

BOARD MEETING

Title	Resident's Stories - Personalised Care		
Paper Date:	2 November 2023	Meeting Date:	21 November 2023
Purpose:	Information	Agenda Item:	06
Author:	Angela Jessop, Personalised Care Lead; Alicia Siraj, Head of Health Promotion, ill Health Prevention, Personalised Care & Infection Prevention and Control.	Exec Lead/ Senior Responsible Officer:	Rachael Corser, Chief Nursing Officer
Executive Summary			
<p>In the Buckinghamshire, Oxfordshire and Berkshire West area, the Integrated Care System (ICS) provides health and care services for nearly two million people. We recognise that our local population needs are becoming increasingly complex, and a <i>one-size-fits-all</i> health and care system does not match our individual requirements.</p> <p>Personalised Care is embedded into the Long-Term Plan and our Joint Forward Plan as a key enabler.</p> <p>The stories in this item explain the impact on both the individual person and the system when we get it wrong and the significant gains for the individual and the system when it is implemented effectively. This ultimately leads to improved experience and quality of care and a reduction in the use of services when the right service at the right time is implemented.</p> <p>LINK: Nina's story - Personalised Care - YouTube</p> <p>LINK: Laura's story - Personalised Care - YouTube</p>			
Action Required			
The Board are asked to note the impact of personalised care expressed in the videos and consider how this can be supported further across the system.			
Conflicts of Interest:	No conflict identified		
N/A			
Date/Name of Committee/ Meeting, Where Last Reviewed:	N/A		

Patient Story – Personalised care

Personalised Care: Giving our patients choice and control over the way they receive health care.

1. Personalised care means people have choice and control over the way their care is planned and delivered. It is based on ‘what matters’ to them and their individual strengths and needs. This happens within a system that makes the most of the expertise, capacity and potential of people, families, and communities in delivering better outcomes and experiences.
2. Personalised care represents a new relationship between people, professionals and the health and care system. It provides a positive shift in power and decision making that enables people to have a voice, to be heard and be connected to each other and their communities. Personalised care is one of the five major, practical changes to the NHS as set out in the NHS [Long Term Plan](#) to transform care to future-proof the NHS for the decades ahead.
3. Our Joint Forward Plan (June 2023) sets out a clear mandate to ensure the “Personalisation of care” is at the core of NHS service delivery. Personalised care will impact positively on our ability to reduce health inequalities and is the ‘golden thread’ that runs through our start well, live well and age well strategies across our system. We are committed to providing residents with a consistently personalised approach, wherever they are receiving care.

Personalised Care across the BOB ICB

4. Personalised Care:
 - Improves people’s health and wellbeing and gives them the confidence and knowledge to look after themselves.
 - Can reduce pressure on services and helps the health and care system to be more efficient. Evidence would suggest that those people who feel confident in managing their health have 18% fewer primary care contacts and 38% fewer emergency admissions¹ than their peers.
 - Helps people with multiple physical and mental health conditions make decisions about managing their health, so they can live the life they want to live, based on what matters to them, as well as the evidence-based, good quality information from the health and care professionals who support them.
 - Has a positive impact on health inequalities, taking account of different backgrounds and preferences, with people from lower socioeconomic groups able to benefit the most from personalised care.
 - Recognises that, for many people, their needs arise from circumstances beyond the purely clinical, and will support them to connect to the care and support options available in their communities.
 - Brings different parts of the health system together based on a growing evidence base of what has worked in shared decision making, personalised care and support planning, enabling choice, social prescribing and community-based support and personal health budgets.

¹ [Reducing emergency admissions: Unlocking the potential of people to better manage their long-term conditions \(The Health Foundation, August 2018\)](#)

5. We want people using our services to be empowered to ask questions and tell us what is important to them, and we need those involved in their care to listen and then tailor their care, support, and treatment. In many areas of our system including maternity, palliative and end of life care and some of our long-term condition pathways, personalised care approaches are well established, and we are working to embed this across all clinical pathways. We are committed to ensuring that our residents:
- Have access to a social prescribing service within their GP practice.
 - Are offered a personal health budget where they are eligible.
 - Receive care from a professional who is trained in personalised care skills whatever service they use.
 - Have a personalised care and support plan where appropriate, which can be shared between services and is developed in partnership with a health care professional, based on what matters to the individual.
 - Feel as if they have been involved in the decisions about their care.
6. Below is the link to two stories from patients in our Berkshire West area who explain how the personalised care approach positively affected their journey when they needed the support of our maternity and mental health services.
- [Nina's story - Personalised Care - YouTube](#)
 - [Laura's story - Personalised Care - YouTube](#)
7. For any further information on Personalised care please contact angela.jessop@nhs.net.

Asks of the Board

8. The board is asked to note the impact of personalised care expressed in the videos and consider how this can be supported further across the system.