The Power of Members…
Exploring the potential of a membership model within the NHS

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Leeds Community Healthcare

NHS Trust

Leeds

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To provide the best possible care in every community
The context

Unprecedented

..system reform
..structural reform
..financial challenges
..demand for services

The Leeds Approach

A systematic organisational improvement programme to enable delivery of best possible care in every community
Developing a culture where Innovation & Improvement are at the heart of how we do things

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The power of members…

What are our members doing?

- Helping us to add social value
- Setting the standards for quality
- Putting the grit into innovation
- Other stuff: reading our information / advising our teams / spreading the word
Helping us to add Social Value

- An opportunity for LCH to move forward in a way that is meaningful and adds value to the patients and communities we serve

- Values are those things that we find meaningful in life, giving direction or guide us on the journey

- If commissioning targets ignore ‘social value’, staff pay less importance to these areas which can lead to dependence on health services and feelings of helplessness in patients, leading to wider social costs

What is social value?

1. Ethos of using involvement to shape services for the better
2. To assess value requires conversations with all stakeholders
3. How ‘adaptive’ is the organisation?
4. Turn performance management on its head!
5. Gives us a platform to help us live and breathe our values to be open and honest
6. Helps us measure the things that are hard to measure
Helping us to add Social Value

Social Value Members Event 4.12.12

150 members: Staff, service users, partners

What value do our services add to people’s lives?

What do we mean by value; how do we measure it?

The power of stories, discussion and connection

5 Key themes around value

1. Care centred around the individual; they maintain control

2. 2-way communication – services listen and respond to what service users and families want

3. Services are easy to access and information is clear and comprehensible

4. Effective partnerships between service users, families and service providers around best possible care

5. LCH employs staff with the right value set, who are able to empower service users
<table>
<thead>
<tr>
<th>LCH Themes</th>
<th>LCH vision</th>
<th>LCH values</th>
<th>Example Performance measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Services easy to access</td>
<td>Using resources wisely. Working with children, adults &amp; families to deliver high quality care</td>
<td>We are continuously listening, learning &amp; improving</td>
<td>CQC QF, Audit user groups, Patient satisfaction, Quality account</td>
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<tr>
<td>2. Care centred around individual &amp; they in control</td>
<td>Being a good partner</td>
<td>We treat everyone as an individual</td>
<td>CQC QF, audit care pt contracts &amp; satisfaction</td>
</tr>
<tr>
<td>3. Communication two way. Services listen to patients/carers</td>
<td>Working with children, adults &amp; families to deliver high quality care</td>
<td>We are continuously listening…… We are open, honest &amp; do what we say….</td>
<td>CQC QF, 4C’s, Pt satisfaction, audit evaluation of communication methods</td>
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<tr>
<td>4. Effective partnerships between users families &amp; services</td>
<td>Being a good partner Working with users</td>
<td>We are continuously listening ……. We are open, honest &amp; do what we say….</td>
<td>CQC QF, No of partnerships &amp; effectiveness Coproduction projects</td>
</tr>
<tr>
<td>5. LCH staff have values that empower service users</td>
<td>Developing &amp; valuing staff Using resources wisely</td>
<td>We are continuously listening……</td>
<td>CQC QF Staff survey &amp; focus group</td>
</tr>
</tbody>
</table>
Setting the standards for quality

Phrases that define quality

- continuity
- joined-up
- exceeding
- knowledge
- comfortable
- timely
- cleanliness
- quality
- help
- consistent
- communication
- Consideration
- necessary
- personal
- results

Members driving innovation...

- Service users are the real radicals in our system
- Members of the Innovation & Research Forum, alongside staff
- Participate in ideas cafes to develop and drive forward innovation
Going Forward..

- An organisation owned and driven by its community and staff
- Models of co-production and co-delivery
- The neighbourhood model... health & social care providers, 3rd sector and service users & carers working as a real partnership
- Capturing the wider social impact of what we do

Thank you!