

Engagement with Commissioning of Falls Prevention Services

INTRODUCTION

Falls & fractures in older people are a costly & often preventable health issue.

Data shows that emergency admissions due to falls related injuries in the over 65s is above the England average in Rushmoor and Hart. This project seeks to improve outcomes for people at risk of falls through effective commissioning.

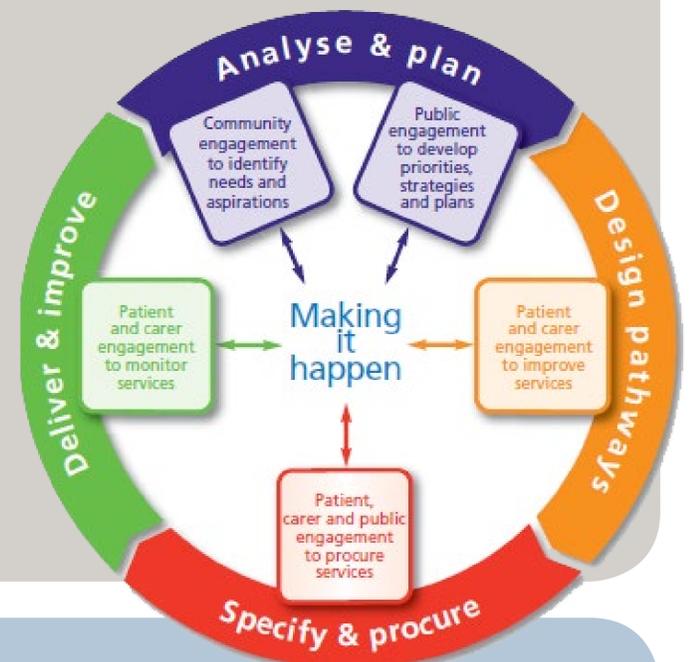
PROJECT GOALS

- Improve the level of user engagement within commissioned falls services
- Improve and empower patients to be engaged throughout the Commissioning Cycle
- Seek to engage with the public around what information is helpful to support wellbeing and prevent falls
- Raise awareness of local falls prevention services

PROJECT DESCRIPTION

Development of falls prevention information packs distributed at September Flu Clinics in Yateley & the Crondall Practice, Fleet.

A Falls Stakeholder workshop was also held in September, with Community Ambassadors, Providers and Clinicians to review local services, assess satisfaction with the services & agree what a local service offer should include; informing the commissioning cycle around falls prevention.



KEY FINDINGS

- The falls info packs have shown some impact on raising awareness of local falls – with a slight increase in referrals to local services.
- Patient feedback on the packs has been sought via a patient survey – feedback to be collated throughout Dec 2019.
- Feedback from stakeholder workshop identified that we have good local services in place. Helpful suggestions were also made in terms of better joining up services & raising awareness of services to maximise take up and outcomes.

EVALUATION STRATEGY

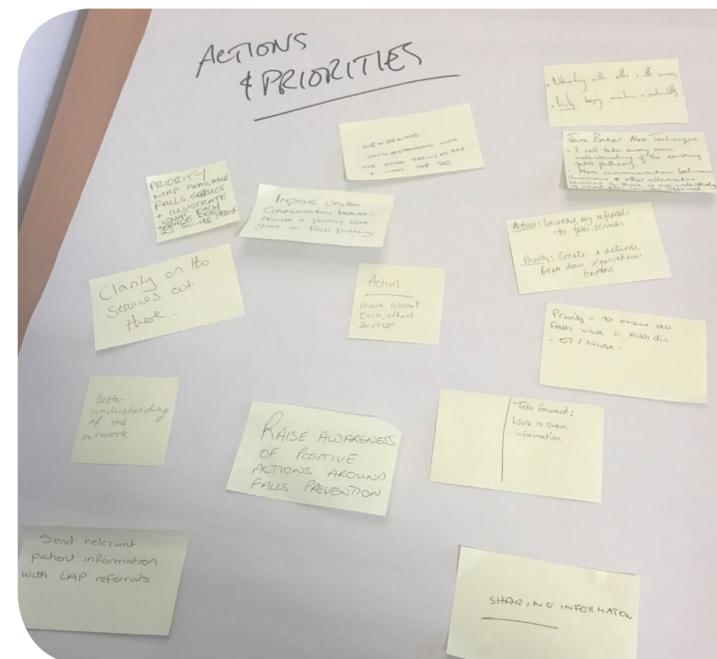
Evaluation of the project & engagement within included monitoring existing services for a desired increase in referrals made and in addition the design of an electronic survey to the Yateley virtual PPG members for feedback and satisfaction with the packs. Feedback will be sought around this method of engagement adopted. Positive feedback was received from the Stakeholder workshop.

CONCLUSIONS & LEARNING FROM EEP

Through the EEP I have learnt the benefit & importance of engaging with patients & the public throughout the commissioning cycle. I found the Collaborative Commissioning module highly beneficial, including clarity over which techniques might be best to engage at which stage of the project. Engagement will continue to be sought as part of service improvement and ongoing commissioning of local falls prevention services and learning will be shared.

CONTACT INFORMATION

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CREDITS & THANKS

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Liz Glen & Hart District Council
Oakley Health Group
Derek Twigg - Community Ambassador

REFERENCES

Public Health England, Fingertips Public Health Profiles
The Engagement Cycle – NHS England
The Participation Toolkit – Scottish Health Council