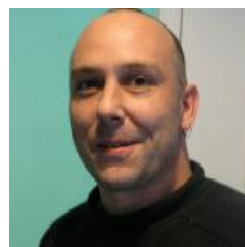




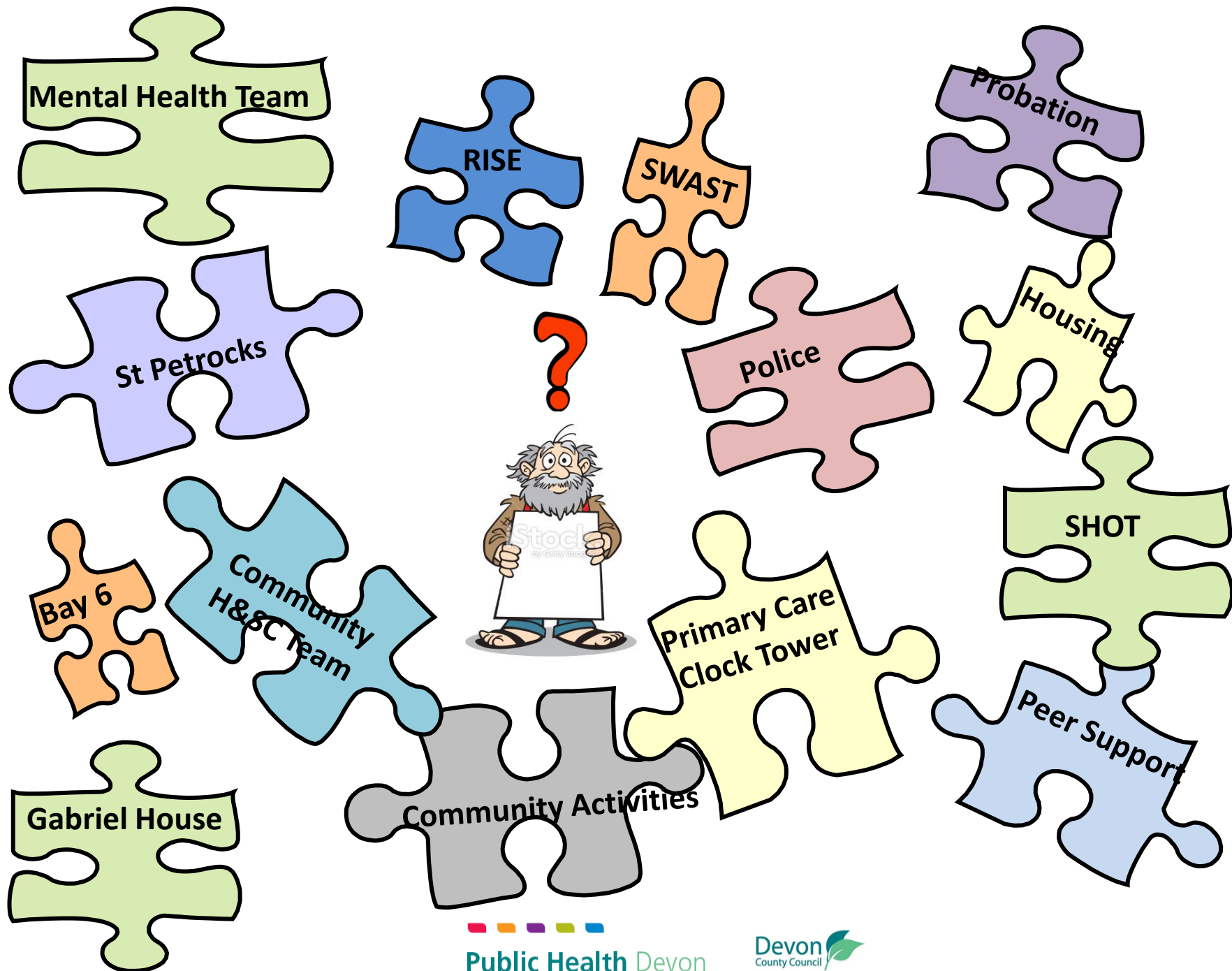
Whole Systems Change: A collaborative approach



