

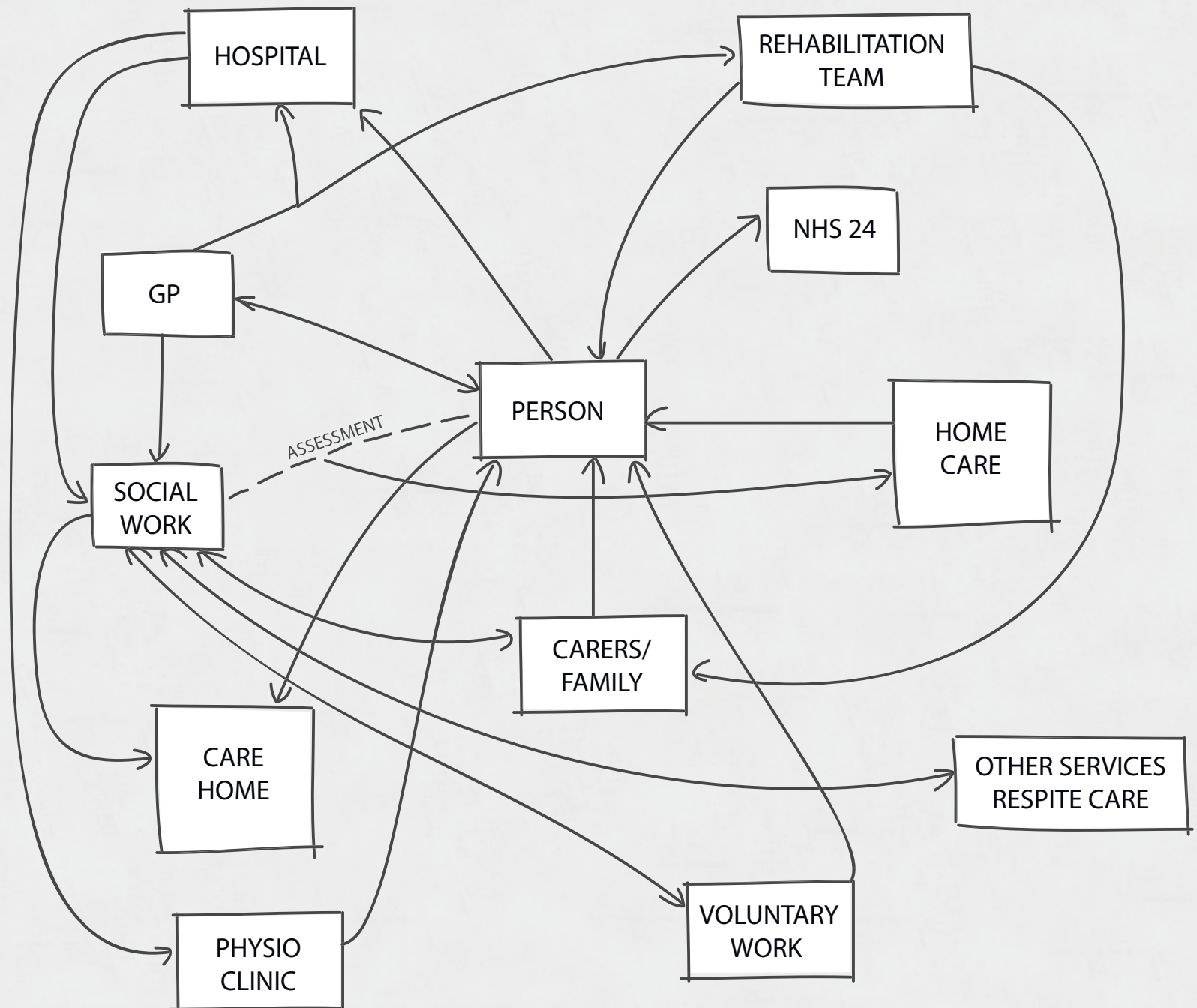


Partnership Working and Communication

Carolyn Schirlitz, Grant Jamieson, Irina Massmann, Prayas Rokde, Slaa Hwang, Zane Gray
Kim Young (NHS/Social Work), Lorraine Murray (BUPS), Ros Cambell (Cornerstone), Sandy Devers (NHS)

