



**The Community Foundation
for Shropshire and Telford**

President: Algernon Heber-Percy Esq. Lord Lieutenant



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GRANT APPLICATION FORM

Donnington *VOICE* Project Summary

DRAFT

Section 3 – Project Description

Donnington **VOICE** is based on the principle that engaging patients in health policy decision-making helps to ensure that policies reflect the expressed needs of patients, service users and caregivers, making it an appropriate and cost-effective way to improve the quality of life and health outcomes for a growing number of people with chronic conditions.

Telford & Wrekin Primary Care Trust has identified the prevalence of the following long term health conditions in Donnington to be significantly higher than the national average:

- Heart Failure
- Stroke
- Diabetes
- Chronic Obstructive Pulmonary Disease (COPD)
- Asthma
- Epilepsy
- Mental [ill]Health
- Depression
- Chronic Kidney Disease
- Atrial Fibrillation
- Obesity
- Learning Disabilities

People with these conditions often lead a poorer quality of life and die prematurely. Many people have complex healthcare needs as they have more than one of the conditions listed above, and may also have social care needs.

Patient-centred healthcare promotes greater patient responsibility and optimal usage which ultimately leads to improved health outcomes, quality of life and patient satisfaction.

However, the influence of patient involvement and the impact of the patients' voice on policy-making can be restricted by numerous factors including lack of knowledge, cultural barriers and personal attitudes as well as systems and mechanisms that promote dialogue. Tackling these barriers is what Donnington **VOICE** is all about. It aims to demonstrate that better health outcomes for individuals outcomes can only be achieved by involving the local community.

Telford & Wrekin LINK will be responsible for

- Overall project management (planning, delivery, monitoring and reporting to steering group and funder)
- Support/servicing of the project partners steering group
- Staff recruitment /CRB and performance management
- Budget management
- Project administration
- HASAW and risk assessment
- Recruitment of volunteers and managing the CRB disclosure process
- Mentoring, coaching of community champions project work (by staff and LINK volunteers)
- Using LINKs statutory powers to seek information, to comment on services and to enter and view premises in Donnington by training and supporting scrutiny of local services by independent visitors and mystery shoppers using LINK
- Providing access to wider network / voluntary sector activities
- Facilitating representation by Donnington and other communities of place on HealthWatch

The role of the project partners have committed to working with Telford & Wrekin LINK and the YouthLINK to deliver this project from November 2011- March 2013 will be:

1. NHS Telford & Wrekin (the Primary care Trust)

- (i) *Anna Charalambous – Green, Lead Commissioner Primary Care* (soon to transfer to the Clinical Commissioning Group) has committed to support the Donnington VOICE project by:

Working with the LINK and project steering group to analyse evidence of local needs and using this to inform the planning, design, commissioning, procurement and evaluation of primary care health services in Donnington (medical and dental services, dentists, chemists, out of hours and urgent care etc). Also by ensuring that the Donnington community voices are heard by the PCT, CCG and providers and the principles of co-production are put into practice.

- (ii) *Sharon Smith Self Care Management and Patient Advocacy and Liaison (PALS) lead* has committed to support the Donnington VOICE project by:

Delivering two Expert Patient Programmes in Donnington exclusively for people who live in Donnington – one for people with long term conditions, and another for carers and parents, with the dual aim of promoting self care management and co-production ('nothing about me without me'). Support will also be given to Expert Patients who want to get involved in the Patient Reference Group or progress on to the health champions course and /or become a LINK champion.

2. TCAT

John Ironmonger, School of Community Education
Community Development In Health Course delivery

3. Donnington Medical Centre

Bryan Henshall Business Manager has obtained the partners consent to support the Donnington VOICE project by:

Providing facilities for community education purposes with the aim of improving access to healthcare through partnership, cooperation and co-production. Also by supporting involvement by expert patients and health champions in the Patient Reference Group.

