



## The 555 Model of Engagement

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## Healthwatch Essex... in a nutshell

*Taking grass-roots views and experiences and translating them into something meaningful for the commissioners and providers of health and social care*

# 555 Model of Engagement - rationale

## We want to:

- address the requirement for people's needs to be heard, understood and met
- put service users' lived experience at the heart of all decision-making
- to improve, change or create services that are fit for purpose, accessible and ultimately improve patient experience

## We do this by:

- listening harder to the experiences and needs of patients
- giving service users a platform to be heard or take on more active role in decision-making
- bringing providers and commissioners of health and social care together to listen to this lived experience to influence decision-making

# What is 555?

*An innovative, yet simple means of capturing the lived experience of people and giving them the opportunity to share their stories, face-to-face with professionals who commission and deliver care in Essex and beyond.*

Working with key partners to gain access to hard-to-reach or seldom heard groups of people:

- **5** key partners
- **5** focus groups in 5 different areas
- **5** participants to tell their story at launch event

Report recommendations offer practical next steps for health and social care commissioners and providers.

# Our results and impact

We measure impact by reviewing how many statutory organisations adopt the recommendations.

Our partners are able to monitor changes in service provision through their clients.

We keep in touch with participants from each 555 project and follow their stories.

# 555 Mental Health project

## Findings:

- Frustrations at services not being joined-up
- Professionals not seeing the ‘whole’ person
- Decision-makers not listening to patients when designing services

## Results/impact:

- Implemented Mental Health Ambassador Programme - facilitating joint working of Ambassadors and Commissioners from 7 CCGs and 3 councils in Essex
- Co-produced the new **Essex-wide Mental Health and Well-being Strategy**, using their lived experience
- Ambassadors working alongside Commissioners to implement the strategy and holding them to account

# 555 Mental Health project

**healthwatch**  
Essex

**ecd**  
enhancing everyday lives

## 555

Capturing the lived experience of mental health service users in Essex

October 2014

Southend, Essex and Thurrock

# Mental Health and Wellbeing Strategy 2017-2021

“Let’s Talk”  
—about mental health



# 555 Neurology project

## Findings:

- Better information and signposting needed for newly diagnosed patients.
- A greater awareness of neurological conditions amongst GPs, nurses, social workers and carers is important.

## Results/impact:

- Produced signposting info pad for GPs - to get right information to patients
- Developing an 'Understanding Neurology' online training course with partners to give overview of 8 neurological conditions, how to support patients and where to signpost.



# 555 Neurology project

MSUK healthwatch Essex

**555 Neurology Project**  
Capturing the lived experience of people being diagnosed with a neurological condition in Essex

Spring 2016

Partners: HANMICKS, MS, mnda, PSPA, Stroke

## Neurology in Essex

healthwatch Essex

**Helpful contacts at diagnosis**  
If you have been diagnosed with a neurological condition, you can get confidential help and advice from charities as well as from medical services. The charities listed below offer helplines staffed by trained advisers who can offer help with medical issues, employment and benefits, health and social care services, and emotional support. They can also signpost you to local services.

 <b>PARKINSON'S UK</b> <small>CHANGE ATTITUDES. FIND A CURE. JOIN US.</small>	<b>Parkinson's UK Helpline:</b> 0808 800 0303 <a href="http://www.parkinsons.org.uk">www.parkinsons.org.uk</a>	 <b>Headway Essex</b> - Providing Brain Injury Care & Support Helpline: 01206 768797 <a href="http://www.headwayessex.org.uk">www.headwayessex.org.uk</a>
 <b>Huntington's Disease Association</b>	Helpline: 0151 331 5444 <a href="http://www.hda.org.uk">www.hda.org.uk</a>	 <b>PSPA</b> PSP Association Helpline: 0300 0110 122 <a href="http://www.pspassociation.org.uk">www.pspassociation.org.uk</a>
 <b>MS</b> Multiple Sclerosis Society	Helpline: 0808 800 8000 <a href="http://www.mssociety.org.uk">www.mssociety.org.uk</a>	 <b>epilepsy society</b> Epilepsy Society Helpline: 01494 601400 <a href="http://www.epilepsysociety.org.uk">www.epilepsysociety.org.uk</a>
 <b>mnda</b> Motor Neurone Disease Association	Helpline: 0808 802 6262 <a href="http://www.mndassociation.org.uk">www.mndassociation.org.uk</a>	 <b>Stroke</b> Stroke Association Helpline: 0303 3033 100 <a href="http://www.stroke.org.uk">www.stroke.org.uk</a>

MS-UK Helpline: 0800 7830518  
[www.ms-uk.org](http://www.ms-uk.org)

For more information about health and care in Essex, please call Healthwatch Essex on 0300 500 1895 or visit [www.healthwatchessex.org.uk/info](http://www.healthwatchessex.org.uk/info)

Essex Neurology Network [www.vowmet.wordpress.com](http://www.vowmet.wordpress.com)

Healthwatch Essex is a registered charity in England and Wales no. 1155350 and a company limited by guarantee and registered in England no. 3352491. Registered office: RCCE House, Three Welches Business Park, Ince Road, Tressington, Essex, CO5 9JZ



# 555 Sensory Impairment project

## Findings:

- People with sensory impairments not receiving information and communication in preferred format.
- Inflexible booking systems and poor recording/sharing of information.
- Impact on dignity and quality of life. Loss of autonomy and confidentiality.

## Results/impact:

- Findings used in review of Accessible Information Standard by NHS England.
- Annual 'Love your Senses' campaign created to raise awareness.
- Funding for Eye Clinic Liaison Officer (ECLLO) in one hospital.
- Sensory champion model in every CCG and hospital, linking to GPs.
- Accessible Information Standard toolkit for produced for Essex.

# 555 Sensory Impairment project



# 555 Model of Engagement - Summary

- **555** showcases the potential of high quality engagement and effectively engaging with hard to reach groups
- **555** is an innovative and flexible approach to engagement
- **555** gives service users a platform to make their voice heard
- **555** brings together service users, decision-makers and providers.
  
- **555** is relevant to all organisations who design or provide services in health and social care.

## Find out more



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