System Map

person and stakeholders

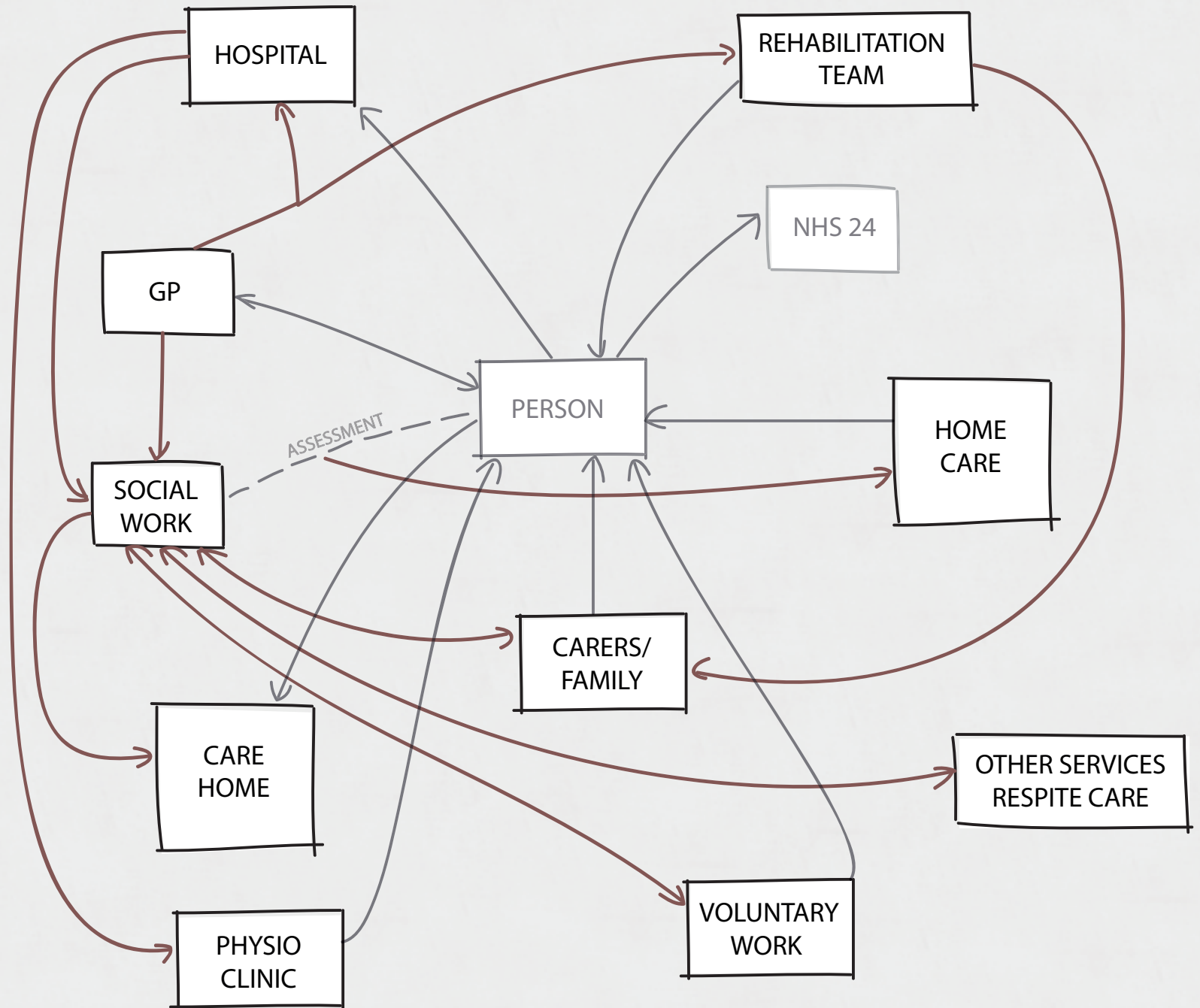


System Map

person and stakeholders

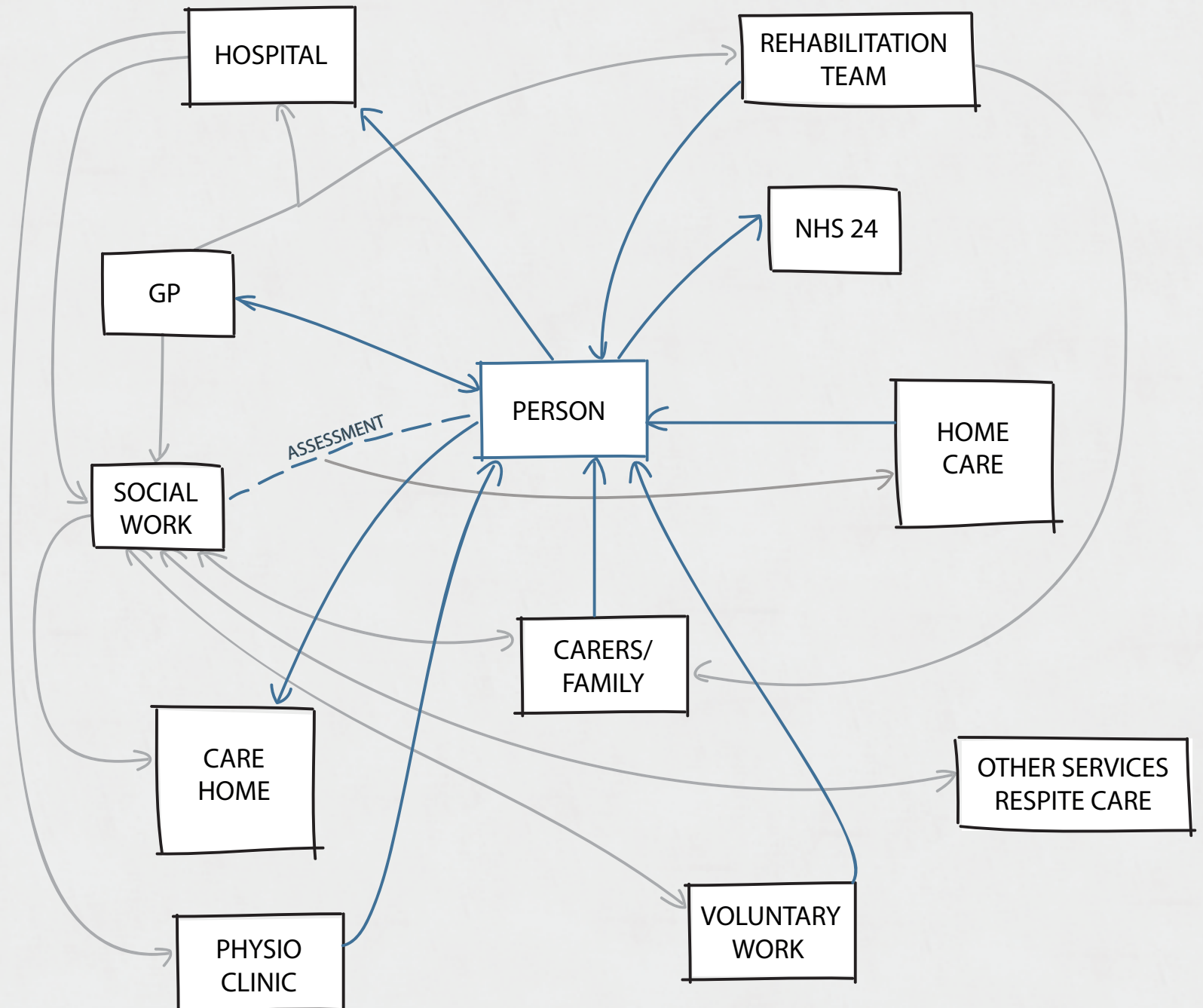
"Hospitals fix people and that's that. We need a protocol to take care of personal concerns."

Isabel (workshop 2011)



person and stakeholders

Marion (workshop 2011)