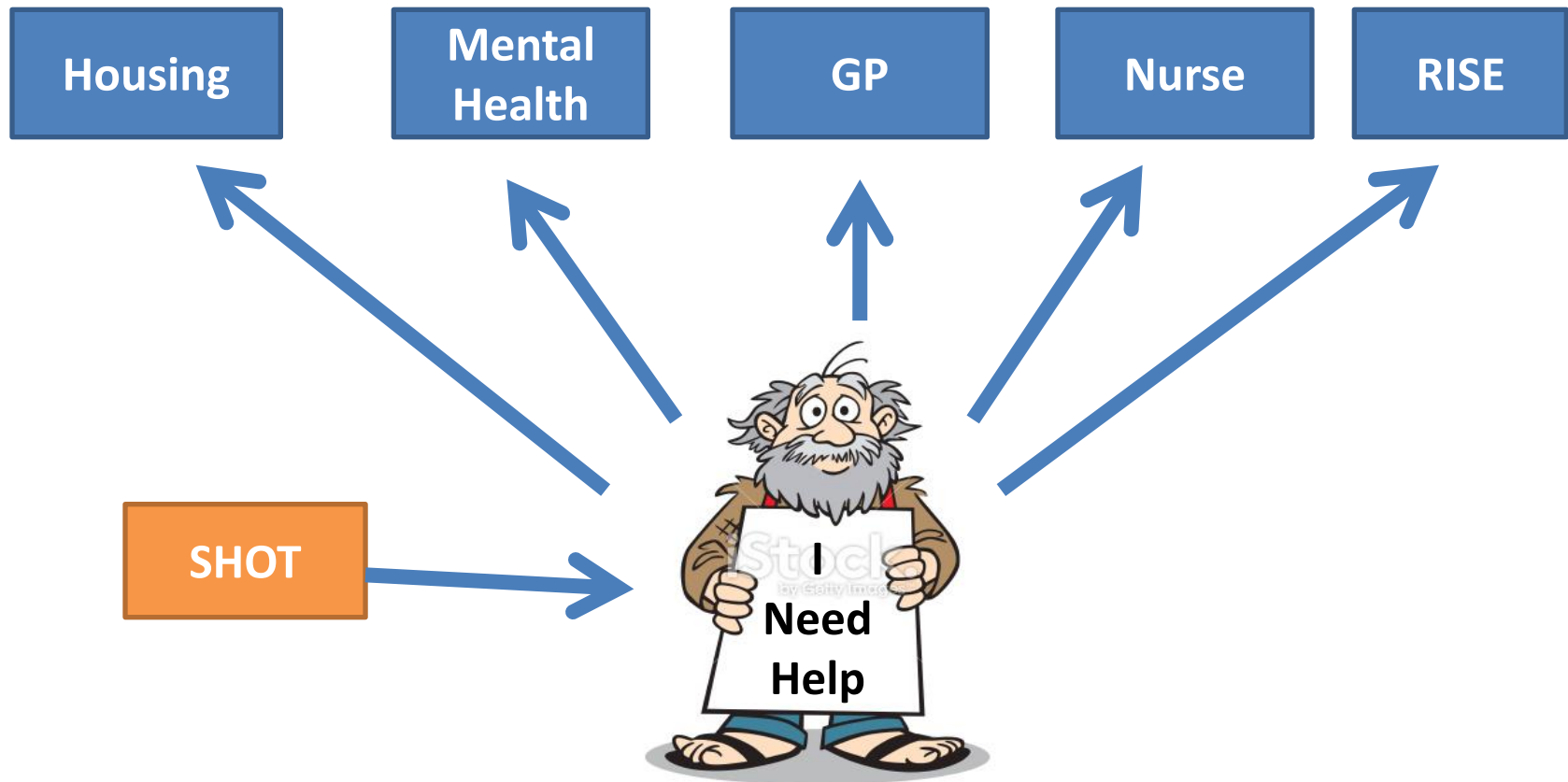


Exeter





Current Service Design



The Approach: Working with Complex Needs

Person Centred

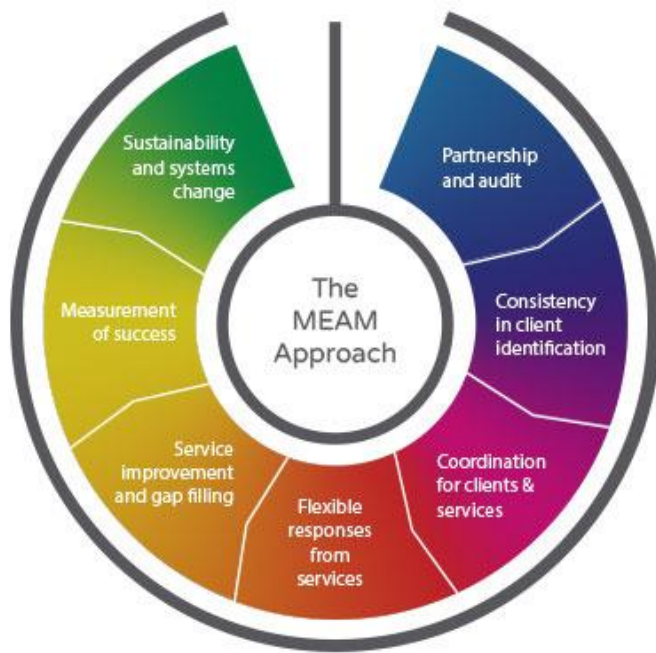
Psychologically Informed

Trauma Informed

Appreciative Inquiry

Asset Based

Personal budgets



"It's all about relationships; workers going the extra mile"

The Health and Wellbeing Hub