4. Shropshire Community Health NHS Trust

Bally Kaur Neighbourhood Engagement, Telford and Wrekin Community Health Services has agreed to support the Donnington VOICE project by:

Supporting individual participants while on the community development in health course, and after graduation by identifying placements and other opportunities to put their skills into practice

5. Telford Council

Christine Harrison Commissioning & Contracting Social Care Provision for Older People,

Physical & Sensory Disability and Carers and also Children and Young People will support the project by enabling it to contribute to the HealthWatch Pathfinder by piloting representation by a community of place.

Other organisations which have agreed to promote the Donnington **VOICE** project to existing activists and individuals identified as having the potential to become community leaders include:

- Coverage Care Housing Association
- Accord Housing Association
- Wrekin Housing Trust
- PODS
- Carers Contact Centre
- Parent Carers Forum
- Listen not Label
- Age UK (Shropshire and Telford branch)

These organisations have also agreed to provide mentoring and practical support to individuals involved in the community leadership training.

Timescale	Project milestones	Project outputs/social capital
March - May 2012	<ul style="list-style-type: none"> ▪ Once funding is approved Telford LINK works with key partners to set up a steering group to work with Telford & Wrekin LINK by overseeing the Donnington VOICE project and evaluating its impact 	<ul style="list-style-type: none"> ▪ representative and accountable body ▪ terms of reference and operating plan ▪ detailed project plan with aims/objectives; ▪ draft job descriptions; ▪ community fund criteria ▪ evaluation framework
	<ul style="list-style-type: none"> ▪ Recruit community development and admin staff 	<ul style="list-style-type: none"> ▪ Employment contract ▪ CRB checks ▪ Induction programme ▪ Workplan/staff priorities
April – June 2012	<ul style="list-style-type: none"> ▪ Community engagement activity – presentations to local groups to raise awareness of the project and opportunities to train as a community leader 	<ul style="list-style-type: none"> ▪ Mapping of local needs, wants and aspirations using residents own words based on their experiences ▪ Potential community leaders identified ▪ VOICE Workshops to raise awareness and use of the engagement toolkit

<p>July - September 2012</p>	<ul style="list-style-type: none"> ▪ Expert Patient Programme x 6 week course for parents and carers 	<ul style="list-style-type: none"> ▪ Expert Patients will be encouraged to be involved in the Donnington Health Centre Patient Reference Group ▪ Ongoing involvement opportunities through the LINK and other voluntary organisations based locally and/or Telford
<p>Throughout 2012/13</p>	<ul style="list-style-type: none"> ▪ Telford LINK establishes HealthWatch Pathfinder by inviting all local organisations based in Donnington to identify options and shape the model. 	<p>Community representation model is developed and tested as part of the pathfinder</p> <p>Existing forum such as Donnington Partnership may enhance its role and extend its influence</p>
<p>Sept 2012 – February 2013</p>	<ul style="list-style-type: none"> ▪ Community Champions Course is run by TCAT x 12 people take part in a 15 week course and obtain Open College Network Accreditation + optional NCFE Award in Employment Skills. ▪ Target groups: 6 young people and 6 from wider community 	<p>x 12 projects are developed engaging wider community in activities designed to improve health outcomes</p> <p>Donnington community map is further developed with input from young people</p> <p>Young peoples forum is established with support from Telford YouthLINK</p>
<p>November 2012 – February 2013</p>	<ul style="list-style-type: none"> ▪ Expert Patient Programme for x 10 people with long term conditions 	<p>Some become active in the Donnington Health Centre Patient Reference Group, others may join the community champions course</p> <p>Ongoing involvement opportunities through the LINK and other voluntary organizations based locally and/or Telford</p>
<p>March 2013</p>	<p>Awards ceremony, DonningtonVOICE showcase and celebration event – possibility of this being the launch event for</p>	<p>Demonstration of skills and learning by members of the community and partners</p> <p>Presentations by the Community Health Champions, the Donnington Medical Practice Patient Reference</p>

	Telford HealthWatch	Group and Donnington Expert Patients Donnington VOICE map and Donnington VOICE toolkit
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