

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

Case Study Example of the Value of NIHR CLAHRC Funding

1st April 2017 – 31st March 2018

PERSON-CENTRED COORDINATED CARE

DESCRIPTION OF OUTPUT AND ITS IMPACT OR POTENTIAL IMPACT

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 representation maintained at the heart of the work.

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. We 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 SW AHSN and PenCLAHRC has supported service development, capacity building and evaluation. The CLAHRC's patient and public involvement group (PenPIG) was instrumental in establishing the Principles of Person Centred Care, which are the central values underpinning the project.

This collaboration has enabled the service development experiences to be shared across organisations, collective aspirations to achieve more coordinated person-centred care. The resources provided by PenCLAHRC, alongside support from the AHSN, have provided the necessary expert human resources for the development of tools to support the work locally and elsewhere.

WHAT HAPPENED NEXT?

Tools developed by the group are used in the UK and Europe (H2020 SUSTAIN & SELFIE: <http://www.sustain-eu.org/project-partners/>). An interactive [web-based dashboard](#) for OCT has been developed to support practice-level progress towards P3C by providing benchmarking data and sharing good practice. We developed commissioning guidance for NHS England, which continues to support P3C nationally at both policy and practice levels. We led a P3C conference supporting patients, practitioners and system leaders. A collaboration between PenCLAHRC, the Gothenburg Centre for Person Centred Care (GPCC) and Harvard University supports a PhD developing a state-of-the-art patient reported tool.