

**NIHR Collaboration for Leadership in Applied
Health Research and Care South West Peninsula (PenCLAHRC)**

Case Study Example of the Value of NIHR CLAHRC Funding

1st April 2015 – 31st March 2016

PERSON CENTRED COORDINATED CARE

People with complex health and social care needs often receive fragmented and uncoordinated care in the NHS and social care system. Integrating or coordinating systems of care is perceived as the answer to this challenge, and involves primary, secondary and personal social services care sectors. The Person Centred Coordinated Care (PCCC) programme is a collaboration with the SW AHSN, sitting in the CLAHRC's Person Centred Care theme. The collaboration carried out early scoping which identified the need for joint work between academia and the NHS to support evidence informed innovation and implementation. In Somerset and Devon five initiatives are currently aiming to integrate services and to enhance more holistic approaches to meeting patients' needs. The joint CLAHRC/AHSN programme is providing a platform for bringing research, service design and quality improvement together, alongside specific evaluations of these complex clinical and organisational innovations. A better understanding of the nature of the complex interventions being developed will aid replication of the approaches to person-centredness and service coordination.

Key milestones in the project have been the development of two new tools to support the development and evaluation of PCCC: (a) a measure to assess patients' experiences of person-centred and coordinated care and (b) an implementation and reporting tool to measure and support organisational change in the development of PCCC. The measures fit within a wider whole system framework of measurement developed in conjunction with commissioners in Torbay and Somerset. Both measures have been developed through an iterative engagement process with patient representatives and key stakeholders who we have maintained at the heart of the work. We are exploring licensing these tools, alongside publication of draft articles describing their development and characteristics.

By linking with the CLAHRC, our partners have ensured that their experiences of service development can inform other areas with similar aspirations to achieve more coordinated and person-centred care. The matched funding supplied by the AHSN has ensured that the necessary expert human resources have been available for the early stages of the project and the development of new tools to support the work locally and elsewhere.

The PCCC work has attracted considerable national and international attention with significant interest in the measurement and implementation tools by partners in the SW outside the current project, by academics at the University of Kent, a Europe-wide study (SUSTAIN) and by services in the North East of England and Australia. CLAHRC researchers working as part of the PCCC programme have achieved success in obtaining grant funding from: NIHR HS&DR to carry out a

realist review of new models of care, DH to develop a compendium of measures for person centred care; and Torbay Medical Research Fund for a researcher in residence project to investigate whole system approach to PCCC. They are collaborating on a PdGfAR with colleagues in the West Midlands CLAHRC to enhance multidisciplinary support for people with long term conditions.

CONTRIBUTION OF NIHR CLAHRC

The close collaborative approach that is shared by the AHSN and CLAHRC in the South West has enabled the development of the ongoing partnership that is now clearly bearing fruit in terms of service development, capacity building and evaluation. The CLAHRC's patient and public involvement group (PenPIG) was instrumental in developing the Principles of Person Centred Care, which have guided the establishment and set the central values for the development of the entire project.

WHAT HAPPENED NEXT?

Measures developed by the group are being used at different sites within the UK (Kent, North East) and within Europe (SUSTAIN), and will soon be used in the West Midlands. Negotiations are also currently underway with the University of Brisbane for the use of the P3C-OCT tool in Australia as part of a trial of a new model primary based care.

Key researchers have also been involved in a recent Horizon 2020 international bid to scale up Person Centred Care across twelve countries, thus placing the team within a consortium of leading international figures in Person Centred Care.

Locally, the development of person centred coordinated care services continues and we expect significant changes to be achieved through the partnership over the remaining life of this CLAHRC.