

## Person-Centred Coordinated Care



*Dr Helen Lloyd, PenCLAHRC Senior Research Fellow*

*“It was apparent to us and organisations such as NHS England that those with responsibility for the development and delivery of health services appropriate to the needs of those who require them, faced additional pressure and difficulty. This is because understanding how to develop and measure P3C is complicated by a lack of implementation guidance and a huge variety of tools to choose from. We are confident that P3C and other strands of our research will benefit health care professionals and, ultimately, patients.”*

Care provided by the NHS, social care and community services should be more focused around the needs of the individual, or person-centred. In order for this to happen effectively and efficiently, services need to be better coordinated and, where necessary, fully-integrated. Person-Centre Coordinated Care (P3C) holds the key to aligning care provision with the needs of the individual and to improved efficiency for the wider health care economy.

In association with the South West Academic Health Science Network (AHSN), PenCLAHRC is developing theory, innovation and a consistent evaluation framework for P3C.

We have already developed a framework that includes multi-level and multi-perspective measures of experience for patients and practitioners, created the Person-Centred Coordinated Care Organisational Change Tool (P3C-OCT) and developed a further measure to collect patient experiences of P3C.

## What Happened Next?

We have developed and launched the first free and openly-available comprehensive data resource for international measures relating to patient experience and person-centred care. This Measures for Person Centred Coordinated Care website ([www.p3c.org.uk](http://www.p3c.org.uk)) provides a 'one-stop' information gateway for commissioners, health managers, researchers and others to help improve the role of the patient's voice in the delivery of health services.

In addition, we have evaluated a number of programmes including: the Newton Abbot Complex Care Hub; the Torquay Children and Families Hub (SWIFT); the Torbay Integrated Care Organisation (ICO); the Somerset Practice Quality Scheme (SPQS); the Somerset Test and Learn Pilots, and; Integrated Care Exeter (ICE).

We anticipate outputs in three areas; (i) service development - we will help to implement and refine new models; (ii) research – will focus on building theory and leading and supporting funding bids, and; (iii) further development of the evaluation framework – including psychometric testing of the Person-Centred Coordinated Care Experiences Questionnaire (P3CEQ).

**For further information visit:**

**[www.clahrc-peninsula.nihr.ac.uk](http://www.clahrc-peninsula.nihr.ac.uk)**



### Resources:

[clahrc-peninsula.nihr.ac.uk/uploads/attachments/Projects/Patient%20experience%20measure%20identification.pdf](http://clahrc-peninsula.nihr.ac.uk/uploads/attachments/Projects/Patient%20experience%20measure%20identification.pdf)

[clahrc-peninsula.nihr.ac.uk/uploads/attachments/Projects/Creating%20and%20measuring%20organisational%20change.pdf](http://clahrc-peninsula.nihr.ac.uk/uploads/attachments/Projects/Creating%20and%20measuring%20organisational%20change.pdf)

### Useful Links:

[clahrc-peninsula.nihr.ac.uk/research/person-centred-coordinated-care-p3c](http://clahrc-peninsula.nihr.ac.uk/research/person-centred-coordinated-care-p3c)

### Acknowledgement:

This research was funded by the National Institute for Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care South West Peninsula (PenCLAHRC). The views expressed are those of the author(s) and not necessarily those of the NHS, the NIHR or the Department of Health. View more BITEs at [www.clahrcpp.co.uk](http://www.clahrcpp.co.uk)