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Conference Abstract

Digital First: Community Health & Wellbeing project (An NHS England widening participation flagship)

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Abstract

A collaborative project between the local NHS CCG, the LA and a social housing association to apply user-centred research in order to define and develop a suitable digital intervention designed to support digital literacy and health resilience. This paper reflects the first stage of a four-stage project, which has been to apply combined qualitative and quantitative user needs research:

- Understand the key health and wellbeing needs of housing association residents
- Develop an understanding of how they manage their health as well as that of spouses, if in a carer-patient scenario
- Create hypotheses to explain how their health and wellbeing can be supported and informed
- Generate a backlog of ideas to solve or improve existing health & wellbeing experiences
- Refine the backlog with high-level analysis to determine a short-list of meaningful and valid ideas, reviewed in partnership with residents and the project partners

The proposers wish to share their research and findings that evidences the potential to transform communities. It is this transformation that will in essence be the ultimate value based commissioning activity as communities are supported to be fit and functional.

Commissioning activity has always been a reactive negative cycle to stop admissions to hospital and to facilitate early discharge. Our vision is to make communities the ultimate commissioner by becoming informed assets who have the choice and control to impact on commissioning decisions and financial modelling and to stimulate a healthy economic cycle across the whole life course.

The research is unique since it is a direct action from a Health and Wellbeing Board in the Midlands. As HWB's are the main drivers in health and social care and from 2015 this insight will be magnified as the Better Care Fund is enacted with the pooling of £3.8bn across local authorities and the NHS - but under the auspices of HWB's.

It is our belief that transformation has to be positioned with precision in order to meaningfully drive change. Our foresight and understanding of national strategy emerging from the DH evidences intuitive innovation by working with a HWB to maximise benefits to the population and to the public sector.

Our submission elucidates the exciting potential that digital health care has. Nationally we are starting to realise the benefits but as a society we now need to see the potential released. As with anything new however there needs to be clear assurance frameworks and strategies to support safe and effective care and to protect investment. We advocate our model of working with HWB's and our proposed health care interventions to precipitate the change that is now becoming a prevalent theme - community transformation.

Keywords

digital first; user-centred design; patient experience design

PowerPoint presentation:

https://www.conftool.pro/digital-health-care-2014/index.php?page=adminPapersDetails&path=adminPapers&form_id=34