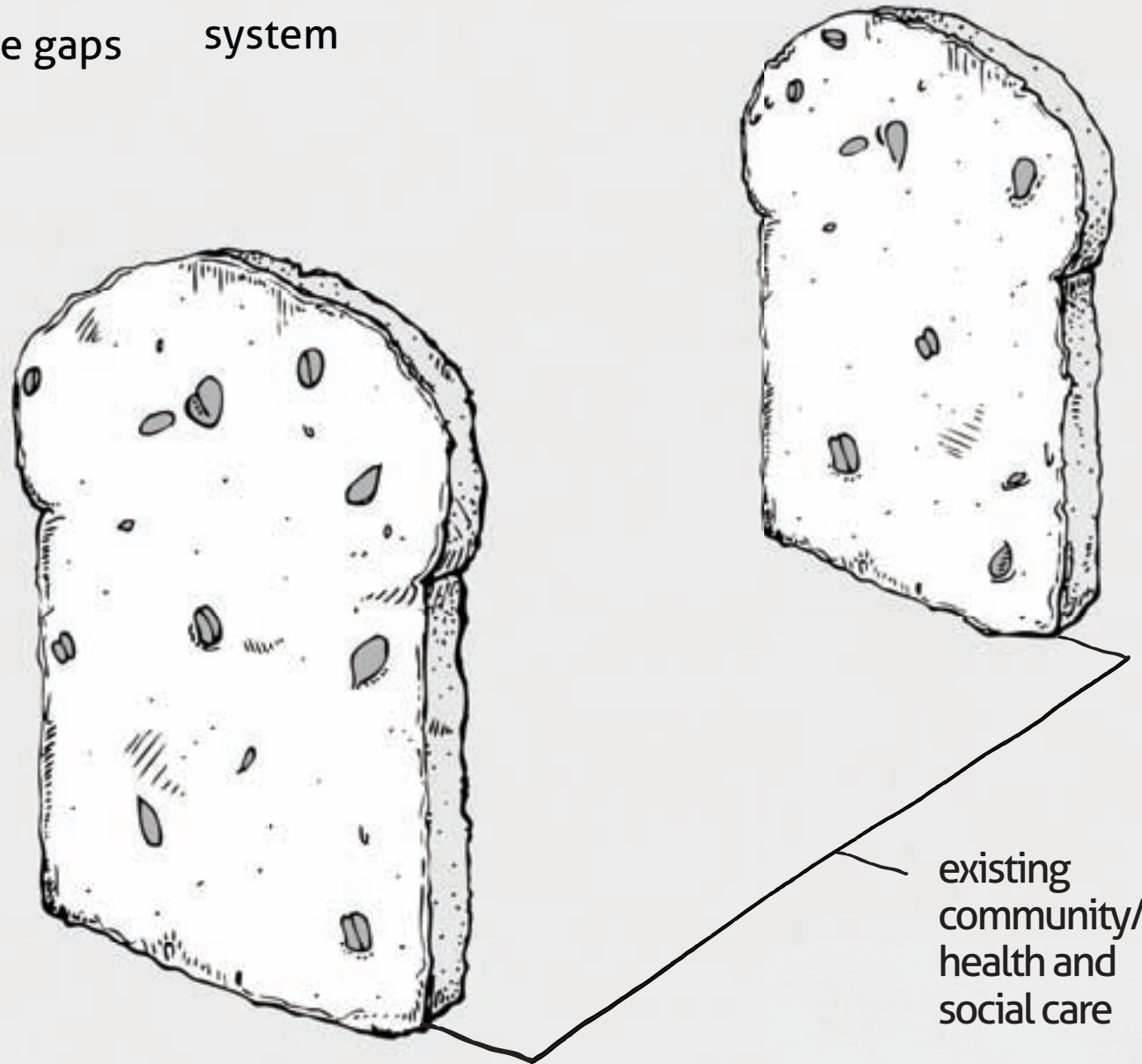


concept

- user difficulties
- overburdened system
- filling the gaps

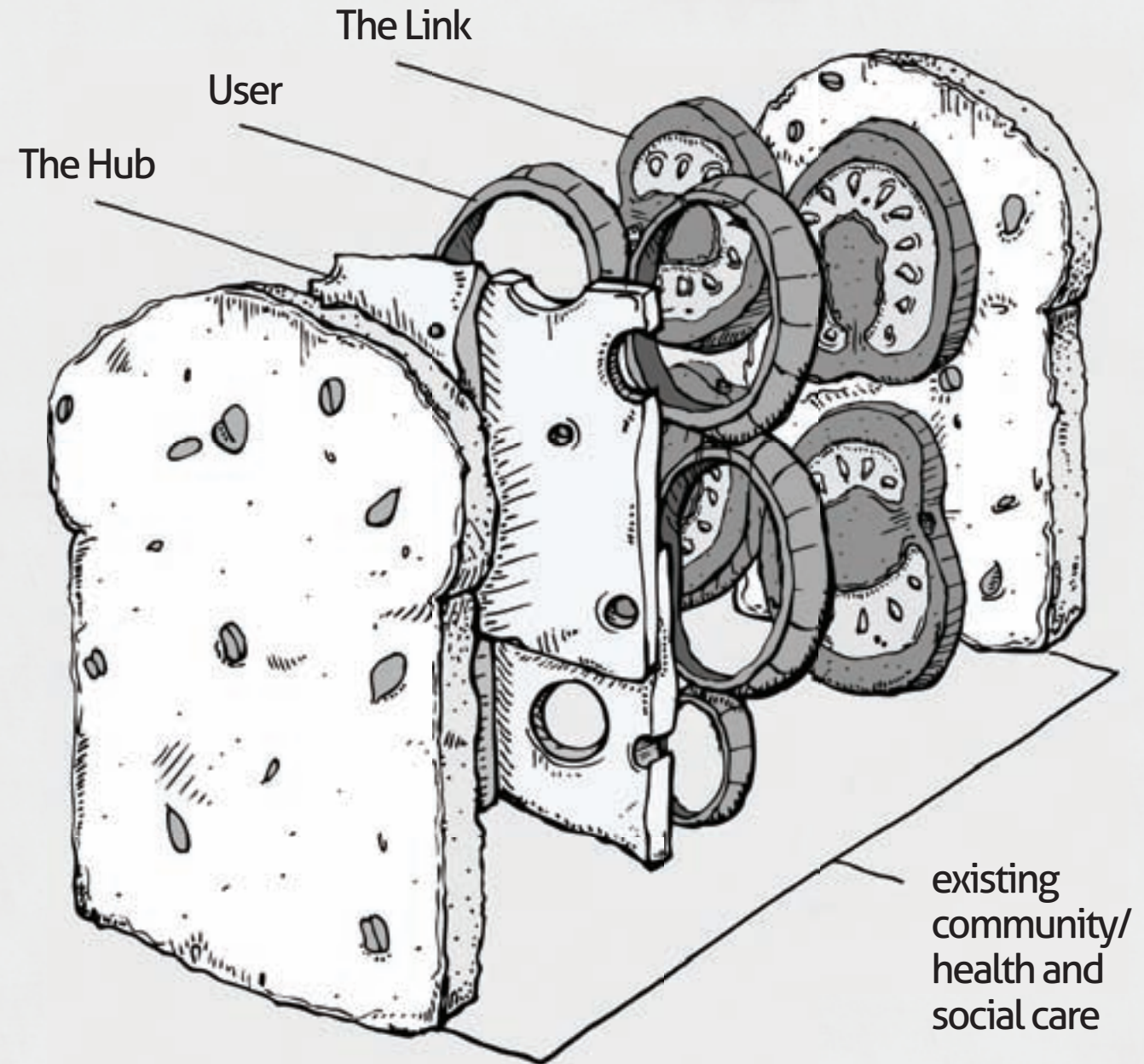
"A clear message from this work is that the journey towards integration needs to start from a focus on service users ... rather than from structures and organisational solutions"

