

SURREY HEARTLANDS HEALTH AND CARE PARTNERSHIP

PROGRAMME UPDATE: March 2019

Citizen Engagement

Key points to note this month are as follows:

- The Shared Care Record survey is live on the Citizens' panel until 5th April, having received 350 responses in the first 5 days.
- The Self-Care survey data was published in Tableau at the beginning of March and shared with the panel.
- Following on from two prior phases of research for the Online GP consultations project, an evaluation survey is being designed to gather feedback of five online platforms being trialled in Surrey Heartlands (across 12 practices in total). The survey will be distributed by participating practices to all patients so we can also assess potential impact of the trial across the practice populations.
- The Healthy Surrey website redesign project for the Public Health team is currently in field; 10 users, 30 non-users and 10 Healthcare professionals will participate in a pre-task assignment followed by a one-to-one telephone interview. The findings of the project will be used to inform the purpose, design and content of the new website. A meeting took place with KSS AHSN to discuss evaluation of the new website once completed.
- Research to inform the bid for the Healthy Ageing Industrial Challenge fund is taking place on 27 March in the form of focus groups with elderly members of the public who are on/at risk of entering the frailty index. The scope of the groups will be to gauge appetite and preference for digital tools that can help prevent worsening frailty.
- A research specification outlining an important piece of work assessing the public's attitudes towards 'Joint Working' between the NHS and the pharmaceutical industry has been developed with Surrey Heartlands Academy and is out for tender.
- The King's Fund commissioned our Citizen Ambassador programme to conduct a small piece of research which will feed into national feedback measures on integrated care. Susannah (MSK Citizen Ambassador) will present the findings from her engagements at The King's Fund event, Meaningful Measures of Integration, on 1st April.

- NHSE are funding an exciting opportunity to work with a Finnish design agency called Hellon around the development of a way to ‘gamify’ the design of effective, accessible and equitable citizen participation. Over the next couple of months, a small testing group are working together on the co-design of the game, with the long term goal of sharing this with other ICS/STPs nationally. The first workshop is set for 28 March.
- The scope, sample frame and discussion guide have been confirmed for a project investigating healthcare inequity for people with learning disabilities who are at risk of being diagnosed and/or are diagnosed with dementia. Recruiting participants for this project is expected to start in mid-March.
- The Academy will have two models for Clinical and Professional Engagement: Ambassadors and a Reference Panel. The former will be key members of the workforce with a professional interest in a specific area who can be mobilised to work alongside project teams. The latter will be part of a virtual panel of staff, whose details will be held securely on a database and used identify a broader group for reference in identifying issues, defining new pathways and implementation plans.