First steps towards understanding and working with the health system
with Anna Gill and Rachel Trueman

- Welcome to this Contact a Family Webinar
- If there is a technical hitch, please do bear with us
- Those of you joining by pc, laptop, tablet or smart phone should now be able to see this introduction slide
Timing & Questions

- As there are so many attendees, it is not practical for verbal questions to be taken, therefore you will all remain ‘muted’ throughout.

- If at any point you have questions, please use the question icon on your GoToWebinar toolbar on your screen.

- This will allow you to type your question in to the text box and submit this to the Webinar administrator.

- I will select as many relevant questions to answer as time allows, if similar questions are received I will condense these where possible.
Q&A Session

- Further relevant questions, not covered in the time allowed, will be answered and posted on the Contact a Family website along with the recording of this Webinar, details of which will be circulated next week.

- At the end of the Webinar a short questionnaire will launch, please take the time to complete this as this will assist with future online training events.
‘First steps towards understanding and working with the health system.’
What we are covering today?

This session will include:

• A birds eye view of how the health system is structured
• An introduction to commissioning within the health system
• Identifying key levers for change within health
• Top Tips for Forums regarding local health engagement
• Hearing about challenges and successes from a Forum’s perspective
• Signposting to information and tools to improve engagement with local health partners
By the end of this session our aim is that you will have:

• Gained some knowledge as to how the health system works and know where to go to find out much more

• An understanding of what levers for change you might use to enable your Forum to get its voice heard

• More confidence when meeting with health managers and commissioners
Why is working with ‘health’ seen as such a challenge?
The new NHS: who can influence commissioning of services

Department of Health
- The Mandate
- Clinical senates
- Strategic clinical networks

NHS England and regional teams
- Commissioning guidance
- Commissioning support units
- Local health and wellbeing strategy

Public Health England
- Local Healthwatch
- Represented on

Local authorities
- Seek views

Greater Manchester health and social care devolution arrangements**
** From 1 April 2016, leaders in Greater Manchester are taking greater control of the region's health and social care budget. This includes taking on delegated responsibility for several commissioning budgets previously controlled by NHS England. Other areas are also pursuing 'devolved' arrangements.

Public health
Community services
Mental health services
Hospital services
Primary care
Specialist services

* Screening/immunisation programmes run by NHS England.
†† In 2016/17 a total of 114 CCGs will have assumed full responsibility for the commissioning of primary medical care services under delegated commissioning arrangements. Nearly all CCGs are expected to have taken on delegated arrangements by 2017/18.
Resources about the structures within the NHS and who does what

Contact a Family’s Engaging with Local Health Partners - a toolkit for parent carer forums http://www.cafamily.org.uk/get-involved/parent-carer-participation/improving-health-services/

The Kings Fund

Council for Disabled Children’s Expert Parent Programme
http://www.councilfordisabledchildren.org.uk/expertparent

E-learning for parents - ‘Guide to the Workings of the NHS’:
<table>
<thead>
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<th>Ten priorities for commissioners</th>
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<tr>
<td>1. Active support for self-management</td>
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<td>2. Primary prevention</td>
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<td>3. Secondary prevention</td>
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<td>4. Managing ambulatory care sensitive conditions</td>
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<td>5. Improving the management of patients with both mental and physical health needs</td>
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<td>6. Care co-ordination through integrated health and social care teams</td>
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<td>7. Improving primary care management of end-of-life care</td>
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<td>8. Effective medicines management</td>
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<td>9. Managing elective activity – referral quality</td>
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<td>10. Managing emergency activity – urgent care</td>
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National levers and duties around participation
NHS Constitution

‘The NHS belongs to the people. It is there to improve our health and wellbeing…’

‘NHS England will ensure that public, patient and carer voices are at the centre of our healthcare services, from planning to delivery. Every level of our commissioning system will be informed by insightful methods of listening to those who use and care about our services’
NHS Act 2006 and Health & Social Care Act 2012

The NHS Constitution was first published in 2009 and its legal status was strengthened by the Health & Social Care Act 2012 where the following duties were defined:

- Duty to ‘promote involvement of each patient’ & ‘duty to involve’
- Duty as to patient choice
- Public participation duties on CCGs and NHS England
- Duty to reduce health inequalities
- Reporting duties, tied in with HWB Boards and JSNA duties and new duties on reporting clinical data
Levers— specifically for CYP

‘Participation is not only about legal requirements. It underpins everything that the NHS in England does’

• Children and Young People’s Manifesto for Health and Wellbeing (Chief Medical Officer’s Annual Report 2012)

• Better Health Outcomes for Children and Young People Pledge- 2013

• ‘We would like to make a change’ - Office of the Children’s Commissioner 2013

• Facing the Future: Together for Child Health 2015- new standards

• Future in Mind 2015- Promoting, protecting and improving our children and young people’s mental health and wellbeing
What has changed within SEND for health partners?

