

Public Protection Communication & Collaboration

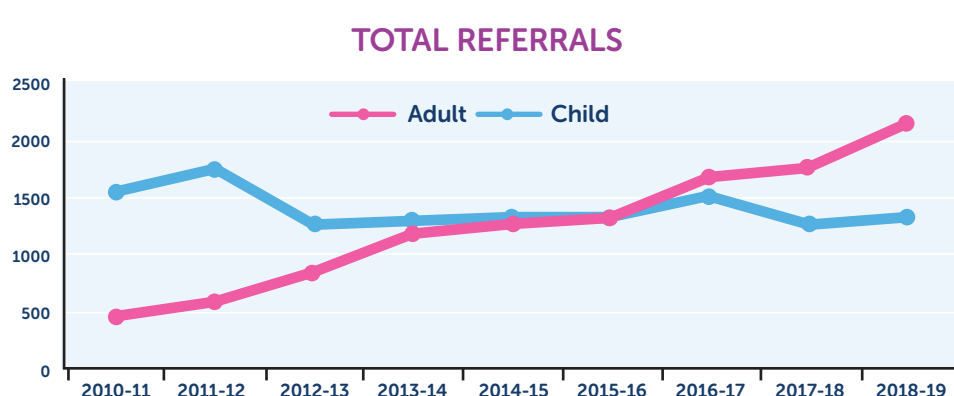
Ensuring the well-being, welfare and protection of vulnerable individuals contacting a telehealth service.



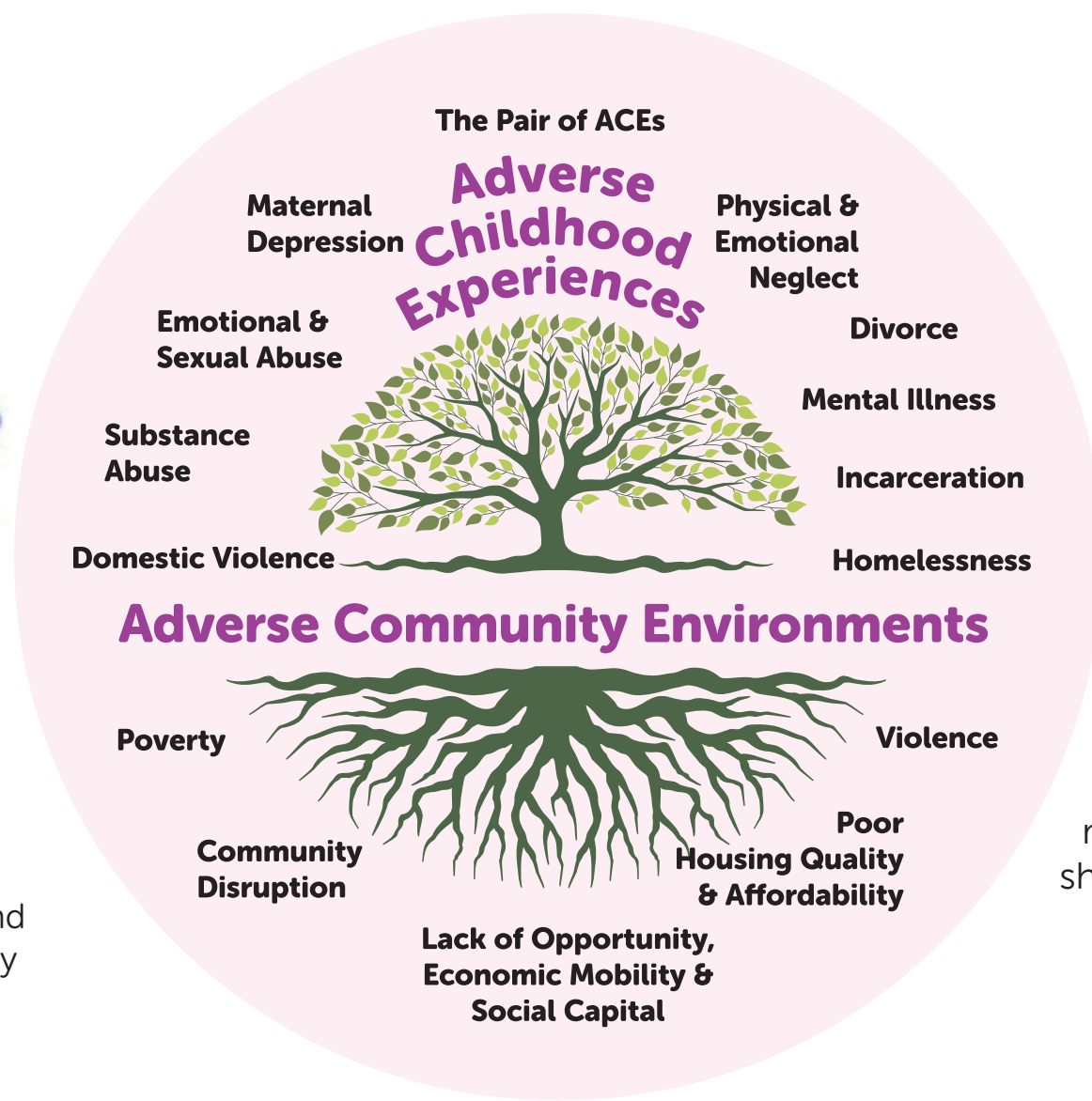
“Public Protection is everyone’s business” – however how do you ensure effective communication and collaboration across health and social care partners when services have different working hours and threshold levels? NHS 24 has developed novel ways of working to ensure robust communication and collaboration with health and social care partnerships are in place to support the welfare, well-being and protection of both vulnerable adults and children who contact the 111 service.

