



Connected, Authentic
Resilient & Empowered

CARE

Information Pack

January 2021

Partners



Summary



Connected, Authentic
Resilient & Empowered

Commissioned by the GPN Ten PP, CARE...

- is a holistic change approach
- connects participants with each other, their system and their communities
- uses practical population health improvement projects to activate participants
- delivers practical and measurable population health improvements across local systems / PCNs
- is driving integrated, multidisciplinary working
- enables sustainable, bottom up prioritisation and decision-making
- is delivered through a partnership involving NHSE/I, BLMK and relevant local systems, NAPC and ShinyMind

Evaluation of CARE in BLMK and Notts ICS has shown that 100% of participants feel they are better able to improve the health of their population and around 80% feel the likelihood of them continuing to work in primary care is now significantly higher.

The evaluation also indicates that the participants are sharing what they have learned to such an extent that others are also putting their learning and ideas into action. Analysis revealed a Net Promotor Score - which predicts the growth of an idea or approach - of 73, which is classed as 'excellent' by the scoring system.

Hear what participants are saying about CARE: <https://youtu.be/7gSzmZG5NRA>



Connected



Authentic



Resilient



Empowered



Connected, Authentic
Resilient & Empowered

Why is this work important now and post COVID?

“*understanding urgency vs. importance*”*

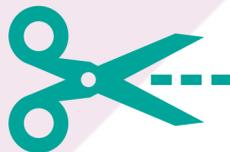


- Collaborative, multidisciplinary leadership (nationally and locally) is critical for COVID and sustainable primary care reform



- A proactive population health focus is the only way to reduce demand

- Workforce resilience is critical and PCNs must continue to pay attention to *whole* workforce engagement, development and empowerment



- Breaking outdated ways of working and connecting national and local imperatives, people and funding streams is critical for immediate and sustainable change

*Harvard Business Review

How to Lead When Your Team Is Exhausted – You are too, Merete Wedell-Wedellsborg, December 15th 2020



Connected



Authentic



Resilient



Empowered

Why CARE?.....in the context of COVID and the NHS LTP...



Connected, Authentic
Resilient & Empowered

GPNs are super-connectors of the whole primary care workforce and as such are the catalysts for primary care transformation...

... reducing demand and improving patient health and wellbeing

Evidence - proactive approach to managing population health

Looking at 265 population health improvement initiatives covering over 10% of primary care, GPNs have a disproportionately high representation in starting, leading and delivering these initiatives.

We will activate over 300 PHM projects - developing the maturity and effectiveness of PCNs across over 20% of Primary Care - looking for 'high impactability' patients with potentially unmet needs.



Connected

Evidence - reduction in GP service demand

Patients who had 1 or more contacts with a GPN saw their GP demand fall by 1.6 appointments, compared to patients with no contact with a GPN who saw their GP demand grow by 0.5 appointments (Oxfordshire PCN and Calderdale PCN)

Looking at all practices nationally and their GP practice surveys – those with more GPNs had happier patients & we know there is a direct correlation between happy and healthy



Authentic



Resilient

Evidence - fully integrated community-based healthcare

Strong, integrated primary care nursing was linked to significantly lower A&E demand, happier patients and a strongly positive return on investment (Mid Dorset PCN)

In Notts, our work connected Care Home, community and GP nursing teams around high impact PHM projects.