*“Health creation through informing
Empowering and giving people real
choice
And more control over their lives”*



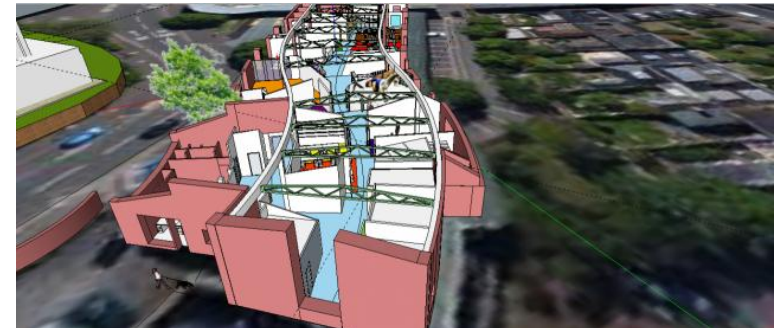
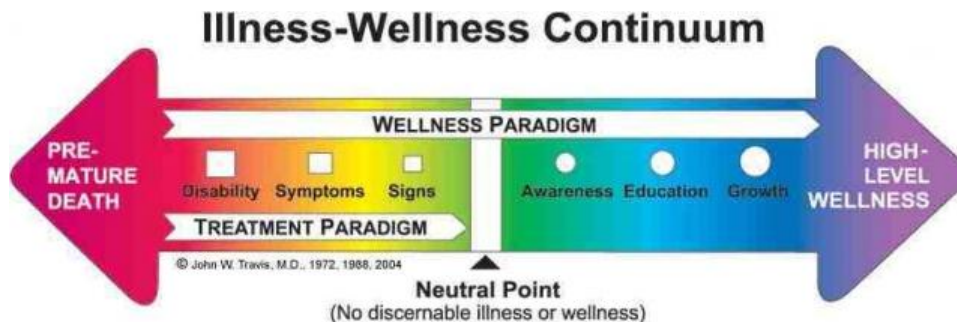
Social prescribing

Integration of care around the patient

Asset-Based Community Development

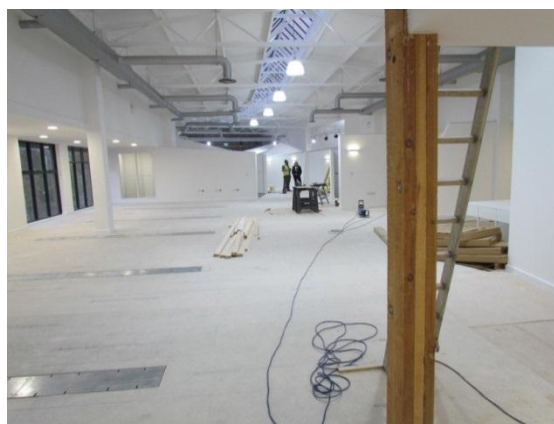
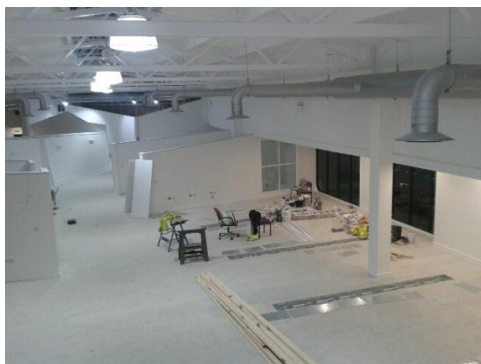
Peer Support

