

# CO-PRODUCTION AND PATIENT ENGAGEMENT IN NHS CONTINUING HEALTHCARE (CHC)

## INTRODUCTION

In order to improve the experience of our clients, the Hampshire CHC team is committed to ensuring that meaningful patient engagement and co-production is embedded within all aspects of our service.

Patient engagement is one of the team's key objectives for 2019/20. At the start of the programme some work had begun on engaging with clients, but this was focussed in small areas and specific projects.



The parable of the Blobs and the Squares

## PROJECT DESCRIPTION

My project initially focused on the CHC task and finish co-production group which was in its infancy when the Empowering Engagement Programme commenced. This group was tasked with producing leaflets to support clients through the CHC pathway.

As I progressed, my project quickly morphed into wider co-production and engagement activities across CHC, as I was able to implement my learning and influence other projects and work within the service.

## LEADERSHIP COMPETENCIES

In one session we looked at the competencies and behaviours that make a good leader.

I found this particularly interesting as I had not really viewed myself as a leader as I do not manage staff. The session helped me to understand that even though I don't have line management responsibility, I still have an important role as a leader within CHC.

My preferred leadership style relies on building good relationships, trust and supporting others in creating a positive vision and sense of collective identity. These skills are vital in enabling me to influence and negotiate with teams that I do not manage.



## WHAT DID I LEARN?



Not a tick box exercise – valuable and worthwhile



Don't jump to the solution! My agenda's now look different!

### Challenge the way we think about things

Keep questioning – why is it that way? But why? Yes, but why?

Example – general consensus was 48 hour target for Fast Track is unachievable. The CHC service is available Monday – Friday.

'Why is it unachievable?'

'Because we can't make eligibility decisions at the weekend.'

'But why is it unachievable?'

Think outside the box – we don't have to do what we have always done.

Result – one of the suggestions for our new Fast Track pathway is to provide access to some elements of the service 7 days a week.



## THE JOURNEY

I have been involved in our Fast Track redesign project and have been able to ensure that a comprehensive engagement and communication plan has been implemented. The redesign work has been split into phases to allow us to engage with end users and key stakeholders at each stage.

A task and finish group was set up to review clinical assessment paperwork. I was able to influence and suggest an expert patient was invited to join the group.



Thanks to the CHC Management Team for supporting my attendance on this programme.

Thank you to all members of the CHC co production group for their support and patience during the last 6-9 months.

## CONCLUSION

The co-production group set up as a task and finish group prior to the start of the programme is now planned to continue indefinitely to support all aspects of the CHC service, transformation and day to day business.

Group is to be expanded to include other expert patients, those who have experienced the CHC pathway, Acute Trusts, GPs and others who would like to be involved.

My aim is to continue to promote and champion co-production until it is a core part of everything we do within CHC.

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