Empowered

Overview - CARE programme in Greater Manchester



Webinar topic	Outline of session	Date and Time
Co-design / launch	An opportunity for participants, their line managers and system leaders to learn all about the programme and the difference it's making in other systems for PCNs, GPNs and other healthcare professionals. Participants will be invited to share their aspirations, challenges, and ideas about what would help them most as part of their development, what might get in the way and how to get the most out of the opportunity.	26 th March - 12.30 - 14.30
Local system leaders will be involved in all the practical sessions to hear about local challenges, translate local strategies and get to know their future leaders. These sessions will be led by the National Association of Primary Care.		
Time to Think	The Thinking Environment approach can help people think superbly well together. It is about igniting the wisdom, compassion and courage inherent in the participants rather than treating them as empty vessels to be filled with theory that doesn't reflect their everyday experience.	Cohort 1 - 31 st March, 09.30 - 11.30 Cohort 2 - 28 th April - 09.30 - 11.30 Cohort 3 - 23 rd June, 09.30 - 11.30
Setting up a project to improve the health of the local population	We will introduce people to population health management in very practical ways, starting by helping participants work through their ideas to choose something they could do for a small number of patients, e.g. between 5 and 30, that would proactively address their future health and care needs, i.e. something that might stop them getting sick. We will help participants identify the data that's already available to them and what to look out for to identify priorities and track impact. We will also share practical ways to set up effective project plans.	Cohort 1 - 7 th April, 09.30 - 11.30 Cohort 2 - 5 th May- 09.30 - 11.30 Cohort 3 - 30 th June, 09.30 - 11.30
Building and leading a team	Participants will be guided through what makes a great team and how to get others, e.g. a multidisciplinary team engaged and involved in their project to make it a success. They will be encouraged to draw on their own experience to make practical plans to set up and develop their own team(s).	Cohort 1 - 14 th April, 09.30 - 11.30 Cohort 2 - 12 th May- 09.30 - 11.30 Cohort 3 - 7 th July, 09.30 - 11.30
Leading and influencing the system	Making it stick! Participants will learn how to influence others across their PCN and wider system to engage and invest in their ideas / project to improve the health of their local population.	Cohort 1 - 21 st April, 09.30 - 11.30 Cohort 2 - 19 th May - 09.30 - 11.30 Cohort 3 - 14 th July, 09.30 - 11.30
Rebecca Howard from ShinyMind will lead a series of sessions to help participants step up and into leadership roles. These sessions are built around the master classes on the ShinyMind App.		
First stage - Authenticity and mindset - Step into Self		Cohort 1 - 4 th May, 09.30 - 11.30 C2 - 1 st June- 09.30 - 11.30 C3 - 27 th July, 09.30 - 11.30
Second stage - Responsibility - Step Up		Cohort 1 - 11 th May, 09.30 - 11.30 C2 - 8 th June- 09.30 - 11.30 C3 - 3 rd August, 09.30 - 11.30
Third Stage - Relationships - Step Change		Cohort 1 - 18 th May, 09.30 - 11.30 C2 - 15 th May- 09.30 - 11.30 C3 - 10 th August, 09.30 - 11.30
Fourth stage - Empowerment - Step Out		Cohort 1 - 25 th May, 09.30 - 11.30 C2 - 22 nd May- 09.30 - 11.30 C3 - 17 th August, 09.30 - 11.30
Celebration and review event	Participants, their line managers and system leaders will be invited to come together to share experiences about their development journey, what they've learnt, the impact it's having and what they still need support to do.	Date to be confirmed



Connected, Authentic
Resilient & Empowered

If you wish to register your interest or discuss further please do so by emailing

gm.gpexcellence@nhs.net

Partners





Connected, Authentic
Resilient & Empowered

Further information

CARE Programme Evaluation BLMK and Nottinghamshire



The impact CARE is having in BLMK



Connected, Authentic
Resilient & Empowered

CARE has helped me

- **83%** of participants felt that their **job satisfaction** and **emotional wellbeing** had improved and most felt that their **voice is being heard** a lot more
- **Participants learned skills** to enable them to continue to build their **confidence** and **resilience**

CARE has helped my patients

- **100%** of participants felt more able to improve the **health of their populations** and make a **positive difference**
- **17 projects were started** by participants, with evidenced improvements in **population health** and likely improvements in **GP and A&E demand**

CARE has helped my team

- **100%** of participants felt that their **influencing skills** had improved and **81%** felt that their **leadership skills** had improved a lot
- **5 new or existing relationships** were developed by each participant during the programme. This means that **CARE has made a positive difference to 90 NHS staff** so far

CARE has helped the system

- **100%** of participants felt that their ability to **put ideas into practice** had improved and most felt that they were much more likely to **continue to work in Primary Care**
- **A potential high Return on Investment** for the system in terms of **improving** staff skill, population health, system demand and PCN maturity



Connected



Authentic



Resilient



Empowered

The Impact of CARE in Notts



CARE has helped me

- **93%** of participants felt that their **emotional wellbeing** had improved and **100%** felt that their **voice is being heard** more
- **Participants learned skills** to enable them to continue to build their **confidence** and **resilience**

