



Transforming Care through Digital Solutions

Delivering local workshops to support the development of personalised care plans



North West London Collaboration of Clinical Commissioning Groups

Expression of Interest

Background

The North West London Collaborative of Clinical Commissioning Groups (NWL CCGs) and Healthy London Partnership (HLP) have been working with CCGs, voluntary sector, councils and members of the public to understand how personalised care plans can inform choice, improve shared decision making and provide Londoners with greater levels of control. In this project, we are also interested to learn how **personalised care plans could be used to improve public access to personal health budgets.**

The project team is **seeking to work with local voluntary and charitable organisations and their members to lead individual local workshops, each lasting up to 4 hours, in the North West London area for those with long term conditions (with two or more conditions) and for those with a learning disability and autism.** We are looking for organisations to arrange individual workshops and to recruit local experts by experience to the workshop. By experts by experience, we mean individual service users, carers and family members of people with the above conditions. Members of the project team will work with and support the development of the workshop and take part – we are offering access to subject matter experts, as well as other team members to chair and help facilitate the discussion. Workshops will need to be held between **27 February 2017 and the 17 March 2017.** The feedback from individuals, carers and family members in each workshop will be captured and will help to inform the development of personalised care plans which people can access online.

Aims

The aims for the workshop are to:

- Agree the purpose, core features and functions of a personalised care plan and its value in improving care for users and their carers. We will share a care plan as a worked example to help facilitate the discussion.
- Obtain experiences about existing care plans and capture benefits and dis-benefits to individuals, professionals, carers and family members.
- Understand how personalised care plans can inform choice and support improved public access to Personal Health Budgets – but only for those people seeking to hold a personal health budget. We accept that Personal Health Budgets are not for everyone – just those people who want one.
- Share what currently works, what does not and what improvements are required.
- Identify opportunities afforded by technology and how it can provide benefit to individuals, carers and family members.

What the project team can offer

We are keen to understand your views on how we can capture feedback from users, carers and family members. To support the workshop the project team can provide the following support and resources:

- Materials to implement the workshop(s).
- An experienced senior manager to help facilitate the workshop(s).
- Subject matter expert and facilitator in personalisation and personal health budgets.
- Experienced project managers to help facilitate and capture feedback.
- Pre-briefing session, post briefing session and other support during the workshop itself.

What we are asking you to provide

The project team would ask your organisation to:

1. Secure the attendance of a minimum of 5 'experts by experience' (and a maximum of 10) be it from a user, carer or family member perspective to participate in the workshop. The target audience for each workshop would be those with Learning Disability and Autism OR those with 2 or more long term conditions. Individual workshops will be population specific and will not incorporate both audiences. That said, we are open to offers from organisations who think they can run two workshops covering both populations. Professionals who work with the above populations are also welcome to attend the workshop.
2. Provision of basic refreshments, including a sandwich type lunch (if required).
3. Identify and provide appropriate meeting rooms for the workshops. This can be external to your organisation.
4. Provide appropriate support to service users, carers and family members to enable them to fully prepare and participate in the workshop.
5. Provide language interpreting or easy read where required.
6. Ensure full access regardless of any disability.
7. Hold the workshop(s) no later than the 17 March.

Reimbursements

Healthy London Partnership is offering a reimbursement up to £550 per workshop to each organisation taking part. This includes a fee for venue hire and reimbursing travelling expenses to those members of the public attending the workshops.

Response required

Organisations are asked to detail in their organisation's letter-head paper, signed by a director, the date and times of the workshop and the number of people they think will attend on the specified day. In no more than two-sides of A4, the letter-headed paper will briefly summarise:

1. How the above requirements will be met including, along with any other ideas you have on how the workshops should be run.
2. Confirm the location and target audience (i.e. long term conditions or learning disability).
3. What resources you can provide to contribute to the successful running of the workshop (e.g. staff).
4. Confirm support required from the project team.
5. Whether your team can help with collating feedback and ensuring it is shared in a timely manner with the project team.

6. Comments and suggested changes to the draft agenda (example attached).
7. Headline summary of anticipated expenditure required to deliver the workshop(s).
8. Main contact for the project team – including email address and telephone number

Responses should be returned to Jason Tong by emailing jason.tong@nhs.net by 12:00noon on Friday 24 February 2017

We look forward to receiving your expression of interest.

Shaun Crowe
Programme Lead
Personalisation & Participation Programme
Healthy London Partnership

Zac Arif
Digital Care Planning Lead
Digital NWL / HLP
NWL Collaborative of CCG

Suggested Draft Programme - please provide comments

Start time	Tea/Coffee and networking
10 mins	Welcome and purpose of workshop
10 mins	National Direction - personalised care and support planning <ul style="list-style-type: none"> • Zac Arif, Project Team, Healthy London Partnership, NHS England (London)
15 mins	Personalisation, care plans and their importance to Personal Health Budgets <ul style="list-style-type: none"> • Andrew Carpenter, Healthy London Partnership Public Champion and London Brokerage Network
45 mins	Group exercise and feedback – Understanding the current state <ul style="list-style-type: none"> • What is working well? • What I want from a care plan that is not currently available? • What I don't want from a care plan.
45mins	Activity 1: Functions and features
TBC	Lunch / networking
45 mins	Activity 2: Design and usability
30 mins	Feedback and discussion
15 mins	Next Steps
End time	Finish