

NHS

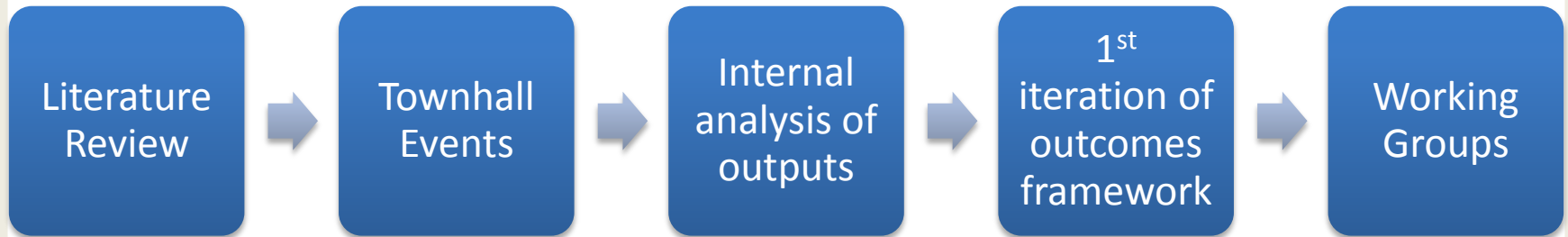
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Emerging Themes from Engagement Events

Health and Social Care
for the over 65s in Croydon

Process to date



Townhall Events

3 Events held across Croydon

- Total of approx 50 members of public attended.
- Table top exercise based on 4 themes from Literature review.
 - long term condition care
 - episodic/unplanned care
 - keeping healthy and well
 - independence (including social engagement)
- Feedback, data and 'I' Statements collated from the events.
- Public asked to volunteer for working groups.
- **Internal analysis from Townhall events.**
 - Aggregating of data/statements from tabletop exercise.
 - Data was analysed and allocated into groups with support from COBIC Public Health Consultant.
 - 4 high level outcomes ('I' Statements) were then generated from the initial themes.
 - Data refined into outcome goals to sit under each high level outcome.

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High Level Outcomes ('I' Statements)

I want to stay healthy and active for as long as possible.

I want to receive the best quality care available in order to live as I choose and as independent a life as possible.

4 High Level Outcomes

I want to be cared for by someone who has had the training and has the specialist knowledge to understand how my health and social care needs affect me.

I want to be cared for as an individual, with services specific to me.

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Outcome 1.

I want to stay healthy and active for as long as possible.

Outcome Goals

- Cope well with memory loss
- Eat well and keep active from a younger age
- Expect information in a format that is accessible to them
- Expect proactive care feel that their wider social networks are involved and supported to help them stay well
- Feel that they and their families are supported to stay well
- Have appropriate access to services
- Have equality of access to services regardless of where they live
- Live an active a life as possible
- Live as sociable a life as desired
- Maintain positive mental wellbeing (especially after bereavement)
- Plan for old age – emotionally, e.g. coping with physical and mental decline
- Plan for old age – Practically, e.g. finances, washing (life skills)



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Outcome 2.

I want to receive the best quality care available in order to live as I choose and as independent a life as possible.

Outcome Goals

- Meet their full physical, mental and social potential
- Plan for a more dependent future... whilst I can
- Plan for old age - Practically e.g. finances, washing ...life skills
- Meet their full physical, mental and social potential
- Live "at home, not in a home" for as long as safely possible and for as long as they choose, including by self-care
- Know how to access services
- Feel that their wider social networks are involved and supported to help them stay well
- Feel safe in their home
- Feel safe in their community
- Expect proactive, supportive care
- Choose when and where I meet others and socialise
- Carers and families feel supported to help people to stay well
- Can access opportunities to meet their desire for social activities
- Access transport and travel options
- Access respite care when needed
- Access appropriate housing
- Access appropriate assistive technologies
- Cope early in the process of gradual deterioration in: eyesight, hearing & mobility and mental capacity including self care

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Outcome 3.

I want to be cared for by someone who has had the training and has the specialist knowledge to understand how my health and social care needs affect me.

Outcome Goals

- Be assured that when something unexpected happens their next of kin and GPs are contacted early to find out about them
- Can experience appropriate translation services
- Cope with their level of pain experienced
- Expect care from the right person at the right time in the right place
- Expect care that is on time
- Expect help to navigate their way through the system
- Expect high quality services that meet their requirements
- Expect information that is in line/coordinated with the care they receive
- Expect integrated and co-ordinated healthcare, social care and voluntary sector involvement
- Expect sensitivity, even if within a group with similar needs
- Expect support to ensure appropriate treatment / feel they are partners in their decisions about their care
- Expect that the care they receive will be safe
- Expect to be treated as a whole person and not a single condition including social and psychological aspects
- Expect to have a plan in place that anticipates crises
- Expect to receive a good experience of care when in a crisis
- Experience a quick recovery to expected level of health
- Receive information that is in line/coordinated with the care they receive

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Outcome 4.

I want to be cared for as an individual, with services specific to me.

Outcome Goals

- Expect care from the right person at the right time in the right place
- Expect consistency of care between providers
- Expect high quality services that meet their requirements
- Expect information in a format that is accessible to them
- Expect integrated and co-ordinated healthcare, social care and voluntary sector involvement
- Expect that the care they receive will be safe
- Expect their feedback will be listened to and effect change where necessary
- Expect to be treated as a whole person and not a single condition including social and psychological aspects
- Expect to experience care that is tailored to them physically psychologically and socially
- Experience care that is timely experience consistency of care between carers
- Feel supported to care for myself
- Feel they are partners in their decisions about their care
- Feel they are partners in their decisions about their care, including identifying risks
- Receive information that is in line/coordinated with the care they receive

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Outcomes Framework

High Level Outcomes

- 'I' Statements co-produced with local patients, clinicians and 3rd sector stakeholders

Sub Outcomes

- Co-produced statements that give definition to the high level outcomes.

Outcome Indicators

- Balanced set of indicators that clearly demonstrate achievement or otherwise of the desired outcomes.

Incentivised Indicators

- Indicator subset selected to incentivise outcome improvement. Includes baseline of performance and associated threshold reflecting adequate (or improving) performance.

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Outcome Framework Development

- Development of a draft outcomes and indicators framework is in progress.
- Outputs from the townhall events following analysis have been inputted into the draft framework.
- Further work from working group 1 will enable the outcome goals to be tested, refined and sense checked with the public.
- Indicators will start to be developed from working group 2.
- A refined set of outcomes, sub-outcomes and indicators will be generated and circulated.
- Input and sense checking will be required from Commissioners, Clinicians, Legal and Commercial teams prior to Working Group 3.

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Working Groups

Thursday 8th May – Working Group 1

- Public Volunteers

Thursday 15th May - Working Group 2

- Public Volunteers
- Business Intelligence Teams (CSU and LA)
- Clinicians and Practitioners (NHS and LA)
- Public Health

Thursday 5th June - Working Group 3

- Public Volunteers
- Business Intelligence Teams (CSU and LA)
- Clinicians and Practitioners (NHS and LA)
- Public Health
- Legal and Commercial teams



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