**Tower Hamlets Together Staff Engagement event: feedback report**

**October 2017**

**Summary**

This report provides a summary of the story telling and feedback from the eleventh THT staff engagement event which once again demonstrated the commitment of local staff, their understanding of the needs of the people using local services and the positive potential of integrated care

As the next engagement event on Tuesday 16 January 2018 will be the last under the Vanguard programme the TSG is asked to consider:

* How to demonstrate senior leadership and commitment including attendance from THT Board members representing each THT partner
* The most appropriate theme for the next event to draw together the Vanguard achievements and help shape next steps post April 2018 (a presentation on the public facing portal has already been suggested)
* A PMO resource for ongoing support to maintain the quarterly events
* Introducing the practice of starting each Board with a story to remind all partners of the benefits of integrated care for patients and carers and how it is being delivered

Appendix One provides a breakdown of attendees by organisation and role.

Appendix Two gives an example of one of the stories told at the event.

Appendix Three details further feedback.

1. **Introduction**

On Thursday 5 October the eleventh THT staff engagement event took place at the Osmani Centre under the theme of ‘Our THT Stories, Updates and Reflections’. The structure of the afternoon was as follows:

* Hear THT stories about great and innovative practice
* Update of plans for THT going forward
* Learn about the outcomes framework: improving the health and well-being for all Tower Hamlets
* Learn about the community transformation taking place
* Explore the wheel of partnership - how you helped create a THT new development tool

79 people signed the register from across THT partner organisations, NHSE and other partners.

(See Appendix One for a breakdown of attendees by organisation and role.)

1. **THT stories**

As with all previous staff engagement events there was tremendous enthusiasm and commitment from participants. People were given the time to hear three stories from the ten options outlined below. It was evident that this created the most interest, not only in understanding the nature of different services but enabling those present to make the right connections and build networks.

|  |  |  |
| --- | --- | --- |
| **The stories** | **The tellers** | **The services** |
| From avoidance to champion: integrating the complex frequent attender | Rikke Albert | Nurse Consultant  Frequent attenders service |
| The privilege of being a social prescriber: managing schizophrenia by playing saxophone and treating hypertension with funeral support | Wilma Bol | Wellbeing link worker  Social prescriber |
| Great collaboration between GP, CHT, CES, social services and ambulance crew to avoid a hospital admission | Nicola Pavan | Occupational Therapist  Community Health Team |
| Regained Autonomy – Integrated approach in enabling independence and promoting wellbeing | Kumba Doherty | Re-ablement Nurse  Re-ablement |
| Death with dignity, family and new friends | Lauryn Murdoch | District Nurse  Neighbourhood Care Team |
| Integrated mental health support in the community | Daniel Tanganyika | Integrated Care Mental Health Liaison Nurse  North East locality |
| Allowing choice while balancing duty of care | Sonja Dunser | Social worker  Community Learning Disability Team |
| Roll Over… | Nita Patel | Occupational Therapist Manager Adult long-term OT |
| The story of a shining star! | Syeda Pasha and Zubair Ahmad | Parenting and Adult education co-ordinators  Integrated Early Years’ Service |
| The value of laughter: a THT staff innovation fund project working with female patients and young mothers | Joy McEwen | GP Practice Manager  Aberfeldy |

The stories were all recorded and will be posted on the THT website.

(See Appendix Two for an example.)

1. **Feedback**

Following this participants were provided with a range of updates about accountable care, community health services, the outcomes framework and the Wheel of Partnership . They then worked in small groups to reflect on the event and think through next steps. A summary of the key issues raised is outlined below:

|  |
| --- |
| **Good Initiative** |
| * Story – telling needs to stay as it gives a clear picture and makes if feel real * Telling stories is important in bringing PPI together * Strength = networking + understanding roles. * Challenge = persistence of existing barriers and duplication * Event = good opportunity to mingle & get to know each other * First time hearing about “Accountable care” – makes a lot of sense |
| **Focus on positives of our work** |
| * More focus on extending services – not enough recognition of current good practice. * Good to see the progress of THT there seems to be a clearer vison now * Breaking down barriers & walls is a process – of changes * Good examples brought & shared through the MDT * More opportunities brought to TH |
| **Sharing person – centred good practice** |
| * Leadership@ all levels is important * It’s important to think what is best for the person, not the service * More joint assessment & joint outcomes, breaking barriers and working across disciplines |
| **Better communication links** |
| * Sometimes difficult to keep track of/communicate with different health teams in Barts & ELFT. * Local directory of services sounds very helpful * More information needs to be available to residents & professionals in all sectors * Not enough awareness about the roles & services available (e.g. social prescribers and care navigators) * FWI/RIO/ EMIS – Used by different teams, * Social Services E-mail not secure |
| **Aim to streamline and cut down bureaucracy** |
| * Staff on the ground have good ideas & want to contribute * Commissioning should focus on making links between services * What will happen when Vanguard funding ends in March 2018? |
| **For next time consider:** |
| * Discussion – Difference, multidisciplinary V integration working what’s the measure? * Perhaps we could have had the sessions more interactive and utilise the views of the PPI in the room * Smaller Group Discussions |

(See Appendix Three for additional feedback)



1. **Conclusion**

The engagement event proved once again the commitment of local staff, their understanding of the needs of the people using local services and the positive potential of integrated care. This should strengthen the confidence of all partners about the local ability to deliver the THT vision.

