

## **HEALTH AND WELL-BEING BOARD**

### **30 SEPTEMBER 2015**

## **CO-PRODUCTION**

---

### **Board Sponsor**

Peter Pinfield, Chairman of Healthwatch

### **Author**

Felicity Jones, Engagement Officer, Healthwatch

### **Relevance of Paper - Priorities**

Older people and long term conditions

Mental health and well-being

Obesity

Alcohol

### **Relevance - Groups of Particular Interest**

Children and young people

Communities and groups with poor health outcomes

People with learning disabilities

### **Item for Decision**

### **Recommendation**

1. **The Health and Well-being Board is asked to:**
  - a) **Recommend that its member organisations formally agree the commitment to co-production including agreement to the Key Principles and Critical Success Factors through the governance arrangements of the individual member organisations;**
  - b) **Request that Commissioners consider how they will ensure providers they contract with to deliver health and social care services, undertake co-production and put arrangements in place to ensure they do so;**
  - c) **Encourage Commissioners and providers to develop a shared understanding of co-production, recognising that further work needs to be done to develop what co-production means in the following circumstances:**
    - **Commissioning**
    - **Service design, and how commissioners will ensure providers commit to co-production**
    - **Health and care planning for individuals; and**
  - d) **Review the progress of implementing co-production in 6 months**

## Background

2. Healthwatch Worcestershire has led the development of Worcestershire's approach to co-production by patients, service users and carers. This work has taken place within the Well Connected programme as part of the communication and engagement enabler which is jointly led by Susan Harris and Peter Pinfield, and reflects the Strategic Partnership Group (SPG) member's commitment to putting patients, service users and carers at the heart of health and social care services.

## Introduction

3. The key issues in this paper are reflected both in the NHS Five Year Forward View and in the Health and Wellbeing Boards Five Year Strategy. The strategy sets out a "commitment to ensure patients, services users and carers are fully included in all aspects of service redesign and change in the development of integrated care and that they are fully involved in their own care and well-being". It commits "to develop and implement a model of 'Co-Production' as a way of working, whereby everybody works together on an equal basis to create a service or come to a decision which works for them all". In doing this an environment is created which promotes personal responsibility, self-care and effective use of services and will enable Worcestershire citizens to contribute to their health and well-being."
4. Worcestershire commissioners and providers working together in a mutual relationship with patients, service users and carers in the commissioning, designing and delivery of services will improve health and care services throughout the county. Empowering patients, services users and carers by allowing them to become equal partners will break down existing barriers between people who use services and professionals resulting in a 'working with' relationship as opposed to the current 'do it to' approach. Recognising the assets of people and involving them not only in commissioning and service design but also the day to day delivery of care will result in long term viable and sustainable services.
5. Patients, service users and carers sharing an equal voice with professionals and recognising both as having different knowledge and skills to contribute will result in a reduction in cost to the NHS and Social Services. Resources would be used more efficiently therefore benefiting providers by reducing waste and increasing effectiveness of services.
6. Examples of co-production in action include:
  - Integrated Assessment Care Planning - This has been developed alongside patients and service users, with a commitment to continue with the current level of engagement.
  - Carers Strategy - Carers and their representatives were involved in the re-write of the strategy.
  - Personal Health Budgets
7. Healthwatch Worcestershire recognises the challenges for all commissioning and provider organisations in the county to successfully embed co-production in Worcestershire. However, through it services will be more equitable, responsive to local need and valued by those using the services.

## **Co-Production**

8. In developing Worcestershire's approach to co-production Healthwatch Worcestershire has worked with its volunteers, Reference & Engagement Group and the public to develop a patient/service user/carer proposal for co-production which includes a definition, key principles and critical success factors which we recommend commissioners and providers should take account of in undertaking co-production.
9. Methodology included desk-top research, workshops and survey (736 responses). The definition, key principles and critical success factors are set out below and have been agreed with patient/service users/carers.
10. The definition, key principles and critical success factors were tested in the context of Long Term Conditions (LTCs) in the first phase of the Young Foundation workshops. As a result of these workshops the Young Foundation found strong support of co-production in helping patients manage LTCs. The support for co-production broadly fell into three interconnected elements; Empowerment, Integration, Relationships and Mutuality.
11. In undertaking this work Healthwatch Worcestershire has identified the potential of co-production to realise the contribution patients/service users/ carers could make in managing their own health and social needs personally, in reducing the demand on health and social care resources, and finding innovative solutions to health and care challenges.

### **Definition**

- Co-production is about you as a 'consumer', the NHS and Worcestershire County Council making health and care services together.

### **Key Principles**

- 1) 'Consumers' have an equal voice with the NHS and the County Council professionals.
- 2) The involvement of 'consumers' is just as important as the involvement of professionals; nobody is more important than anyone else.
- 3) 'Consumers' are involved from the start: The start is the point at which the NHS and County Council start to provide a service to a patient, service user or carer; think about changing an existing service or think about creating a new service.
- 4) 'Consumer's' should be encouraged to share their valuable skills and experiences to help shape how services are planned, designed, developed and delivered.

## **Critical Success Factors**

- 1) Those organisations responsible for designing and delivering health and care services commit the right resources to co-production.
- 2) Listen to and acknowledge the valuable skills and experiences of 'consumers'
- 3) Share power with consumers making an environment where the involvement of 'consumers' happens all the time.
- 4) Make a commitment to co-production with a clear set of values shared by all staff.
- 5) Monitor how successfully they involve consumers
- 6) All health and care organisations need to carry-out co-production in the same way.

## **Equality and Diversity Implications**

An equality impact analysis has not been carried out.

## **Contact Points**

### County Council Contact Points

County Council: 01905 763763

Worcestershire Hub: 01905 765765

Email: [worcestershirehub@worcestershire.gov.uk](mailto:worcestershirehub@worcestershire.gov.uk)

### Healthwatch Contact Points

Tel: 01386 550 264

Email: [info@healthwatchworcestershire.co.uk](mailto:info@healthwatchworcestershire.co.uk)

### Specific Contact Points for this report

Felicity Jones, Engagement Officer

Tel: 01905 565952

Email: [felicityjones@healthwatchworcestershire.co.uk](mailto:felicityjones@healthwatchworcestershire.co.uk)