



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

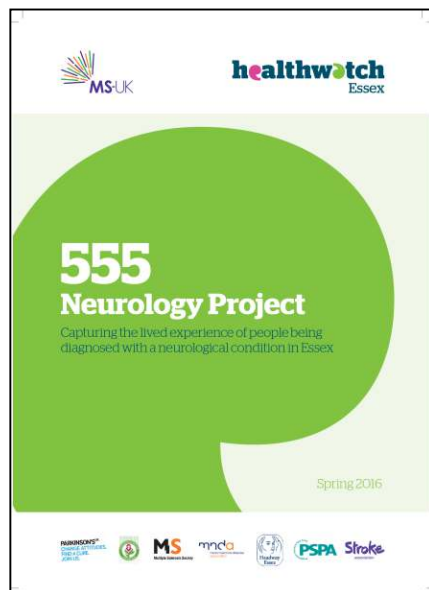
Findings:

- 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



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.

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

MS-UK
Helpline: 0800 7830518
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

Essex Neurology Network 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, Incechase 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 (ECLo) 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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