Ham (2009)



existing
community/
health and
social care

concept



The Hub

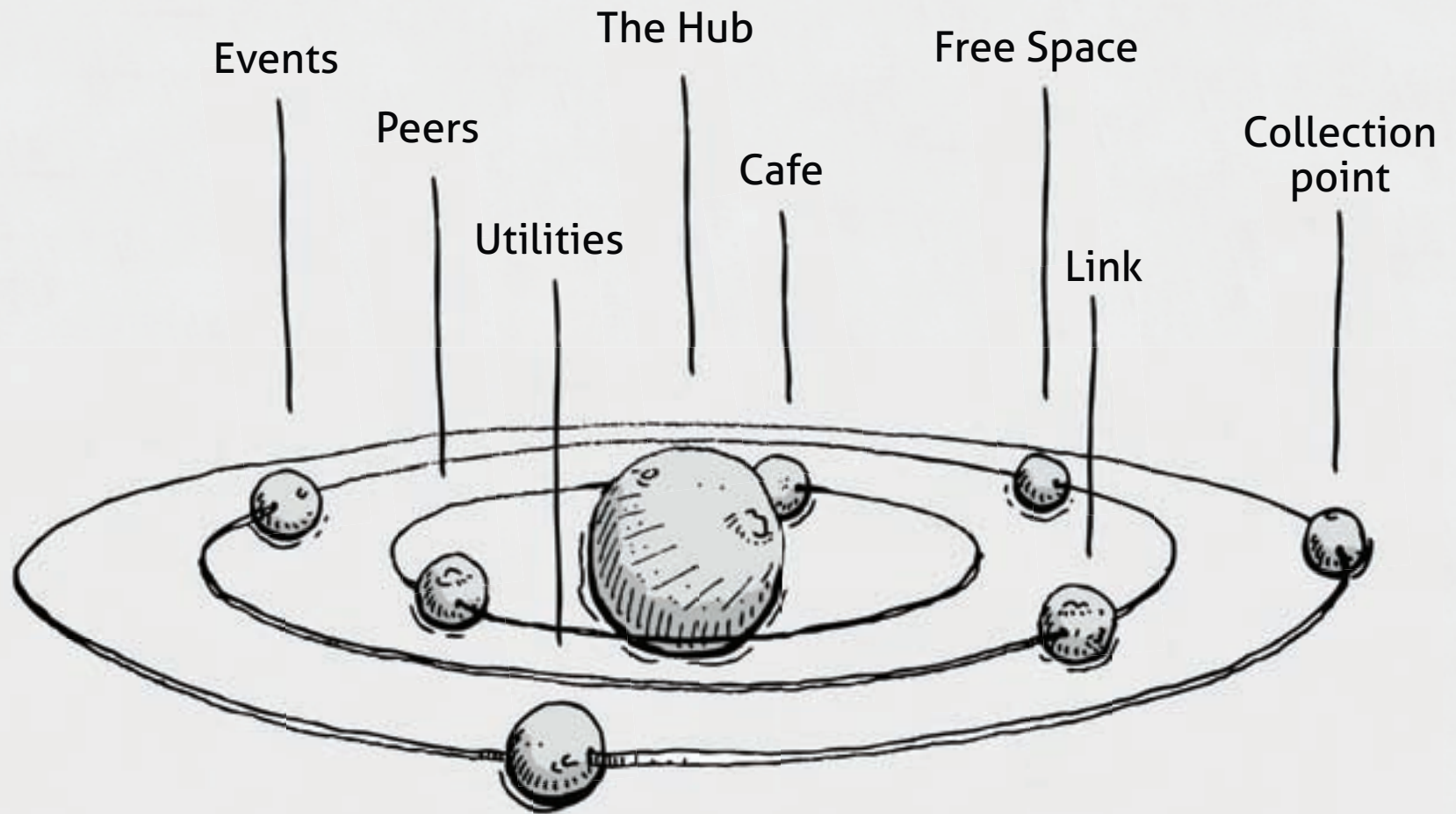
provides entry point
into system

targets all
relevant users

integrates well-
being and the
community

reduces stigma
surrounding
services

educates users
about the system



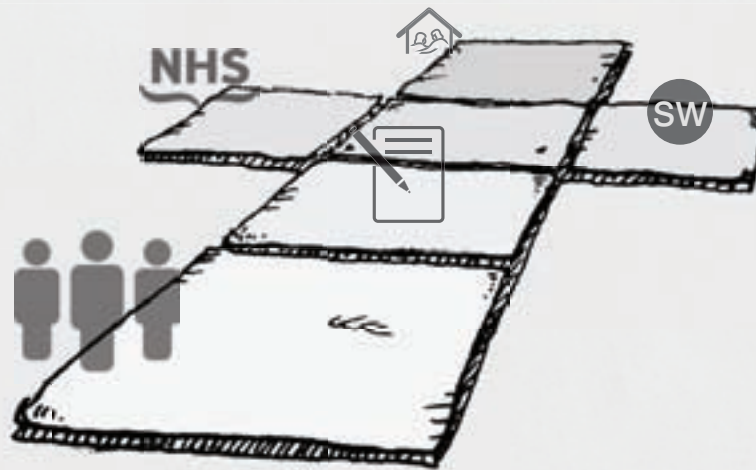
The Link

fully understands
the health and
social systems

eliminates the
bureaucratic
pressure on the
individual

entry point into
the system

arranges
appointments
across the
whole system



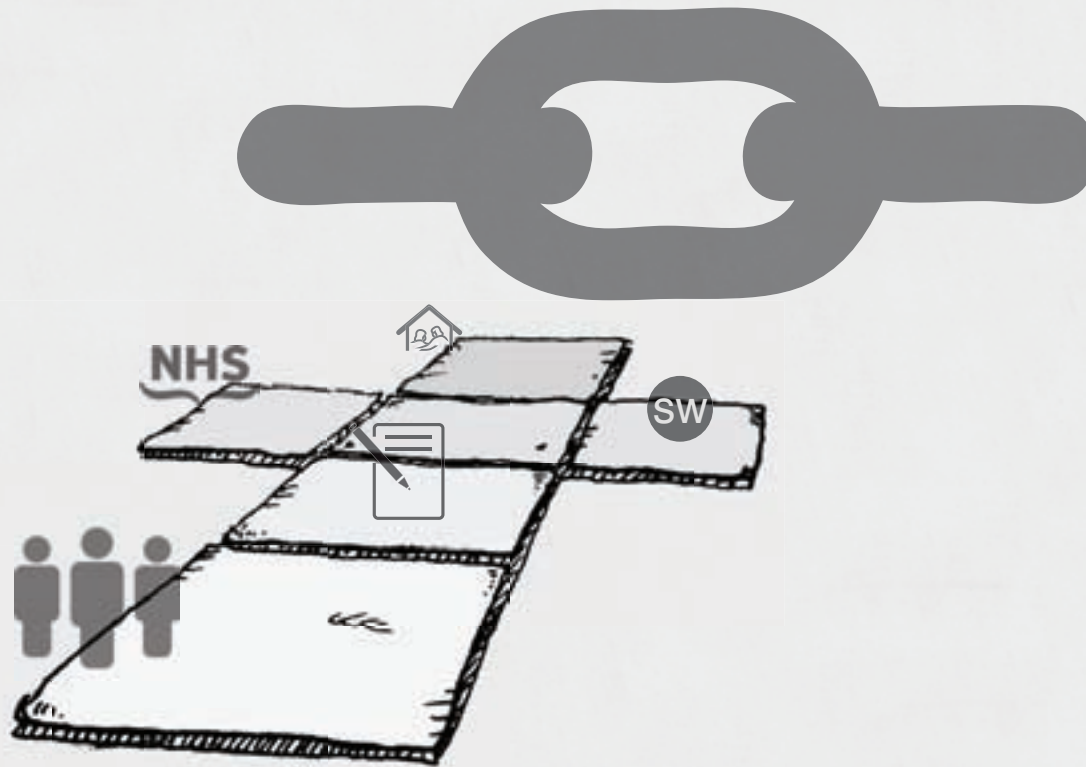
The Link

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whole system



User Journey

current situation

75 years old



79 years old
(high blood pressure)