CARE has helped my patients

- **100%** of participants felt more able to improve the **health of their populations** and make a **positive difference**
- **12 projects were started** by participants, aiming to achieve measurable improvements in **population health** and **GP and A&E demand**

CARE has helped my team

- **100%** of participants felt that their **Leadership and influencing skills** had improved
- **6 new or existing relationships** were developed by each participant during the programme. This means that **CARE has made a positive difference to 75 NHS staff** so far

CARE has helped the system

- **100%** of participants felt that their ability to **put ideas into practice** had improved and nearly **80%** felt that they were much more likely to **continue to work in Primary Care**
- **A potential high Return on Investment** for the system in terms of improving staff skill, population health, system demand and PCN maturity



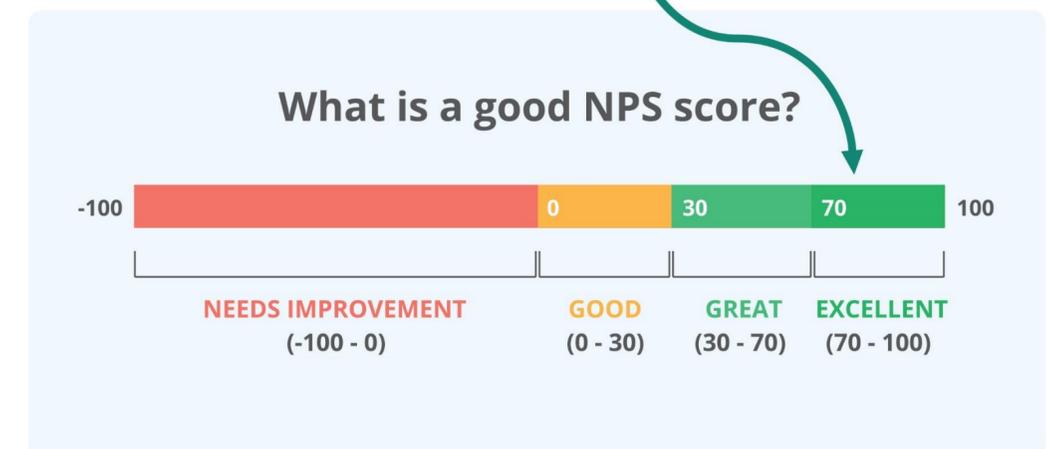
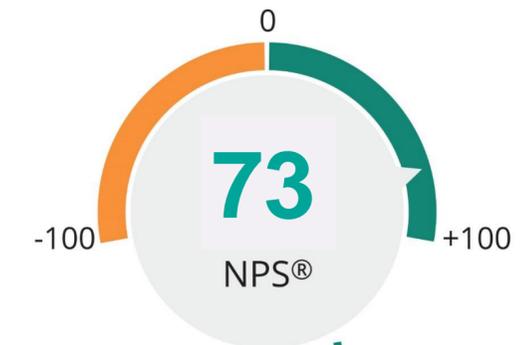
Connected, Authentic
Resilient & Empowered

A Net Promoter Score® (NPS) for the CARE Programme

A Net Promoter Score® (NPS) measures customer experience and predicts the growth of a business or an idea. It is the core measurement of customer experience for organisations.

A NPS rating of 70 or above is rare. It suggests that a product or service is performing at the very highest level and generating significant positive word-of-mouth referrals.

A NPS score of 73 for the CARE programme, suggests that participants are sharing what they have learned to such an extent that others are rapidly taking up these ideas.



Connected



Authentic



Resilient



Empowered

Examples of CARE Projects to Improve Population Health



Connected, Authentic
Resilient & Empowered

Improving the mental wellbeing of people with dementia using technology and group events to connect and reduce loneliness

Supporting adults with learning disabilities and/or mental health issues with Makaton teaching to improve cognition and wellbeing

Developing Learning Disability Reviews and NHS Health Checks to be delivered remotely and to include prevention, health promotion and social prescribing

Using technology to help carers support each other and to help those at risk of diabetes

Supporting at-risk patients who are over 65 and have not had a pneumococcal vaccine with vaccine invitations and advice

Training health care workers to build their knowledge of frailty and the ability to prevent it through interventions

Providing exercise programmes for patients with chronic disease, such as qi gong, to improve their physical and mental health

Influencing commissioning to improve access for the LBGT+ community

Supporting children and young people in schools and letting young people know what services are available