The vision for Healthcare in Scotland is that everyone is able to live longer, healthier lives at home, or in a homely setting. This requires care to be delivered by a vast array of health, social care and third sector partners. With this in mind, the Public Protection team implemented “real time” mechanisms of ensuring the verbal and electronic sharing of information relating to those most vulnerable who contact our service, with partner agencies who may not have previously received information from NHS 24

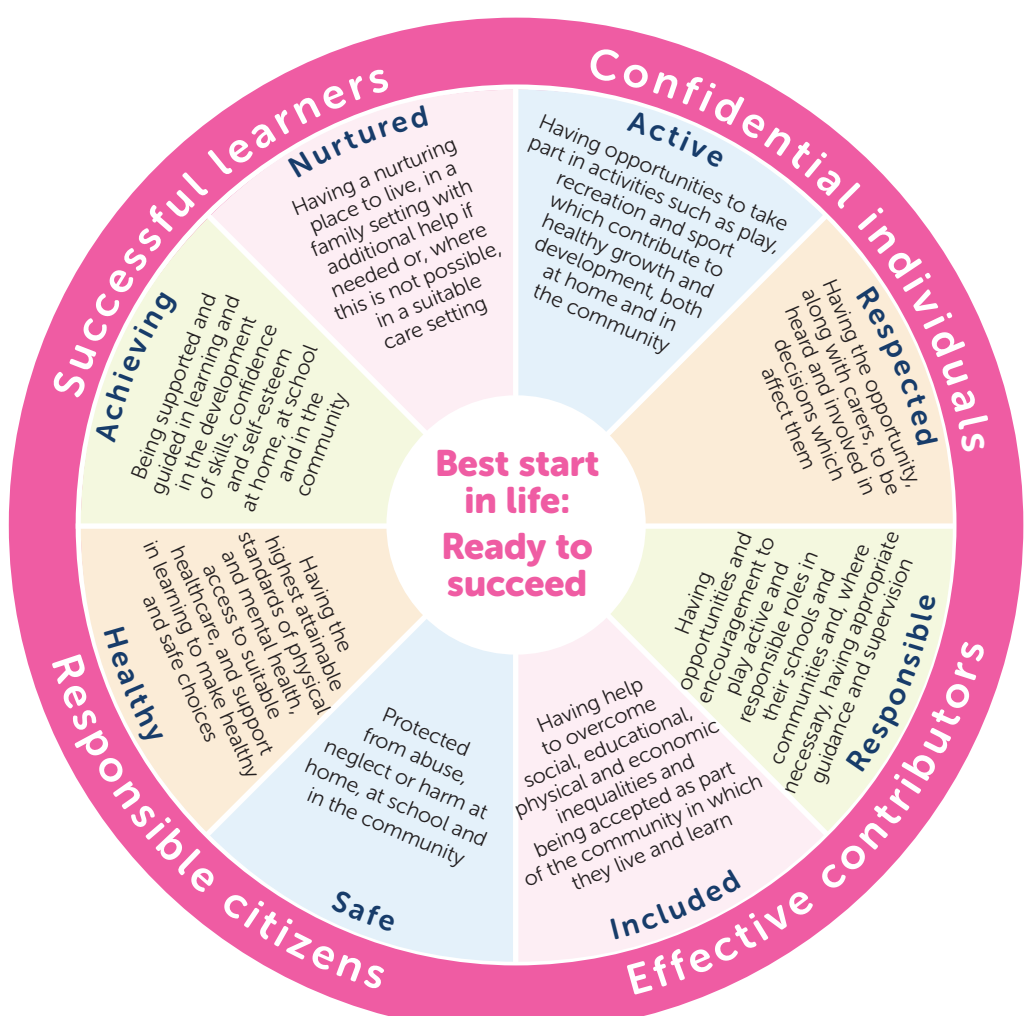
NHS 24 is a data rich organisation and the graph below highlights a continued increase in the level of complex needs being managed across the unscheduled care period