Hospital

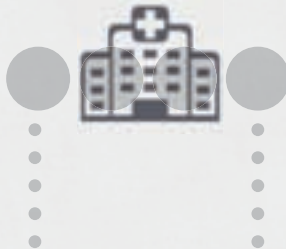


Social Work



Home Care

John






Mary

had
a stroke

Discharged from
Hospital

User Journey

current situation

-  Hospital
-  Social Work
-  Home Care

John

becomes
carer






Mary

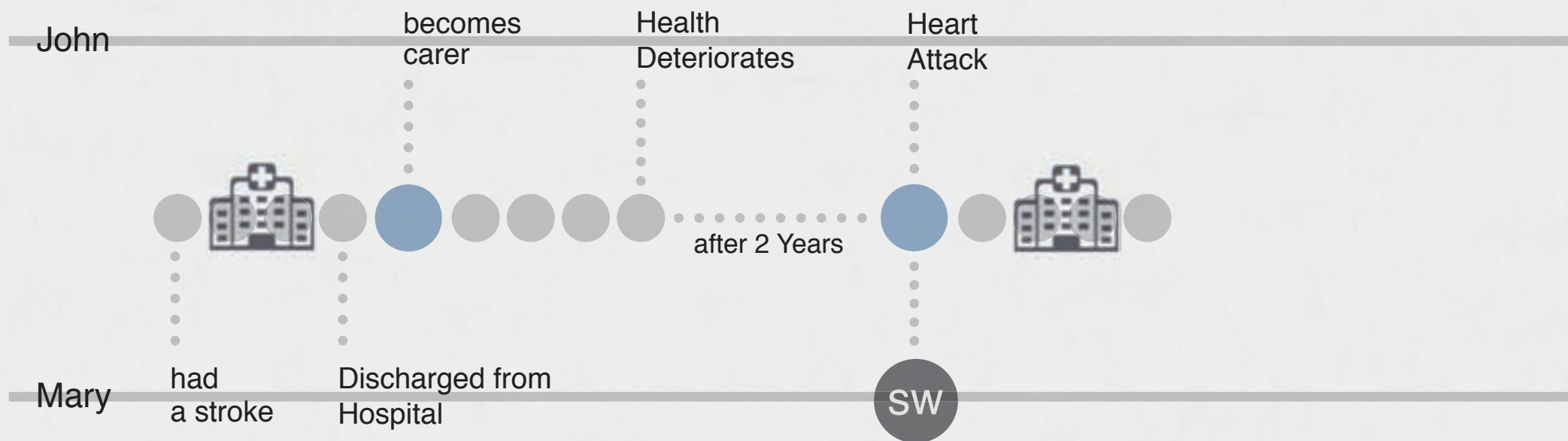
had
a stroke

Discharged from
Hospital

User Journey




current situation

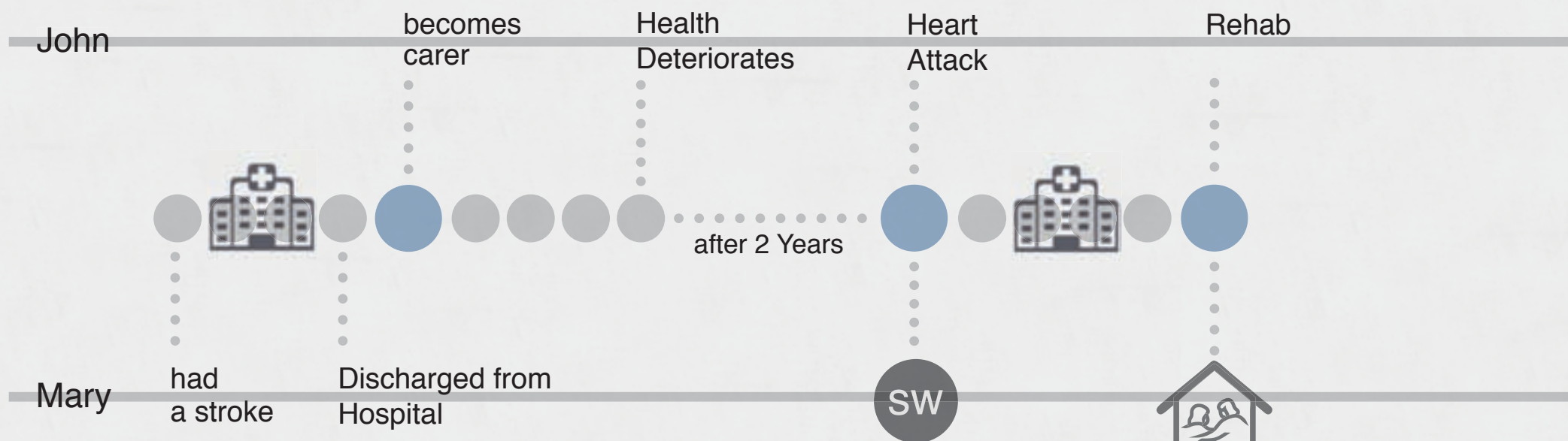
-  Hospital
-  Social Work
-  Home Care



User Journey




current situation

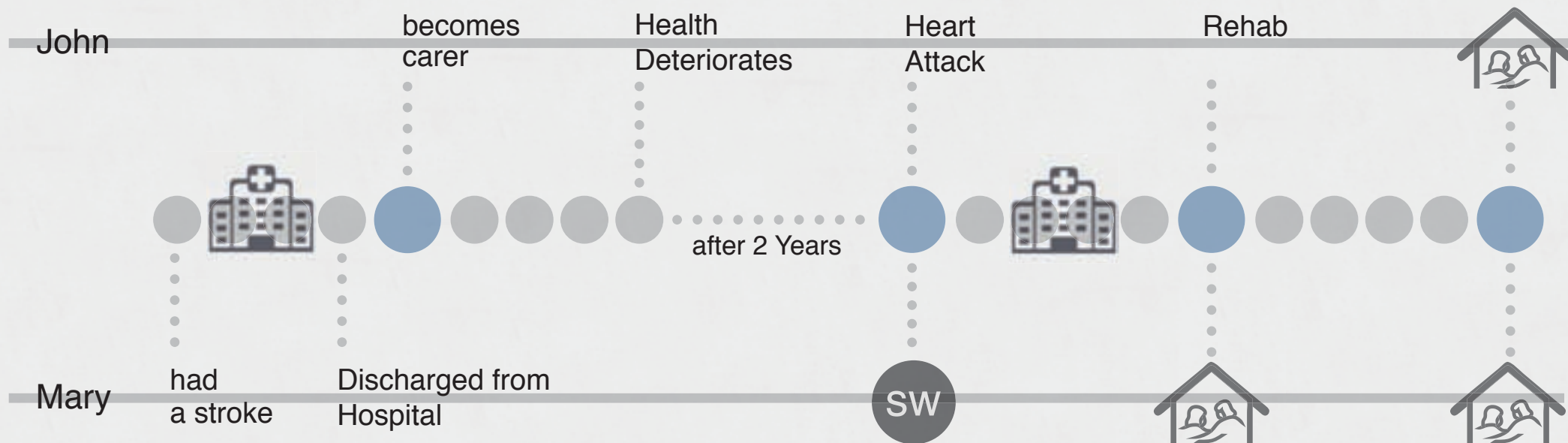
-  Hospital
-  Social Work
-  Home Care



User Journey




