Allied Health Professionals On The Bus With Centrestage

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Background

A key strategic priority for the North Ayrshire HSCP is around approaches that support early intervention and prevention. Furthermore the Active and Independent Living Programme provided a platform for Allied Health Professionals (AHPs) to engage with partners to promote universal approaches and support health and wellbeing. In March 2017, an Exploring New ways of Working session took place, bringing together AHPs and third sector organisations within North Ayrshire to:

- Build relationships, learn about each other,share skills and explore opportunities for future collaboration
- Support and co- design new ways of working across health, social care and the third sector to improve health and wellbeing outcomes.
- Identify and progress local multiagency change ideas that support local strategy.

As a result of this session within North Ayrshire Health and Social Care Partnership, three improvement projects were indentified. This poster highlights the outputs of this North Ayrshire project that is an excellent example of interagency collaboration involving AHPs and Centrestage

What are we aiming to achieve:

The aims of this project were threefold:

- Providing opportunistic early access to AHP advice in an informal setting for families in a defined area of North Ayrshire
- To build upon the knowledge and skills of the Centrestage workforce to facilitate them to confidently provide universal health messages to their customers
- To build upon the knowledge and skills of the AHPs in North Ayrshire in regard to the services offered by centrestage thus enabling the AHPs to signpost effectively from their existing caseload

Method:

Incorporating Appreciative Inquiry and building on existing positive relationships, the New Ways of Working workshop generated ideas for improvement.

Undertaking a Quality Improvement approach, a six-week programme was coproduced whereby AHPs attended existing Centrestage community sessions to be available to offer advice to Centrestage staff and customers attending. On a rota basis AHPs participated from Physiotherapy, Occupational Therapy, Speech and Language Therapy, Dietetics, Podiatry and Falls team.

A framework was developed to capture the quantitative data from this project whilst qualitative data was collated from staff and customers involved throughout the six weeks. This information was shared with stakeholders via a written report detailing outcomes of the project along with a short video outlining the Centrestage and AHP staff experience.

The short video can be accessed via the following link: www.youtube.com/watch?v=BdwHJnO5zco

Results:

1. Data collection Framework highlighted 62 opportunistic conversations with individuals and families across the 6 sessions involving
   - Advice
   - Universal strategies
   - Referrals/ access services
   - Promote health and wellbeing
   - Signposting

2. A focus group involving the AHP and centrestage staff reported positive experience and addressed the aims of the project:
   - positive feedback from centrestage colleagues with them feeling better equipped to support ongoing health and wellbeing needs of their customers; and
   - AHPs involved reported participation in this programme being "rewarding", "beneficial" and "best use of their time and skills for some time".

3. Unintended positive outcomes have been the continued engagement of centrestage staff being involved as equal partners in AHP learning and training opportunities

Key Learning:

- People involved in the systems are central to identifying, developing and progressing successful and sustainable improvements.
- Everyone involved in the improvement process is an equal partner.
- Ongoing committed local leadership and support is essential for continued collaboration and sustainable improvement across the sectors.

Planned next steps:

A further cycle of AHPs on the road with Centrestage has been identified

Further joint learning sessions with Third Sector colleagues are in the pipeline

Opportunities to spread the learning from this project continue to be explored

Acknowledgments:

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Active and Independent Living Programme (AILP)

What Works Scotland Research report January 2017 : Research report for the ethnographic strand of the evaluation of Centrestage Catalyst Communities

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