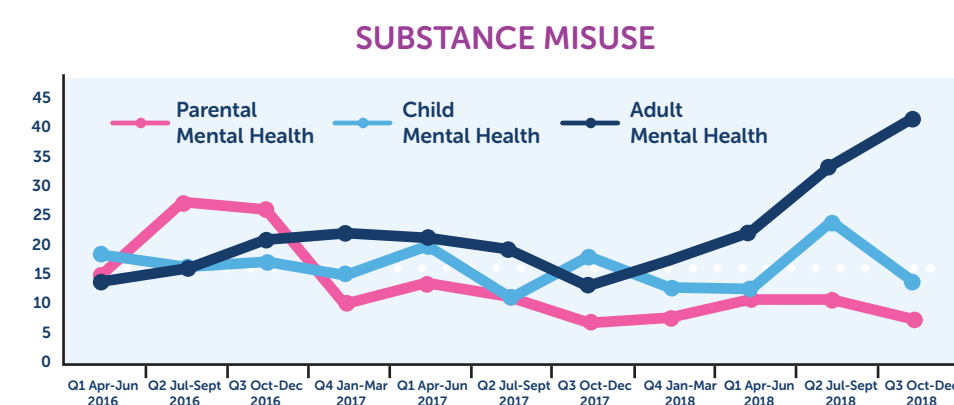
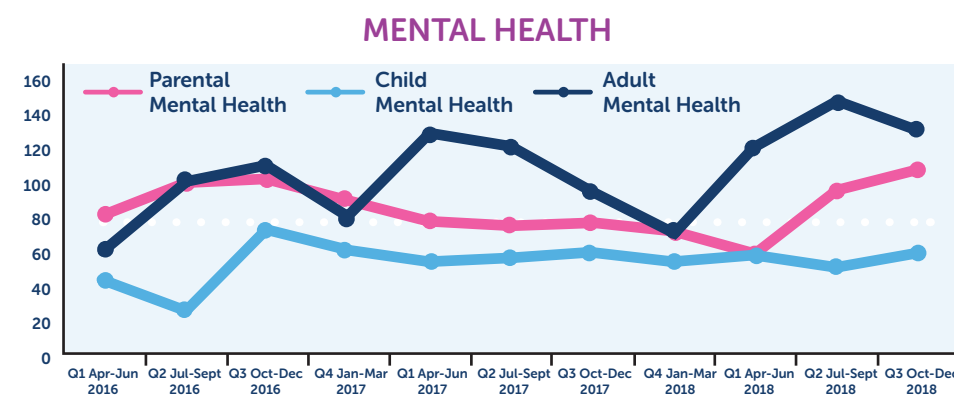
In line with continued quality improvement methodology, feedback is crucial in ensuring that the Public Protection system within NHS 24 meets the needs of patients, staff and partners.



For many years now, Child Protection in Scotland has been underpinned by the Getting it right for every child (GIRFEC) approach, which promotes actions to improve the well-being of all children and young people. To support our staff to better identify those callers who are vulnerable and may require interventions from wider health and social care partners, we ask them to consider the SHANARRI principles when assessing vulnerability levels for all callers (children and adults).



The adversity faced by many of our callers has a significant impact on their health and well-being. Over the past three years we have seen increased contact from individuals experiencing poor mental health and those with a history of substance abuse.



I'm glad the action I took at the time was appropriate. I appreciate the feedback - it's great for reflection.
Staff member

I agree with the referral and I'm keen for help.
Patient

I value the information shared. It is good to receive this and also be able to contact and discuss further if required
Partner

Through the development of training materials and knowledge information sharing systems for frontline staff we have:

- Improved staff awareness of the myriad of factors that can lead to increased vulnerability
- Embedded public protection responsibilities within the telehealth environment

