

Impact of CARE Programme



Connected, Authentic
Resilient & Empowered

CARE:

How has the CARE programme helped you on your leadership journey?

Helen:

CARE has increased my confidence and made me feel more positive about my job role: I was really inspired by one of the early video clips we watched about Health Improvement which mentioned the impact of social prescribing in terms of reducing GP appointments

It has enabled me to link up with and get to know a fellow PCN employee Jeanette. There aren't many of us that work across all surgeries within the PCN so it's great to be in contact with someone else who has that as part of their role.

Jeanette

I've attended lots of management training courses over the years. Still CARE showed me so many new techniques for leading teams and implementing change, but also how to care for myself.

Radical Candor — Caring Personally while Challenging Directly — is guidance that's both kind and clear, specific and sincere. This highlighted to me how I'm good at caring personally, but this has impacted on my ability to challenge directly and something I will continue to work on. Sometimes you've just got to pull off the plaster!

Idea:

What is your project and why did you decide to focus on this?

Project Aim: To improve digital capabilities and access of our elderly patients to enable better health outcomes

Project Sylvia: a 90 year old lady referred by her neighbour, struggling on her own, no local family, very hard of hearing, mobility difficulties, not getting out.

Working with the Age Well team we have contacted her housing association, Care & Repair, Deaf Connect, assistive technology, audiology.

Building work has commenced on a front ramp, side ramp, access to the back garden, hearing has been reviewed with aids now in place.

Able to get outside and in the garden, regular visitors.

(This case study has been included in an Age Well presentation and is also going to be featured in the Age UK magazine).

There must be others in this situation where non-medical interventions can have a very positive impact on a patient's wellbeing and reduce potential future crisis.

Implementation:

What steps have you taken / are you taking to implement your project?

When Helen shared this story with Jeanette it opened discussions within the PCN. One of our practices has been identified who are keen to pilot through running reports that can be followed up by Helen, SPLW and in conjunction with the Age Well team. These will identify those elderly patients who haven't had recent contact with the surgery but may be struggling on without realising what help and support is available to them.

The advice is to start small so we are looking to identify a cohort of around 10 patients in one practice, then slowly expand across all 5 practices.

Helen has also started drop in sessions in a local library to help those who are digitally challenged. One PM had an idea to encourage patients to access NHS apps for ordering prescriptions, making appointments, etc.

2 ladies attended the first drop-in session: 1 of whom had a smartphone but didn't know how to use it, her grandson had bought it and then moved away, her anxiety meant that she found it very difficult to ask others for help. Helen spent some time exploring Google and submitted an online application to the local Community Larder. She has consented to us contacting Adult Education re an IT course.

Impact:

What impact has your project had so far?

The conversation and ideas have gained momentum and this will continue, especially as we move into the Autumn/Winter.

We have made a contact in the ICB who is keen to help if we need to secure budgets, equipment etc. We have also approached the local council to provide a contact on health inequalities.

From just one session Helen helped a lady gain confidence and identified additional support available to her.

Over time we see this having a positive impact on the elderly population who can be quite isolated in our rural setting. It will grow from the marvellous work of our SPLW's but also by word of mouth.