Supporting housebound patients in self-management and administering insulin

Increasing update of vaccinations and improving awareness in order to keep older people keep out of hospital

Training for care home staff in the administration of insulin

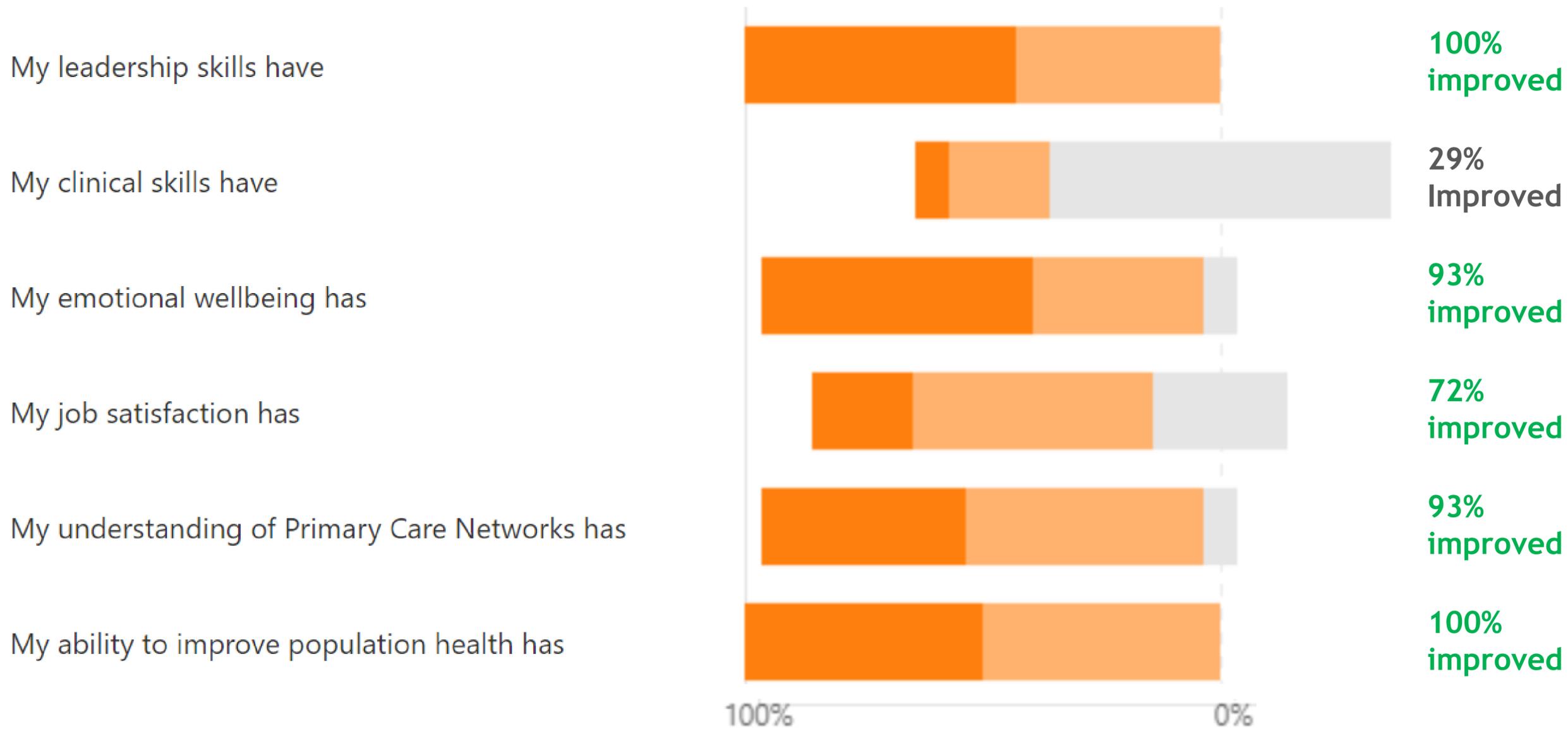
*Each project aims to **test new ideas and achieve measurable improvements in population health, patient activation and system demand while acting as a vehicle for participants to develop their skills further***

The Impact of CARE in Numbers (1/2)