The next engagement event is timetabled for Tuesday 16 January 2018. As this will be the last under the Vanguard programme the TSG is asked to consider:

* How to demonstrate senior leadership and commitment including attendance from THT Board members representing each THT partner
* The most appropriate theme for the next event to draw together the Vanguard achievements and help shape next steps post April 2018 (a presentation on the public facing portal has already been suggested)
* A PMO resource for ongoing support to maintain the quarterly events
* Introducing the practice of starting each Board with a story to remind all partners of the benefits of integrated care for patients and carers

**Appendix One: Attendance breakdown**

**Where were attendees from?**

**What roles did the attendees do?**

**Appendix Two: an example of the story telling**

**Neighbourhood Care Team Story – Jenny’s Story**

*Jenny lived with her husband and was referred to the Neighbourhood Care Team for end of life care and palliative care to manage her symptoms and keep her comfortable.*

*When I met Jenny and her husband, they told me that two years ago Jenny was told that she had end stage cancer and was given two weeks to live. But she was one of those amazing people who had defied the odds and was still going strong. Well maybe not so strong anymore. Her symptoms had worsened and it was clear that she was going to need support from the team. Jenny was aware that she was entering the end stage of her life.*

*Our team is unusual in that we are six community nurses and one health care assistant and together, we provide all the care for patients looked after by our GP practice. We are piloting a new approach to community care modelled on a similar approach in The Netherlands. We work closely with the GP practice and Jenny’s doctor was committed to supporting her in any way possible. On one occasion, I had an impromptu meeting on the hoof with the GP and the pharmacist. It was solid team work! The GP even took a selfie of us and said ‘this is proper integrated working!’*

*Jenny was very clear from the beginning of our contact that she wanted to die at home. Her son in Cornwall had offered to have them come and stay with him, but they didn’t want that. In the end, her son at our suggestion was able to arrange a sabbatical from his job so that he could support his parents and be on hand.*

*Jenny’s care needs increased and our team visited her 4 x a day. We were able to increase her night support by having Marie Curie nurses to stay overnight. Everyone coped better when they were more rested.*

*We also worked closely with the St Joseph’s nurses but we called them Macmillan Nurses at Jenny’s request as she wanted to play down their connection to the hospice. Jenny’s symptoms were well managed. Many patients have a syringe driver to deliver medication continuously throughout the day, but Jenny was very comfortable with a subcutaneous delivery of medication.*

*It will sound strange to say but Jenny was happy, calm, content – and died peacefully with the people she loved around her.*

*The manner of her death was satisfying for the team too as we felt that everything that needed to happen, did happen.*

*People have asked what support and debriefing is available for nurses who deal with these serious and complex situations. The answer is none apart from our care of each other. But for me it feels like the most natural thing to support someone in the final stage of life so it doesn’t feel like a sad event for us – but a privilege to be there alongside an individual and their family at a special time.”*

**Notes taken from a recording of community stories at a Tower Hamlets Together event on 5 October 2017. Names have been changed.**

**Appendix Three: Free flow feedback**

* Very good event informative and education sessions
* Inspirational
* Great networking & examples of multi-disciplinary good practice
* Nice one I like idea
* Fantastic forum I met a lot of interesting and inspiring people. I wish it would have been more crowded.
* Excellent for learning
* Feel energy
* Amazing event lot of learning great opportunity for provider to share their success. Well done to team who organised event.
* Well organised and interactive – I would have like to attend more than 3 stories but know that would have made for a much longer session.
* Well organised and made everyone feel welcome
* Always enjoy the THT went for networking promoting our team
* Enjoyed the event, found it informative and interesting
* Very Informative, well organised event, help me to meet and integrate with members of the MDT, more of this please, lunch was great.
* Story telling very useful
* Excellent event, I got lot out of it and had the chance to learn from other services, only problem was the food not much for vegans to eat next time please provide. Thanks
* Both inspiring & functional
* Enjoyed the event, storytelling was great, events should happen more regularly, there should be a breakdown of what happens at every level with THT. We talk about strategy too much nice to hear the detail, projects and delivery
* The session is very nice to learn & share stories
* Really interesting stories & approaches, good ideas to take back
* Fantastic inspiring stories! THT is all about enabling more of these stories!!
* Always an opportunity to learn something new and network
* Event networking using strategic development plan
* Storytelling is such a useful leaving tool really enjoyed those sessions, very interesting and positive. Thank you
* Enlightening and Interesting XX
* Very interesting, thank you
* It’s alive
* Very informative session, Made vanguard easier to understand
* The story telling was amazing! Very interesting... Everyone had a chance to talk 5mins was my best part of today’s training
* Very informative good to see a vision
* Really great to see the wide range of staff/roles/professions at this event
* Case study format, excellent way to choose what you want to hear about. Generally great fact finding afternoon to keep everyone informed. Well done.
* More workshops in small group
* Needs to be better advertised as what’s involved in the day so we can ensure the right people can attend who’d get the best out of it.