

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

**Case Study Example of the Value of NIHR CLAHRC Funding**

**1<sup>st</sup> April 2016 – 31<sup>st</sup> March 2017**

**PERSON-CENTRED COORDINATED CARE (P3C)**

Older people with multimorbidity often receive fragmented care in NHS and social care systems. The Person Centred Coordinated Care (P3C) programme is a collaboration with the SW AHSN, providing a platform for bringing research, service design and quality improvement together to support the complex clinical and organisational innovations required for implementing New Models of Care. Currently the P3C team are supporting the Sustainability Transformation Plans (STPs) in Somerset and Cornwall.

Key milestones in the project have been the co-development of two tools to support the implementation and evaluation of P3C. These assess (a) patients' experiences (PEQ) and (b) organisational change (OCT). The measures fit within a framework of measurement co-developed with local commissioners. Both measures have been developed with patient representatives who we have maintained at the heart of the work.

The P3C work has attracted considerable national and international attention, including from the Gothenburg Centre for Person Centred Care. The implementation tools are being used by partners in the UK and several European-wide studies (SUSTAIN, SELFIE & COST Action CA15222) and by services in the UK and Australia (University of Brisbane). CLAHRC P3C researchers have successfully obtained grant funding from: NIHR HS&DR to carry out a realist review of new models of care; from NHSE to develop a portfolio of intelligence for commissioning P3C; and Torbay Medical Research Fund for embedded researchers. They are also collaborating on a PGfAR with the West Midlands CLAHRC to enhance multidisciplinary support for people with long-term conditions.

**CONTRIBUTION OF NIHR CLAHRC**

The collaboration between the AHSN and CLAHRC has supported 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 are the central values underpinning the project.

This collaboration has ensured that the experiences of service development organisations inform other areas with similar aspirations to achieve more coordinated and person-centred care. The

resources provided by the CLAHRC, alongside support from the AHSN, have provided the necessary expert human resources for the development of the tools to support the work locally and elsewhere.

### **WHAT HAPPENED NEXT?**

Tools developed by the group are being used within the UK (Somerset, Kent, North East) and across Europe (H2020 SUSTAIN & SELFIE 2020). The PEQ has been translated into five languages (Spanish, Norwegian, Estonian, German and Dutch) see: (<http://www.sustain-eu.org/project-partners/>). An interactive [web-based dashboard](#) for the OCT tool has been developed to enable organisations to understand their progress towards P3C. This tool also provides benchmarking data and allows linkage to other organisations implementing P3C to share good practice. In addition, the University of Brisbane is currently pilot testing the P3C-OCT in a trial of a new model of primary care. Commissioning guidance developed by the team for NHS England has been approved and will be launched imminently.