Connected, Authentic
Resilient & Empowered

■ improved a lot ■ improved a little ■ stayed the same ■ declined a little ■ declined a lot



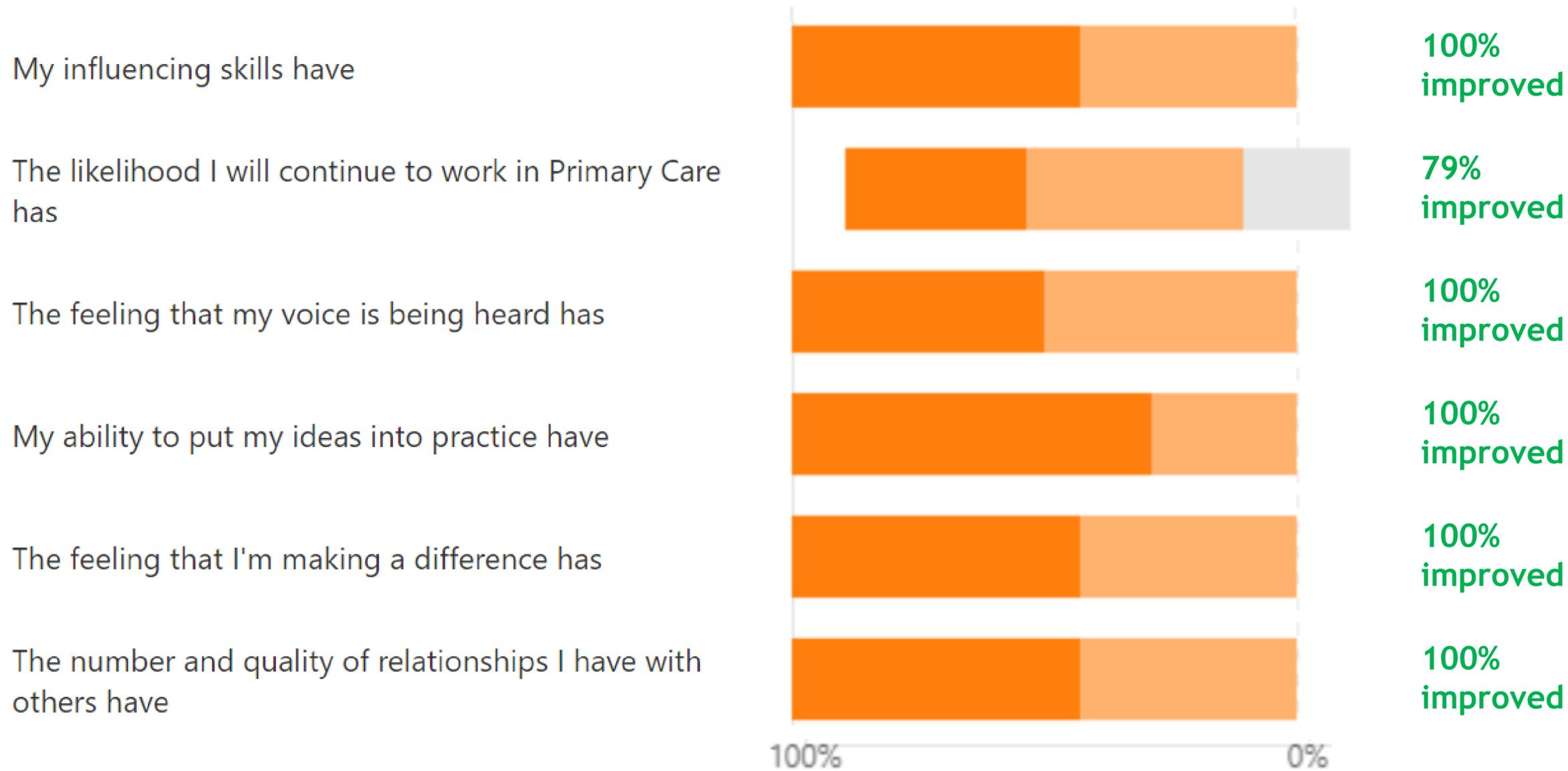
Question used as an additional baseline for other questions as CARE does not directly aim to improve the clinical skills of participants

The Impact of CARE in Numbers (2/2)



Connected, Authentic
Resilient & Empowered

■ improved a lot ■ improved a little ■ stayed the same ■ declined a little ■ declined a lot



Each participant put what they had learned into practice and developed over 6 relationships

This means that CARE has made a positive difference to 75 NHS staff so far with the number set to grow over time.

