INTEGRATED CARE MATTERS
WEBINAR SERIES 3:
SELF MANAGEMENT & CO-PRODUCTION

23rd October, 2018 12.00 – 13.30 (BST)

Sinead Malone Health & Social care Board NI

Joanne McKissick Patient Client Council NI
Self Management and Co-Production the Northern Ireland Context

• Policy Context to date

• Recent developments

• Case study – Pain management Campaign
PRINCIPLES

Working in partnership
The person, and the interests of the person, should be at the centre of all relationships. People, and where appropriate their carers, must be recognised as partners in the planning of services, which should be integrated and based on collaborative working across all sectors.

Supporting self management
Self management should provide people with long term conditions with the knowledge and skills they need to manage their own condition more confidently and to make daily decisions which can maintain or enhance their health and well-being as well as their clinical, emotional and social outcomes.

Information to service users and carers
People with long term conditions, and their carers, should have access to appropriate and timely information and advice in order to help them manage the long term condition and maintain or enhance their quality of life.

Managing medicines
Individualised support should be available for people with long term conditions to achieve the best possible outcome from their medicines.

Carers
Carers should be respected as partners in the planning and delivery of services for people with long term conditions. Their health and well-being should be safeguarded through the provision of the support they need to continue in their caring role.

Improving Care and Services
A pro-active, anticipatory approach should be taken to improve care and services for the management of long term conditions. Services should be person-centred, flexible and integrated across all sectors. Collaborative working should deliver co-ordinated treatment, care and services that are accessible at time of need, maintain or enhance overall health and well-being, support people in their own homes and reduce potentially avoidable admissions to hospital.
**OUTCOME 9 PEOPLE ARE BETTER INFORMED ABOUT HEALTH MATTERS**

- promotes self-care, and sign-posts to appropriate support through, for example patient education/self management programmes

**OUTCOME 10 PREVENTION EMBEDDED IN SERVICES**

- encouraging public health and patient education/self management interventions alongside clinical approaches for people with long term conditions, for example diabetes
DRAFT PROGRAMME FOR GOVERNMENT FRAMEWORK
2016–21

Programme for Government Outcomes Framework

Our Purpose
Improving wellbeing for all – by tackling disadvantage, and driving economic growth

Outcomes

- We prosper through a strong, competitive, regionally balanced economy
- We live and work sustainably – protecting the environment
- We have a more equal society
- We enjoy long, healthy, active lives
- We are an innovative, creative society, where people can fulfil their potential
- We have a safe community where we respect the law, and each other
- We care for others and we help those in need
- We have more people working in better jobs
- We are a shared society that respects diversity
- We are a confident, welcoming, outward-looking society
- We give our children and young people the best start in life
- We have created a place where people want to live and work, to visit and invest
- We connect people and opportunities through our infrastructure

Respond to the consultation: www.northernireland.gov.uk
17 Integrated Care Partnerships

Networks of providers - Working together to deliver the right care, in the right place at the right time.

- Nurse
- Pharmacist
- Medical Specialist
- Social Worker
- Service user and Carer
- Allied Health Professionals
- Ambulance Service
- GPs
- Voluntary and Community Sector Rep
- Local Council Reps
“Our future model of primary care is to be based on multidisciplinary teams embedded around general practice. The teams will work together to keep people well by supporting self management and independence providing proactive management of high risk patients.”
Co-production will empower patients, service users and staff to:

- design the system as a whole to ensure there is a focus on keeping our population well in the first place and ensuring that when people need support and help they receive safe and high quality care;

- work together to develop and expand specific pathways of care and HSC services which are designed around people and their needs, including setting outcomes to measure impact;

- be partners in the care they receive with a focus on increased self management and choice, especially for those with long-term conditions.
NI Self Management Showcase

A number of contributors shared their work in supporting people to have more control of their health and wellbeing including;

- Social Prescribing models; IMPACT Age-Well, Belfast Connected Communities
- Health Literacy; East Belfast Pop Up Pharmacy,
- Community Development approaches through the work of CDHN and CLARE
- Peer Support in the Southern Trust
- Online support tools for people living with Chronic Pain
Feedback - What are the biggest opportunities to take self management forward at a greater scale in NI?