current situation

-  Hospital
-  Social Work
-  Home Care



User Journey

current situation

-  Hospital
-  Social Work
-  Home Care

becomes carer

no check up
no training in caring
lack of information

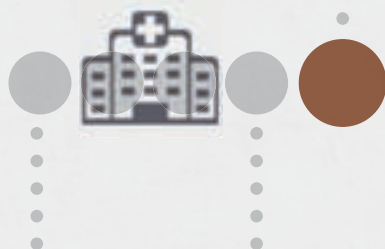
John



Mary




had a stroke

Discharged from Hospital



User Journey

current situation

-  Hospital
-  Social Work
-  Home Care

becomes carer

no check up
no training in caring
lack of information

John

Health
Deteriorates

Heart
Attack

Rehab



after 2 Years



Mary

had
a stroke

Discharged
from
Hospital





SW







User Journey

possible solution



-  Link
-  helping with form
-  community
-  Cafe

-  regularly
-  Hospital
-  Social Work
-  Home Care

John



use
The Hub



Mary

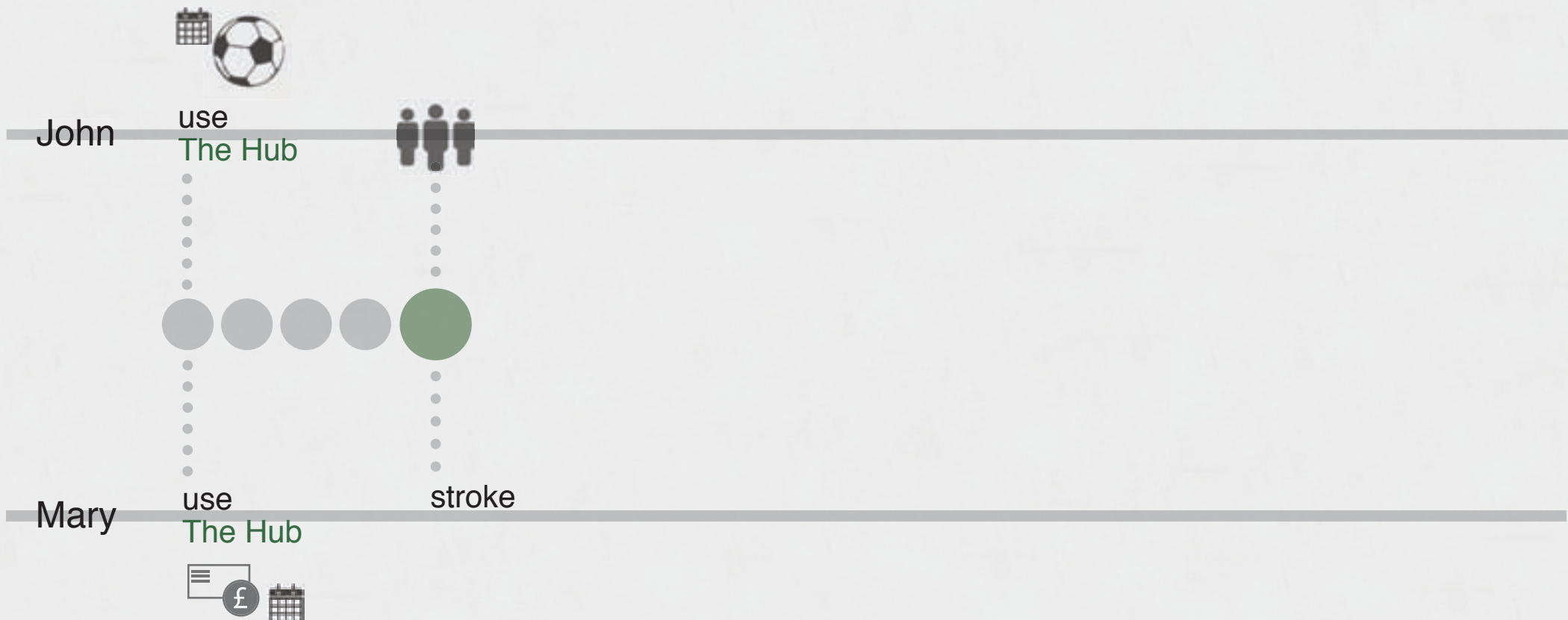
use
The Hub



User Journey





possible solution

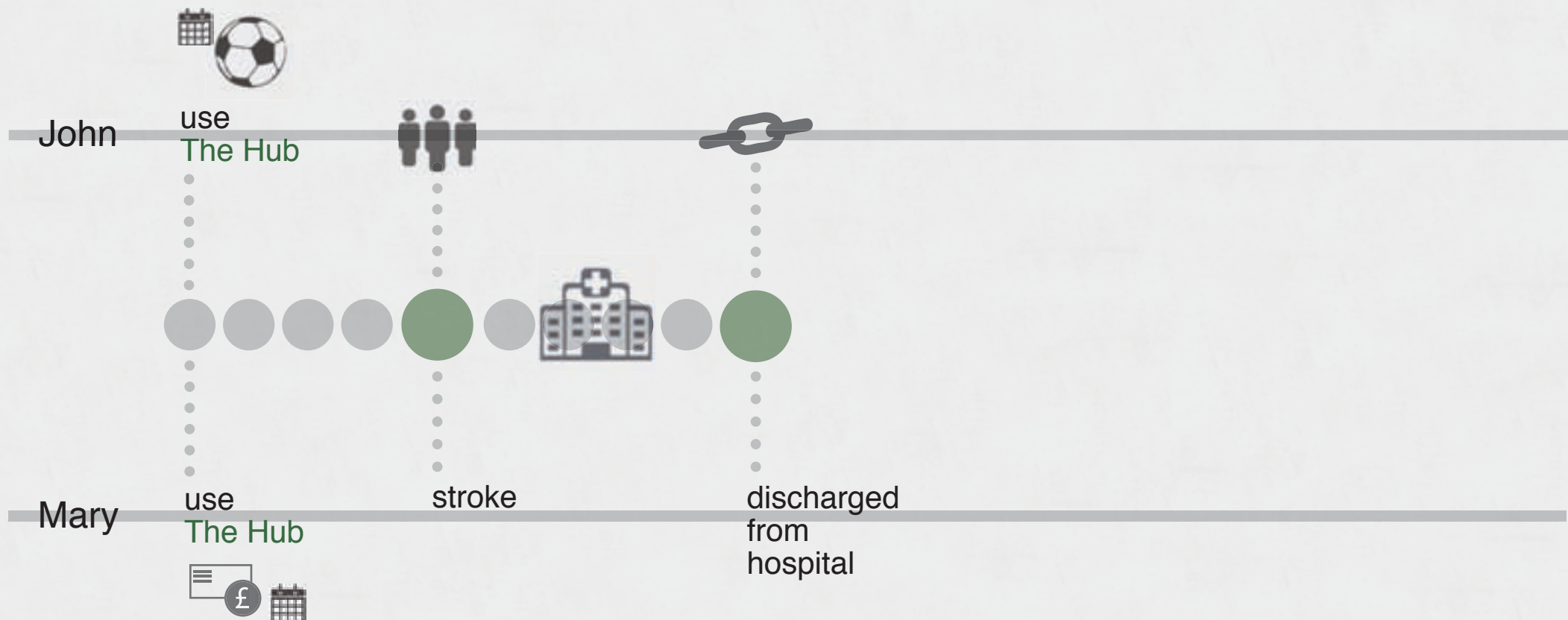
-  Link
-  helping with form
-  community
-  Cafe
-  regularly
-  Hospital
-  Social Work
-  Home Care



User Journey

possible solution

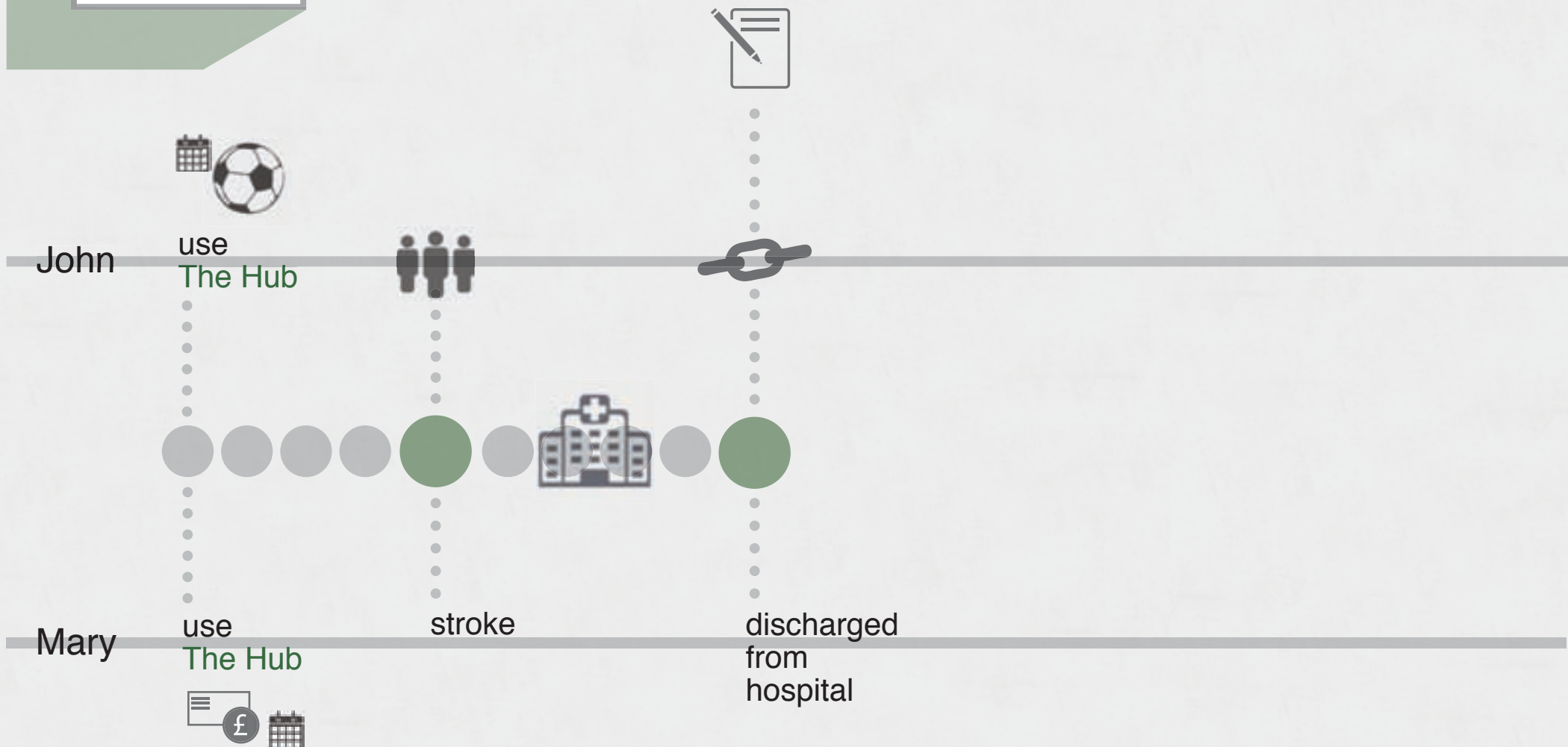
-  Link
-  helping with form
-  community
-  Cafe
-  regularly
-  Hospital
-  Social Work
-  Home Care



