

Integrated Care Pilot Site News

December 2009

The central implementation team would like to wish everyone involved in the pilot programme a Happy Christmas and New Year. We have appreciated the hard-work that you have put into the programme during the last 9 months. There have been some exciting developments since the programme started and we are sure there will be more successes and achievements during the course of 2010.

Diary marker 3 and 4 March 2010

Thank you to those of you who responded to the national event survey and completed the feedback forms. Taking into account your feedback we will be making the next national event site- focused and site-led. We will also be holding a final event in October with dates to be confirmed. The three events were always intended to have a different focus. The first event was designed to give you access to policy leads, the event in March will allow for detailed, site-specific discussion, learning and sharing and the final event will be a larger-scale showcase of your work.

The next event will take a similar format to the last event with a full day on the 4th March and a residential stay the night before. We will also be returning to Oulton Hall, Leeds given the positive feedback received. The event will only be open to pilot sites, short-listed sites, the central implementation team, Programme Board representatives and SHA representatives only. We want you to have the opportunity to explore key issues in an open and frank manner. If there are particular topics where the presence of a policy lead would be helpful again let us know.

We will be expecting all sites to send representatives to the event and are looking for you to take ownership of the content. We will have a limited number of slots for sites to present to the group. If you are interesting in presenting please contact us via the ICP mailbox. It may be beneficial to consider jointly deliver presentations with other pilots for example around data sharing or a particular clinical condition.

We are also hoping to put together a panel of service users and write up their comments into a case study to be used for trade press. This would be a good opportunity for sites to raise the profile of your projects. If you know of any potential service users that would be willing to attend the event and discuss their experiences please let us know via the ICP mailbox.

Newsletter changes

We are considering revising the current format of this newsletter in the new year. Alongside this newsletter, we are working on a quarterly newsletter for wider distribution designed to raise the profile of ICP. This is likely to feature case studies, short opinion pieces and '60 seconds with' features. If you would like to be featured or have any suggestions for content please let us know.

We still recognise the need for regular contact with the sites and again would like your feedback as to the most useful format whether this be by newsletter, email or posting content on the learning networks site. Suggestions would be welcomed to the ICP mailbox.

Integratedcare@dh.gsi.gov.uk

Site communications

We are aware that the communications leads listed for sites have varying degrees of experience with communications and PR. For some sites the communications lead is a project manager and others have a dedicated communications manager. Centrally we recognise that because of these discrepancies some additional support may be beneficial. In the coming months we will be working at a national level to raise the profile of ICP and we would like sites to have the same opportunities to raise awareness of their project at a local level .

We are working on a communications toolkit for sites and will be working to build up a bank of case studies for use in national media. We will be approaching sites on a rolling basis and would appreciate your support in completing the templates.

We will also be creating a communications network to ensure that communications leads feel supported and can share material and learning. We will contact sites about this network by separate cover.

Monthly reporting

Just a gentle reminder that monthly reports need to be submitted to your site lead and the ICP mailbox. We use an automatic electronic filing system and would appreciate it if you could save your report with the following file name and use this as the subject of your email.

[SITE NAME] ICP Monthly Report. [DD/MM/YY]

The deadline for the December monthly report will be **8 January 2010**

Integration measurement tools

The International Network of Integrated Care conference held recently in Vienna, Austria saw three tools presented which help to provide an insight in to the depth and success of integration. Two tools examine integration from a partnership and organisational perspective and the third examines integration from a patient engagement perspective.

A brief summary of each tool and links to further information has been uploaded to the learning network web site (in the knowledge section). For further information please contact Scott.Maslin@KPMG.co.uk.

National data statistics for the ICP

There have been some anxieties by GPs about providing data on their patients. As part of the learning network call on 3 December, the various issues were discussed and Professor Martin Roland provided reassurance that all measures were in place to ensure patient confidentiality. He has also since sent an email covering the various issues that will assist sites in conversations with GPs.

The data will be sent by encrypted NHS email from the PCT to the NHS Information Centre. This does not require the data to be sent outside the NHS. This sort of information transfer occurs all the time in the NHS as part of normal business. The NHS Information Centre will then link the information to hospital admission data and send it to the evaluation team in a way which makes it impossible for the team to identify patients. The evaluation team will therefore have no access to identifiable data. This process has been approved by the Ethics and Confidentiality Committee of the National Information Governance Board and the NHS Ethics committee.

**60 seconds with Dr Mo Dewji, Clinical
Advisor to the ICP programme**

What inspired you to work in health/social care?

I was always intrigued by both healthcare and the law. As I got to the stage of making a decision, I spent some time looking at both, and the variety and satisfaction of healthcare was in the end instrumental in my choice. I often have many frustrating days, but when I look back I wouldn't want to have done anything else.

What's the most interesting project you've ever worked on and why?

Spending two months working as a volunteer with Doctors Worldwide in Sri Lanka and the Maldives soon after the Tsunami was an experience that I will never forget. Everyone enquires about the devastation, but it was the human stories of amazing courage and self belief that strikes you more than anything else. I learnt a lot about myself, the things we take for granted (such as drinking water) and unfortunately how much politics influences volunteers and organisations wanting to help people at a time of their greatest need.

What's been your biggest challenge at work and how did you overcome it?

We just completed an extension in the surgery that has effectively doubled our size. We had to do this whilst delivering a full service to the patients, keeping staff and patients on board and as always within a budget. As project manager it all seemed perfect on paper, until one day it dawned on me that the central part of the main extension flank was from the middle of the surgery where the entrance and reception were. The value of having an excellent practice manager, a dedicated and ever patient workforce and patients who work with and for you were the real reasons for our success. PS - If anyone mentions another extension the answer is...



What does integrated care mean to you?

The patient who comes through a journey and assumes it was always the same person helping them get to their optimal health status - irrespective of who, when and what organisations / personnel were involved in their care and support

What's the best piece of advice you've been given?

Someone will always tell you it's not possible - unless you try you will never know and if you get it wrong first time don't give up; ask yourself what could you have done better and add it to all the things you did right to win next time round. When you do win, don't stop and ask yourself what can you do to be even better in the future.

Additional '60 seconds with' features

We are looking to build up a bank of 60 seconds with features to be able to use for future internal and external communications materials.

If you would like to be featured, please email into the ICP mailbox. We are looking for front-line staff, service users and senior managers who can provide an interesting snapshot of their experience of the pilot.