Technology—enabled care plans

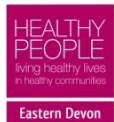


(co) lab in exeter

experiments in partnership
and service delivery



Integrated Care Exeter



Northern, Eastern and Western Devon
Clinical Commissioning Group



South Western Ambulance Service
NHS Foundation Trust



Public Health Devon

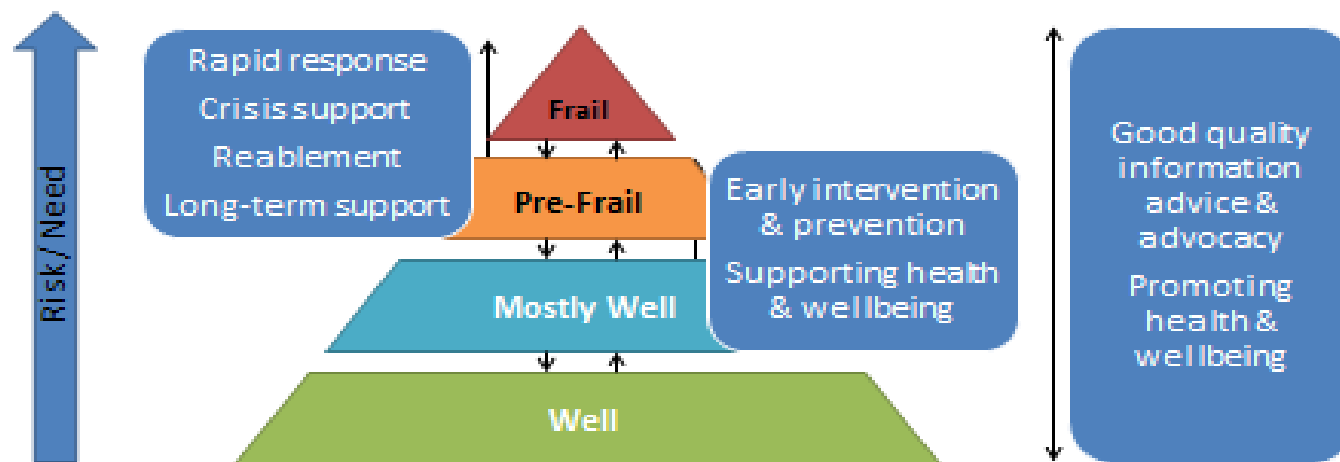


Population Health & Wellbeing New Model of Care

EPC

Exeter Primary Care Ltd
The Exeter GP Confederation

Health and Care Interventions

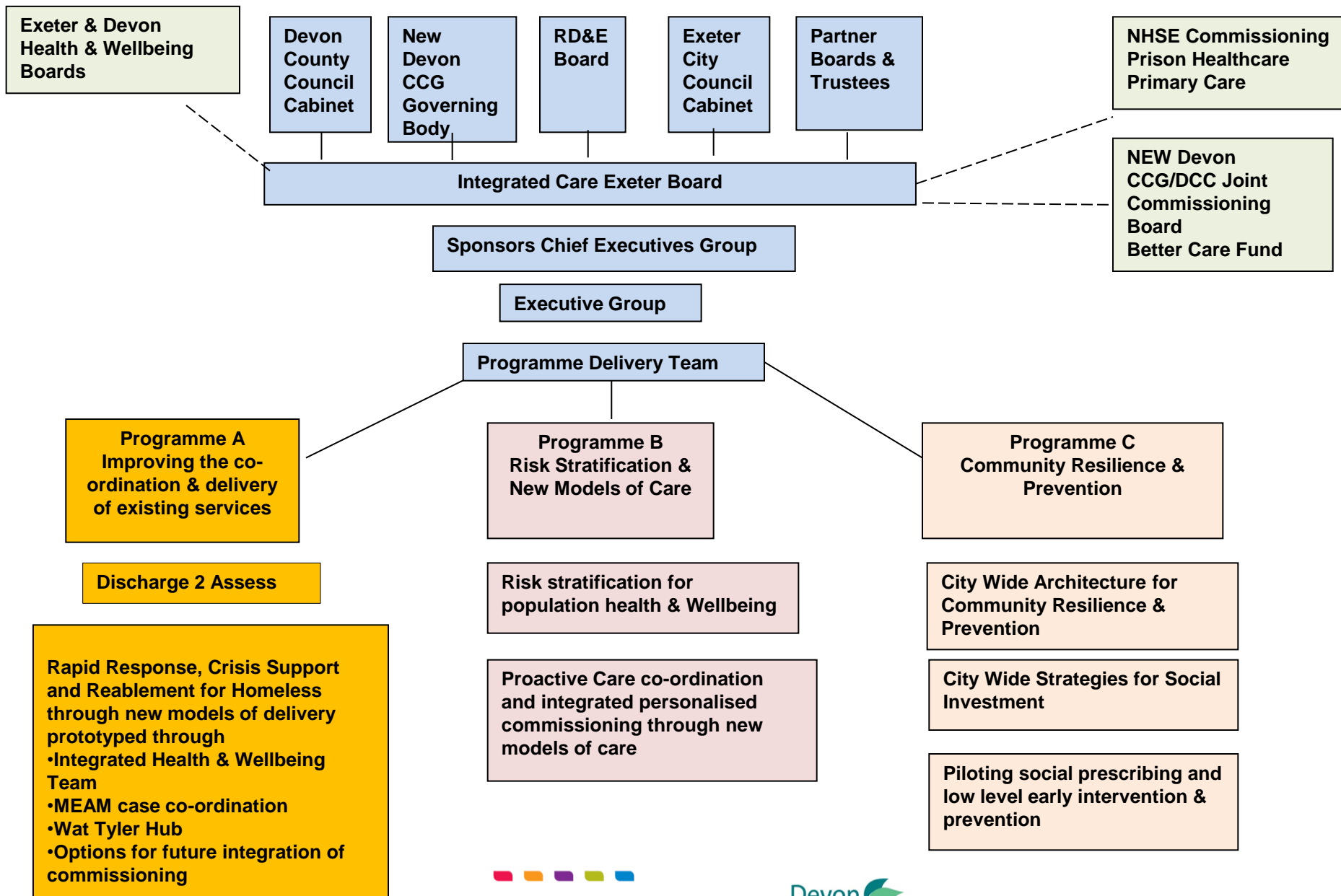


Public Health Devon

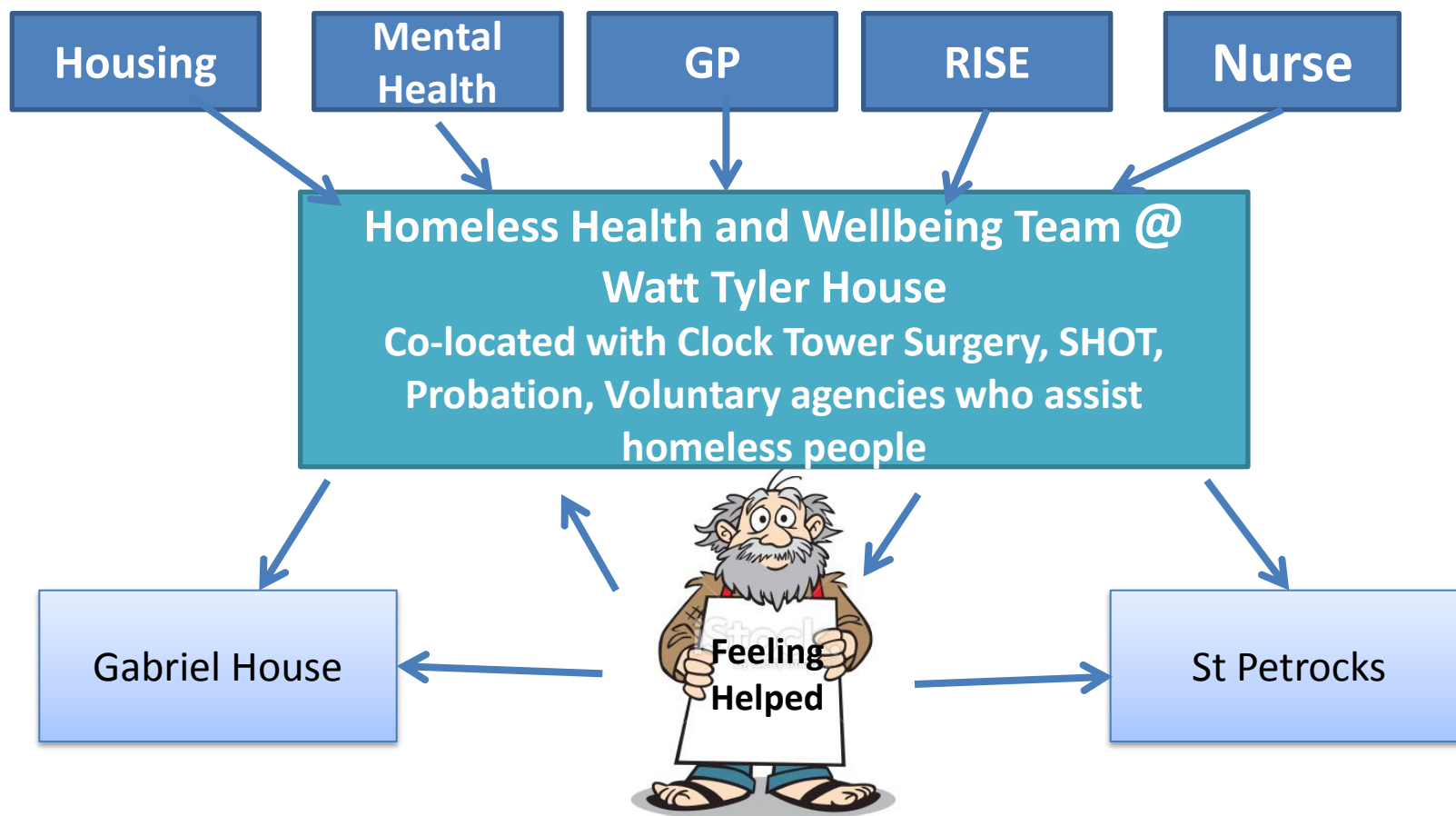


Putting it All Together

Stronger Exeter: what we want to achieve MEAM, ICE Integrated Health and Well-being Team for Homeless and Wat Tyler Hub	
<p>Better experience and outcomes for People</p> <ul style="list-style-type: none"> ▪ Individually-centred based on self –determination , choice and control ▪ Needs-led responses and solutions ▪ More resilience and self-responsibility ▪ See the person not the problem ▪ Asset-based, recognising strengths people already have where they have come from and their future aspirations & potential 	<p>Better use of