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Organisational arrangements: Influencing the strategic agenda on Self Management by supporting health and social care services with our Mutual Model for Public Involvement and public involvement training through workshops and support.

"The Voices Scotland Programmes have...established themselves as the 'gold standard' of patient and carer involvement... to help design truly person centred services." Sir Harry Burns²

Champions of Self Management In Care (COSMIC)

Workshop content

- Understanding Self Management
- Models of Self Management
- Identifying support for Self Management
- Understanding health and social care structures
- Working effectively with professionals
- Identifying issues linked to Self Management
- Presenting these issues effectively

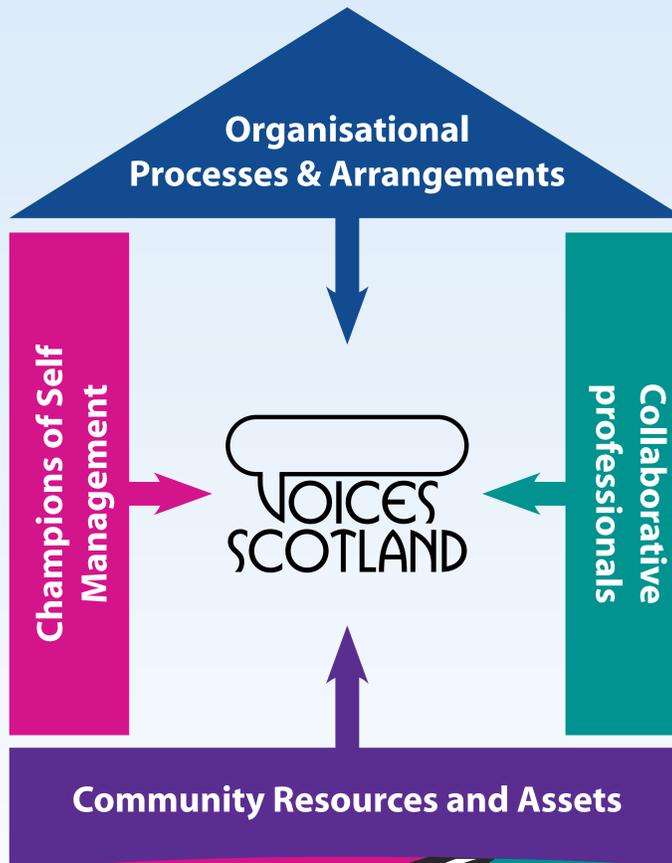
"The course has given me the skills and tools I will need to champion the case for continued Self Management. My thanks for a superb course!"

(Lead Facilitator Self management Support Groups)

"The course has taught me the effectiveness of Self Management and how to promote it to others."

(Member of the public)

Organisational Processes & Arrangements



Collaborative Professionals

Support for professionals from Voices Scotland

- Training and support for public and staff
- Support on Public Involvement groups
- COSMIC Resources website: Flexible training materials to equip staff with the knowledge and to influence the strategic agenda on Self Management, improving local health and social care

Independent Evaluation 2014⁴

"The CHSS approach has helped people to focus on the agenda of Self Management and make a positive impact – not just to use their voice as user representatives to complain or gripe about things like parking."

"Patients are able to put in context their contribution to meetings and to be appropriate in the content of conversation and the impact that it has on others. It has also helped people to appreciate the complexities of the organisation and how they can positively influence the improvement agenda."

"The strength of Voices Scotland is their openness to sharing and developing ongoing collaborative relationships."

Champions of Self Management

In the last three years:
506 members of the public trained
854 patients and health professionals attended tasters
90% of those trained are actively involved.

Collaborative Professionals

In the last three years Voices Scotland has engaged with:

- 45 Organisations
- 14 NHS Boards
- 5 Universities; under and post graduate
- 1200 unique users to the COSMIC Resources website

What are they doing now?

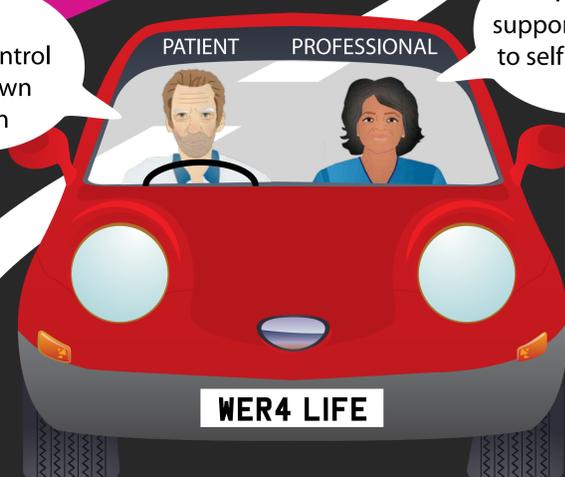
- Leading or supporting Self Management courses
- Scottish Parliament Cross Party Groups
- NHS committees
- GP forums
- Research trials
- Responding to consultations
- Raising awareness
- Changing their own Self Management
- Reviewing patient information
- Source of local Self Management knowledge
- Supporting their peers

Success Story

Following on from a COSMIC workshop a group of patients developed a successful case for continued funding for an at risk pulmonary rehabilitation service.

The case was built around the need for rehabilitation being an integral part of Self Management, therefore leading to a reduction in bed occupancy rates.

I am taking control of my own health



I am supporting him to self manage

MCN Managers

91% said that the programme had made 'some' or 'a significant' contribution to the development of their organisation's public involvement strategy.

73% said that the programme had made a significant contribution to improving participants' skills.

55% said that the programme had made a significant contribution to increasing the number of ways in which they involve service users in their organisation.

Endorsements

"Voices Scotland helps to strengthen the patient and carer voices of the cardiac and stroke MCNs."

Better Heart Disease and Stroke Action Plan³ (2009)

Scottish Health Council

"Really useful resources for anyone interested in involving patients or the public. This is practical, participative training that uses plain English and makes learning fun!"

Further information:

chss.org.uk
cosmicresources.org.uk
Email: voicesscotland@chss.org.uk

References

- ¹ King's Fund, 2013 *Delivering better services for people with long-term conditions Building the House of Care*
- ² Scottish Government, 2012 *Managed Clinical Networks: supporting and delivering the Healthcare Quality Strategy, CEL 29*
- ³ Scottish Government, 2009 *Better Heart Disease and Stroke Action*
- ⁴ Scottish Health Council, 2014 *Evaluation of Chest Heart & Stroke Voices Scotland Programme*