- 0-25 – SEN and Disability
- EHC Plans, including Personal Budgets, and new duties on health commissioners (CCGs and NHS England) and providers
- Reporting and joint working duties
- Joint Commissioning Duties
- Designated Medical Officer (DMO) or Clinical Officer (DCO)
- Local Area Inspections
- New duties to involve children, young people and their families- called the **Section 19 Duties**
CFA 2014 and Care Act 2014

Culture change including wellbeing principles and ‘voice’ are core components of both Acts with new duties on all relevant partners.

**Section 19 Principles in the CFA** are a duty to have regard to:
- The views, wishes and feelings of the child, young person or parent
- The importance of their full participation in decisions
- The importance of their being provided with the necessary information and support to participate
- The need to support the child or young person to achieve the **best possible** educational and other outcomes, preparing them effectively for adulthood
So where does this leave us, why is it all so important?
The Toolkit

Key Contents:

• Who are the decision-makers in health services?

• How are decisions made? The Commissioning process

• Using national legislation and policy to influence your local commissioning

• Getting to know your local system

• Using local plans and priorities to influence commissioning

• Action planning

• Summary and case study from NE Lincs

• Appendix: Local data collection template

http://www.cafamily.org.uk/get-involved/parent-carer-participation/improving-health-services/
Forum Experience

Why?

1. We had a new interim provider of Children Community Health Services and a new provider from April 2017.
2. How could we improve co-production?
3. SEND reforms in Health
Where we were

- Good links with key commissioners in the CCG.
- Lacked knowledge or experiences on other aspects of health services
- Felt overwhelmed trying to understand what the actual SEND reforms were in relation to health
- We felt frustrated and our energy/confidence levels were decreasing.
What we did!

- Ran an initial team meeting with parents (all with different needs /experiences)
- Attended workshop re understanding health
- Researched the priorities of the CCG and Health and Wellbeing Board
- We met with our CCG to discuss the reforms
- Produced a report to help promote the forum
- We met the new interim providers of community services.
Key messages

• Still very small steps
• It's not down to us to make all the changes happen
• Focus on a couple of things you would like to work on
• Turn what we hear into their priorities
• Have a plan of key points you want to address but ensure you have that support around you to do this
What we have now

• Reality - we haven’t made huge changes!

But that is ok!

• Better knowledge and understanding as a team.
• New links with key people within health services.
• A couple of priorities to focus on.
Top Tips

Research – do your home work or get someone to do it for you!

Learning new buzz words: Sustainability and Transformation Plans (STPs), Transforming Care and the five year strategy for the NHS (Five Year Forward View)

Matching priorities – see where your priorities align with CCG’s and clearly link them and highlight them in any reports or discussions

Be confident and sell yourselves- celebrate success and don’t under estimate your value (especially considering Local Area SEND Inspections)

Use the help and resources available – e.g. CDC Toolkit for CCGs
**It can work!** Examples of Parent Carer Forums working with health partners:

**Nationally**
- Disability Matters
  [https://www.disabilitymatters.org.uk/](https://www.disabilitymatters.org.uk/)

**Local Forums**
Don’t forget there is lots of information about health participation on the CaF website (see link above)

To find out more and to learn what support is available and how to access it, please speak to your Regional Advisor.

For further information about the Contact a Family health participation workshop please visit the website:  http://www.cafamily.org.uk/advice-and-support/resource-library/parent-carer-participation-working-together-health-participation-workshop/
Questions?
Thank You

- Thank you for attending with us today
- A short questionnaire will launch at the end of this webinar
- Please take the time to complete this it will help us plan future online training events including other topics you would like to see
- The recording of this Webinar, presentation and questions will be on the parent participation Resources page of Contact a Family’s website next week – an email confirming this will be sent to you once this is available