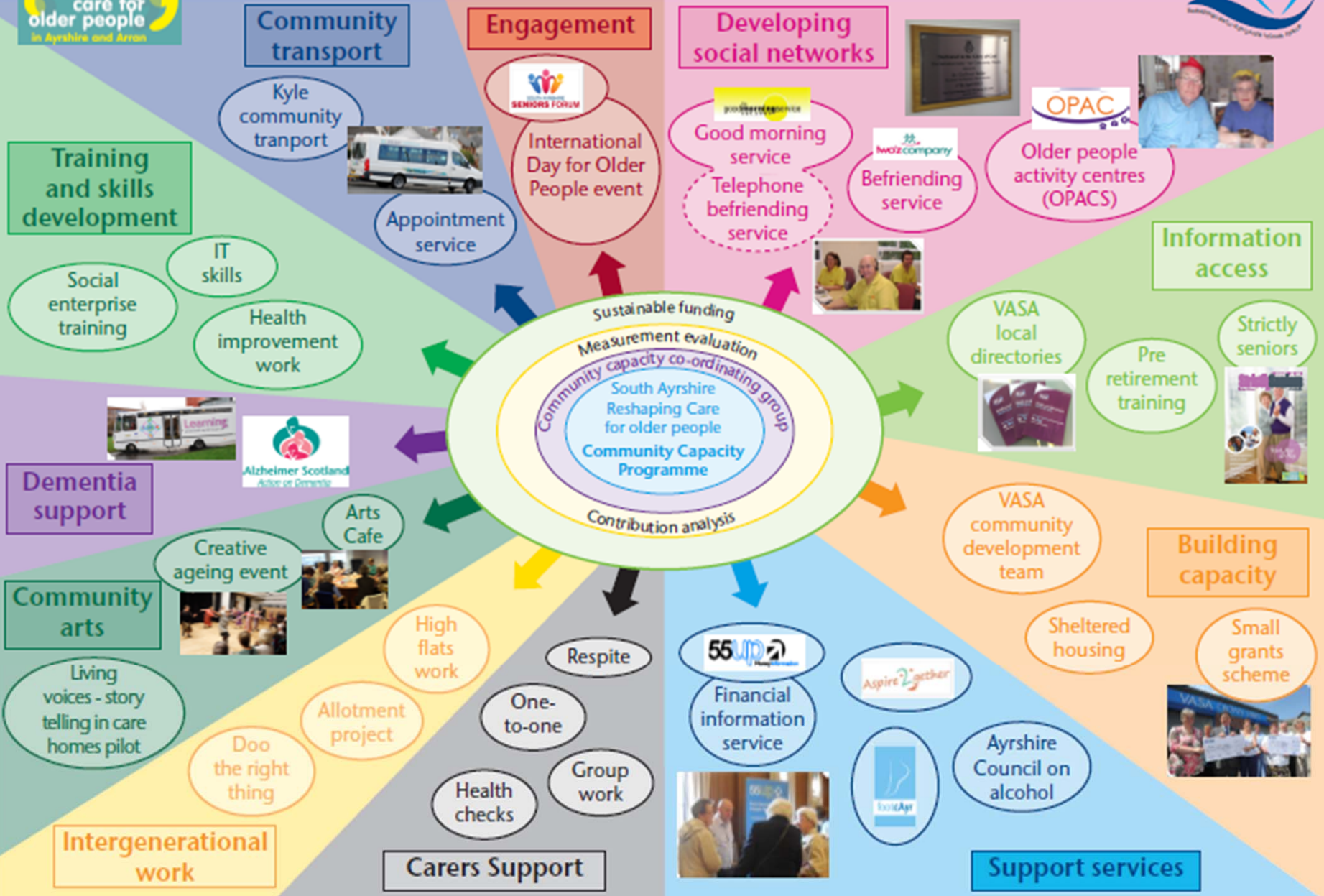


## Reshaping Care for Older People

- **Capacity Building and New Service Provision for Seniors**
- **Engagement - shift from post strategy development (Mental Health Strategy and Learning Disabilities) to pre Third Sector Engagement (Health Improving Care Home (HICH) Framework)**
- **The Third Sector Conversation (Third Sector conference – theme Health and Social Care Integration)**
- **Acknowledged improvement in engagement and relationship**



# South Ayrshire Reshaping Care for older people Community Capacity Programme





# **WORKING TOGETHER (Co Production)**

## **Enhancing Services For Older People**

### **NHS Podiatry Services – The Challenge**

**Demand for podiatry service exceeded capacity to deliver**

**Not enough time/resource for patients with greatest need**

**Inconsistent quality and effectiveness across community podiatry (source: Jodi Binning – Podiatry Lead NHS Ayrshire and Arran)**

**Gap in service for low risk patients**

# WORKING TOGETHER (Co Production) Enhancing Services For Older People

## Solution – Partnership working with the Third Sector

Pilot in Largs and NW Kilmarnock

April 2013 Launch in South Ayrshire with service delivery from July

- 14 volunteers trained to date
- 238 Clients on board
- 320 Treatments carried out
- Seen as showcase for the rest of Scotland
- Visit from the Scottish Government Interest in model  
As an example of best practice
- 6 outreach clinics – 2 NHS 4 Community (1 pilot in Sheltered Housing) to make best use of their enablement rooms
- 1 volunteer already in employment with the NHS after skills and experience gained by volunteering with the service



# PATHWAY PROGRESSION

- **VASA, by expanding the existing Mirrored Themed Group model, become the recognised conduit between the Third Sector and the NHS**
- **VASA are a data rich Interface, for example the annual Third Sector Impact Measurement Report, and have the proven ability to collect and collate information as required**
- **VASA embrace the opportunity to develop and grow the partnership and enhanced collaboration**