- Supporting health & social care staff to understand the benefits and to share power and promote this approach
- Sustain current self management activities and co-ordinate evaluation of impact
- Invest in a service directory that is properly maintained and updated
- Make better use of technology in addition to face to face interactions
- Have a public conversation to build consensus and awareness of what is meant by self management
- Develop an NI strategy for self management with funding and an implementation plan
- An NI wide shared learning group/community of practice or network
- Exploit opportunities within existing strategies Making Life Better, Delivering Together, Social Care Reform
- Recognition for the work currently underway, reward good practice – Self Management Awards and Fund
The Patient and Client Council

Pain Management Campaign: Innovative solutions supporting people in partnership

Joanne McKissick
External Relations & Policy Manager
Our role in Health and Social Care

To provide a powerful, independent voice in health and social care for patients, clients, carers and communities.
Summary of the Project
Background of Project
Changes Made
and
Methodology Used
Results and Outcomes to Date

Content Spread Across Key Themes*

- Helping Yourself: 43%
- Keeping Active: 25%
- Using Medicines: 7%
- Minding-Head: 20%
- Help Near Me: 5%

*some content crosses more than one theme
Results and Outcomes to Date

Pain Management Feedback System Survey –

25 May to 12 June 2018 (190 responses)

The information I got from MyNI that gives me confidence to manage my pain is:

<table>
<thead>
<tr>
<th>Alternative therapies</th>
<th>18% (34 users)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information on medicines</td>
<td>15% (28 users)</td>
</tr>
<tr>
<td>Social activities</td>
<td>11% (20 users)</td>
</tr>
<tr>
<td>Sports activities</td>
<td>6% (12 users)</td>
</tr>
</tbody>
</table>
## Results and Outcomes to Date

**Behavioural Survey results based on pre and post site navigation**

*(outcomes star evaluation framework) (sample 37)*

<table>
<thead>
<tr>
<th>Question</th>
<th>Behaviour Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you connect with other people with pain? (online, forums, in person)</td>
<td>3 out of 14 respondents have connected with other people in pain after reading content on MyNI</td>
</tr>
</tbody>
</table>
| Have you tried alternative therapies? (Yoga, pilates, stretches)          | 2 out of 14 respondents have tried alternative therapies after reading content on MyNI  
1 out of 14 respondents have tried alternative therapies more often after reading content on MyNI |
| Have you tried alternative sports activities? (sitting volleyball, walking football) | 2 out of 14 respondents have tried alternative sports after reading content on MyNI                                                                 |
| Do you consider yourself a healthy eater?                                 | 3 out of 14 respondents have tried eating healthier foods after reading content on MyNI                                                            |
| Have you accessed support pain management support?                       | 2 out of the 14 respondents have accessed local support for pain management                                                                       |
Results and Outcomes to Date

Pain Management Feedback posted from an experienced Healthcare Professional

Message

Hi Guys,

I am a Physiotherapist specializing in persistent pain management in Belfast. My role is quite varied working both within the NHS at the Belfast City Hospital Pain Clinic and also in the community with Bridge of Hope to support people with persistent pain linked to their experiences with the Troubles. I have only just come across your website now following an email from my manager to complete a survey. This is certainly a resource that I will direct patients to and will keep up to date with your posts. The videos you have on Chronic pain are ones we would often use to improve understanding of pain in our clinics so I was delighted to see them in use to improve understanding of pain as we now know that understanding is a very important part of the therapy.

The project I am involved in with Bridge of Hope won the NI advancing healthcare overall award last year and I tell you this only to raise awareness of a very important issue from my point of view, that is the link between mental and physical health. Often if this is poorly explained the patient can be left with the idea that it's "all in my head" which only adds to the problem but when explained appropriately this can often be life changing for patients. Don't get me wrong, this is not always a factor in persistent pain but through many years experience and given our troubled past then this is a major factor that often goes unrecognized with our persistent pain patients in general practice. What I would really like to see is more information making those links between mental health (including stress and past traumas) and persistent pain (even physical health in general) to improve peoples overall understanding of how complex pain can be rather that just "what the scan says". This needs to be done in quite a careful manner as it can easily be misunderstood and can often result in quite a lot of resistance to the idea (again often believing it to mean "it's all in your head") but if done well it can be transformational for people. I look forward to reading more now I am aware of the site and directing patients to this resource.
Next Steps
Any Questions?

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