

What does good quality joined up care mean to you?

Patient Discussion Session: 5th November 2013

Multi-agency approach

Named co-ordinator for each individual

Named co-ordinator for each service deliverer

First call- GP (may delegate) Patient/ carers request services required

Treat patient as an individual

The common thread has to be the patient

Everyone works to a single care plan

Care was provided across 3 hospitals- no-one ever came together to agree what my husband needed

Introduce a 'health diary' as part of the pilot. Owned by the patient. Includes the agreed care plan.

There will be someone who looks after the whole needs of the individual

Looking after yourself- personal care plan. Single care plan

The Care Co-ordinator- my 'health champion'

Don't forget those who don't use services regularly especially frail & elderly (e.g. checks by District Nurses)

It's about an individual plan and how we achieve that through systems and processes

Access to practical support e.g. managing finances

Is integrated care for everyone?

I want all the professionals to be there... stepping in when I need them

Communication between organisation, professionals and the patient- simple and well defined

Role of the voluntary sector- need to be there from the word go.

Liaison between organisations. Finding the right support as part of the care plan.

What will happen with cross-boundary care? Transition across geographical boundaries

Self-care and self-management are fundamental components. Responsibility for own health.

Experiences of good care- "My GP sensed when I was struggling". Elements included access to respite, good communication between the GP and social services.

Agreed and signed up care plan accessible by the patient

Patient needs (this is about me and my needs)- simple, clear lines of communication; one point of contact; one 'product' whichever organisation; have as much independence as possible/ practical; proper support for self-management

What does success look like?

Staff are engaged

All organisations pledge to deliver integrated care

All patients have a single care plan which they have been involved in developing

Use patient stories and experience to judge success

Breaking down organisational barriers and silo working

Getting rid of silos- cultural shift

What other terms could we use to describe 'integrated care'?

Joined up care

Total Care

My Care

My Health

Personal Wellbeing

"Integrated LIFE Care" this embraces the following:-

- Health Care
- Social Care
- Voluntary Care
- Focuses on Patient Life Care in all forms.
- Picks up on the continuum of care through life as identified during the discussions.
- Doesn't highlight any area of support specifically and so is acceptable to all stakeholders.
- Simple, helps frame things for patients and starts the patient on the road to taking responsibility for his/her life care.

