**HNA Study Day 24 September 2015**

**Notes from Workshop 4**

**Sheet 1**

* System centred not person centred
* Duplication of information between health & social services
* Need to integrate health & social services
* PATIENT CENTRED

**Sheet 2**

1. Signposting – person delivering diagnosis

Information

Identify condition – specialism

Support for person / carers including emotional support

1. Labelling – no jargon

Information sharing

Lack of networking

Lack of support for rare conditions

Agencies working in isolation

1. Funding

Communication

Staff – skills / training / capacity / time

IT – with creative solutions – links to related services.

“Funder finder” “Turn to us”

1. Identify need and signpost but need to know where to look

Word of mouth, networks

Culture

Education impeded by language

1. All people

**Sheet 3**

1. Information & signposting support
2. Labelling – resources. Postcode Lottery. Poor communication
3. Poor communication. 1 IT System
4. IT – Networking – Friends – Associates
5. NOTHING

**Sheet 4**

1. Time, specific information relating to diagnosis

Signpost for other service relevant to what’s needed

Flexible

Training

Keep organisations up to date with current resources available

Finances

“NO REMIT”

Look at person wants not criteria

1. Barriers to effective holistic support?

* Not knowing what agencies do and knowing where to go to find out
* Criteria for services, ticking a box, needing a label
* Resource, time pressure, time-window for services
* Communication, IT systems not shared – systems; processes

1. Barriers to holistic integration?

* Working within your ‘role’ – not able to step outside

‘We’ are the experts – we can do it best, not bringing others in

* Mindset
* Making it happen
  + Communication
  + Share ideas
  + Co-location
  + Working together

1. Where do people go to get help & support?

* Google!
* GP surgeries
* Libraries
* Adult services
* Red X
* Voluntary agency drop-ins
* Churches
* Community Centres

How do you decide?

* ? go to Age UK to signpost you
* Turn2us

**Sheet 5**

1. Leaflets at point of diagnosis or knowledgeable member of staff

Follow up call

Link person to statutory orgs

1. Many changes

Lack of staff, money & time

Bound by confidentiality

Distractions and inwardly focused

\*Central time bank and sharing information. Central information

1. Too many management structures

Volume of people involved

Sharing information

Same computer system as health

1. Condition specific

Central voluntary hubs

Support specific

1. All the same – individuals

**Sheet 6**

Health care professionals

🡫

Building up a relationship / service user, e.g. volunteer

🡫

Information

🡫

Help

🡫

Support

🡫

Volunteer local

🡫

Signposting

Specific support groups in the hospital

🡫

CAB

2 week follow up by health professional

🡫

Signposting

Not knowing

How, what, where or when

Red tape

Repetitive

Too precious

Around own roles

Disable rather than re-enable

**Sheet 7**

1. Signposting, advice, information

Emotional and practical support for people and their carers / putting people at the centre!

Social groups / lunch clubs – Men’s Shed / WI

Transport

Befriending / Silverline

Funding and grants

Telecare (e.g. poppy call)

Etc

1. Being aware of what is available in each area and keeping up to date

Lack of volunteers especially befriending

1. Communication

Time and pressure

Overlapping

Too any teams?

Different systems

Different budgets

Strict criterias, not enough flexibility

Integrated teams and joint working including voluntary sector

1. GP, CAB, libraries, internet, adult services, charities, family/friends, churches
2. We are all part of our community and we are all customers, stakeholders, patients, carers and service users. We all have a responsibility and a personal interest.

**Sheet 8**

1. Able to respond more quickly?

Condition specific knowledge

Local support groups – peer support

Advice/information – financial/care/practical

1. Money – lack of…

Not meeting criteria

Lack of knowledge

Limited services / lack of staff

More collaborative working

Exchanging information

Education

1. Time – resources – lack of…

Being unaware of available resources

Networking

Staying current / up to date with new developments etc.

1. GP Surgery

Helplines

Internet

Disease specific sites

Friends/family

Adult services

Condition specific

Location

Facilities

Services offered

1. We don’t feel there is a difference as all of us require varying services at some point.