resources</p> <ul style="list-style-type: none"> ▪ Pooling resources - £ and people ▪ Shift to prevention and sustainability ▪ Better value for £ ▪ Maximise potential of staff – skills, development. Coaching and recruitment ▪ Resources as close to the point of contact as possible
<p>Organisations</p> <ul style="list-style-type: none"> ▪ Softening boundaries – eliminating silo working ▪ Practitioner-level leadership and innovation ▪ Understanding of whole system and contribution to it 	<p>Whole System: help me to get the support me and my family need to live the good life we choose</p> <ul style="list-style-type: none"> ▪ One system, one vision ▪ Common outcome framework ▪ Needs not services ▪ Integrate commissioning to achieve population health & wellbeing and reduce health inequalities ▪ “Do today’s work today” ▪ “One person, one record” ▪ Increase productivity and improve outcomes by getting it right first time ▪ Design to get best value for £: eliminate duplication & waste ▪ No door the wrong door – reduced number of doors? ▪ Cross-sector responses



Future Service Design



Cultural Values Assessment

Seven Levels of Organisational Consciousness



Personal Values

Down to earth

Well-being

Optimism

Experience

Compassion

Integrity

Honesty

Commitment

Humour

Creativity

Caring

Coaching / Mentoring

Current Culture

Giving / Volunteering

Wasted resources

Bureaucracy

Access to health services

Uncertainty about the future

Compassion

Making a difference

Blame

Drug/Alcohol Use

Cooperation

Caring for the disadvantaged

Desired Cultural Values

Access to health services

Well-being

Long—term perspective

Caring for the disadvantaged

Enthusiasm

Creativity

Quality of life

Affordable Housing

Compassion

Positive Attitude

CHALLENGES: enforcement Vs Support

“Bullies Charter”: Comedian Mark Thomas slams Exeter homeless crackdown”



“Exeter's homelessness crisis: Police, council, church and homeless speak out”



Emergency Exits:

Achieving the right balance between support and enforcement to reduce street-based anti-social behaviour in Exeter



Nicola Glassbrook
Senior Public Health Officer
(Health Inequalities)

nicola.glassbrook@devon.gov.uk

“Create the conditions
for people to have the
freedom to lead a life
they have reason to
Value” Michael Marmot (2013)