The Impact of CARE in Words (1/4)



Connected, Authentic
Resilient & Empowered

*For me it was a journey I wasn't expecting but the CARE Programme helped me through, making me see the world differently and **giving me strength**. I wouldn't have had the opportunity of making **so many connections within the wider system** and with other proactive nurses without the programme nor had so many experts in their field supporting and guiding me. I certainly would not have taken up the role of Integrated Care Partnerships' Practice Nurse Lead without this support behind me*

*Thank-you and I'm so glad that I got to be part of this and feel we are on a **really inspiring journey** together.*

Anna Davis

*I **feel listened to**. Not just as a leader but also within the wider scope of nursing. It has helped with **getting my thoughts and feelings grounded** and turning them into a help not a hindrance. Also given me some acknowledgment that **my ideas can serve a purpose**, instead of then being brushed aside as not 'NHS' enough.*

*I **have gained more from this than I ever thought I could**. It has allowed me to combine my passion for communication and training into something productive that has been **hard get off the ground previously**.*

Jamie Woolley

The Impact of CARE in Words (2/4)



Connected, Authentic
Resilient & Empowered

The CARE programme has given me leadership skills that can be put into practice which were taught in a very practical way. The app has been particularly helpful, and I have already been sharing this with my colleagues.

Being given the opportunity to improve our networking is key in healthcare and this programme has enabled us to work with our colleagues within our PCN to draw on their skills and specialities to better improve our patient's health.

Charlotte Gamble

*I found the programme has helped me focus on tasks. **To look at projects in small bite sized chunks**, rather than tackle a big mountain. It has also given me the **ability to look at myself and my internal self-doubt**, and to see where that has come from. It has also helped me realise that those who I often put on a pedestal will often feel the same as me.*

*I really enjoyed the sessions.
Thank you.*

Lisa Hodgkinson

*The programme has had a **very positive impact on me** and improved my confidence. Bec's sessions were very thought provoking and have helped **improved my confidence**. Our project is exciting and will hopefully **improve the population's health**.*

Thank you for the opportunity

Kathryn Nussey

The Impact of CARE in Words (3/4)



Connected, Authentic
Resilient & Empowered

*This has been really influential in terms of networking and the relationship information we learned in the first sessions. It has really made me look at staff behaviour and how this **impacts on self, teams and the wider networks and systems.***

*Would really recommend this programme and the **Shiny Mind App** - which I have recommended to others*

Deb Towers

*Although I have not participated in the programme as a delegate and have been part of the team who organised for Notts, I have truly valued the opportunity and networking this programme has provided. I have learnt a lot from listening to the sessions I attended and when having reflective discussions with delegates. **It has been wonderful to see the growth of participants** and begin to see the **impact happening in our system** for our people.*

*Delivering the programme to nurses working across sectors has been fantastic in terms of **integrating our workforce.***

Nicola Payne

*The sessions with Rebecca have had a **big impact on my emotional wellbeing both at work and home.** The sessions are always in the back of my mind and the influence how I react to situations.*

*Thank you for enabling me to network with other member of the PCN and giving me the **tools to implement changes now and in the future.***

Denise McCoid

The Impact of CARE in Words (4/4)



Connected, Authentic
Resilient & Empowered

*Connecting with Nursing colleagues and new leaders in our system who needed recognition and self belief and bit of encouragement. Looking forward to watch them develop further and their **ideas becomes reality**.*

Thank you for bringing this programme to Nottingham.

Sonali Kinra

***High impact** - enjoyed networking with other leaders from across the country and in several different roles. Learned more about myself and my leadership skills and about general practice nursing which will enable me to **do my job better in the future**.*

Esther Gaskill

*It has **increased my leadership and improvement skills, networking and working in collaboration**.*

Adam Street

The feeling that I can make a difference made a huge impact on my job satisfaction.

Sharmin Leach

It has changed my attitude. I am concentrating on where I can make a difference rather than on others.

Rachel Harris

*It has supported me to **use wellbeing techniques on a daily basis**. It has provided me with information need to **get a project started**.*

Ryan Alsop