User Journey









possible solution

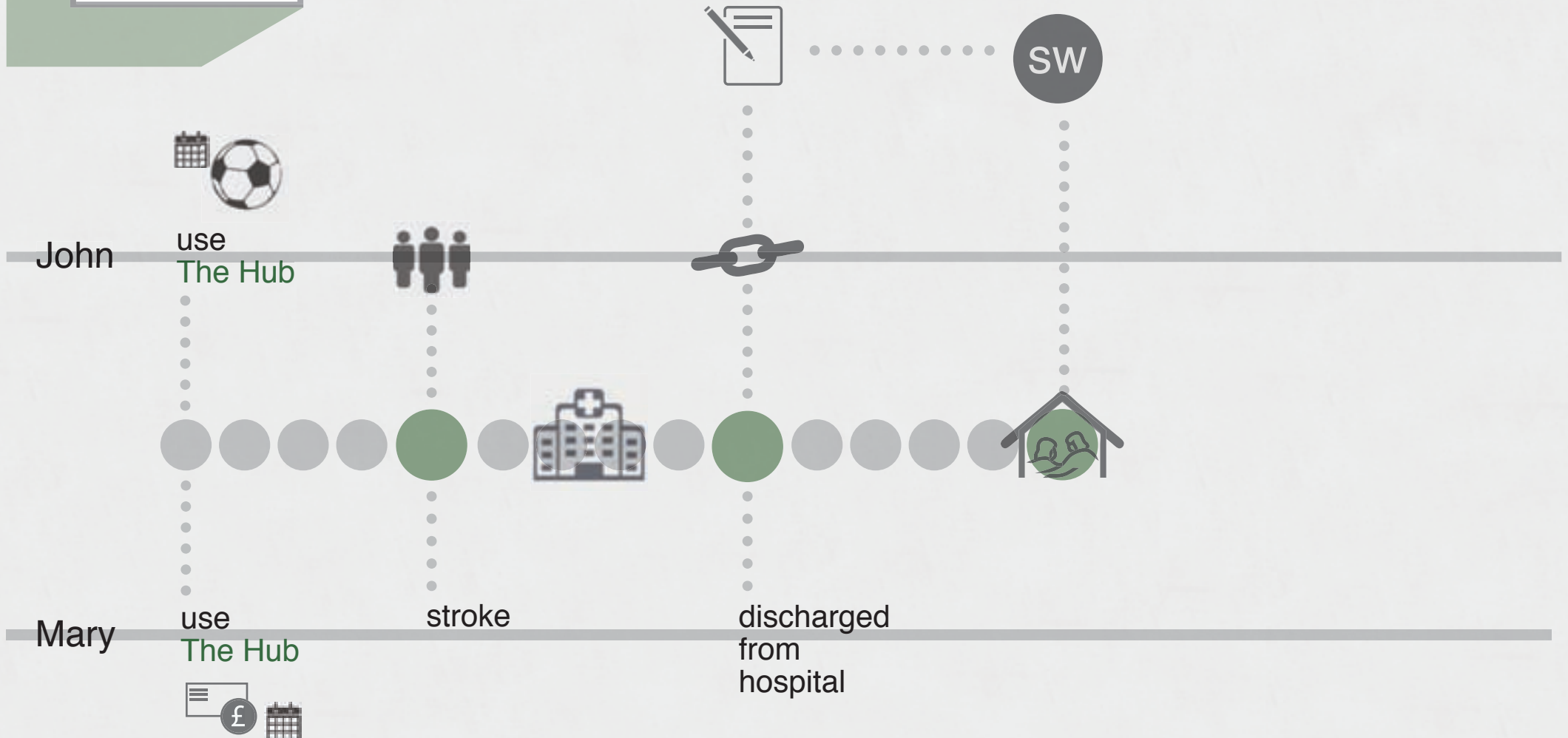
-  Link
-  helping with form
-  community
-  Cafe
-  regularly
-  Hospital
-  Social Work
-  Home Care



User Journey





possible solution

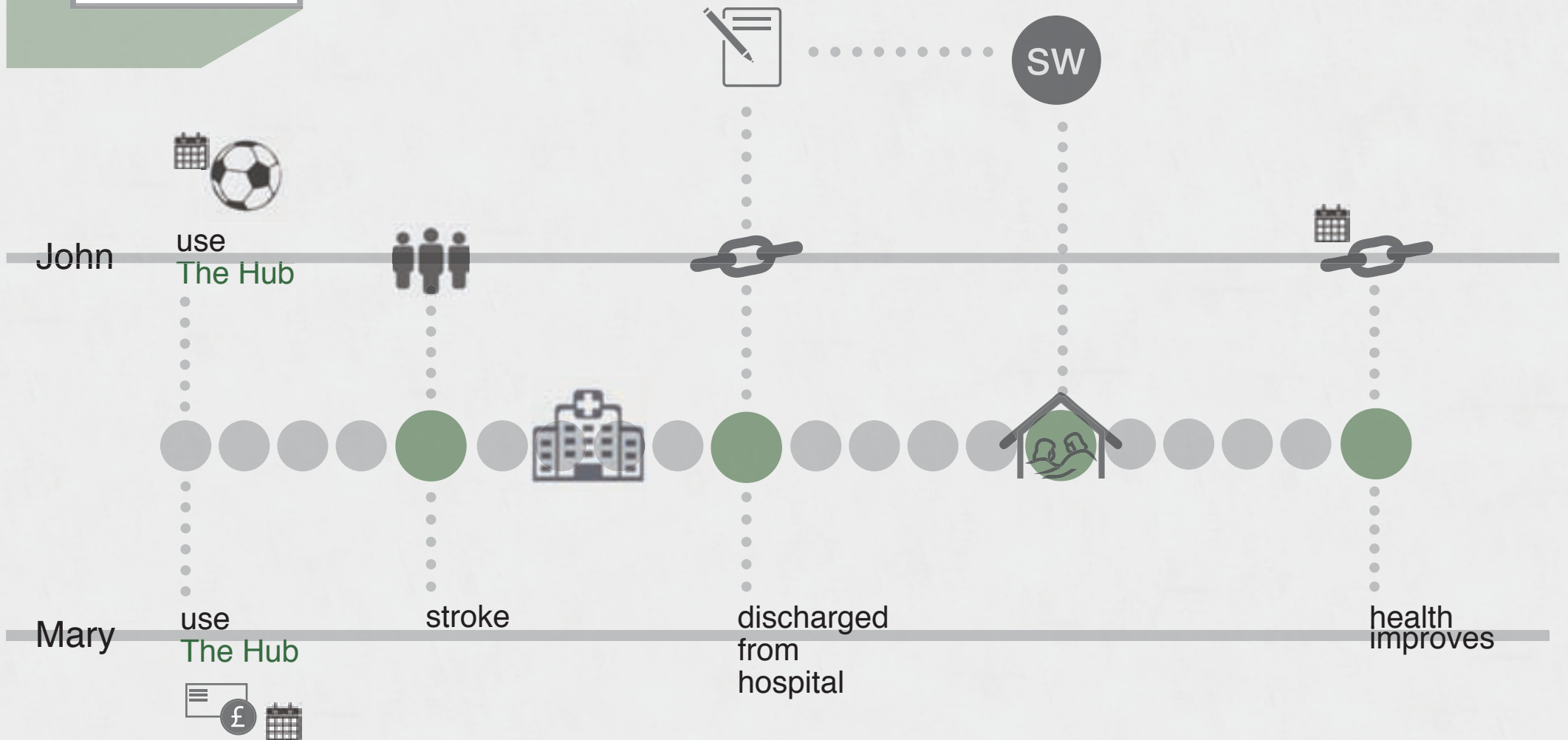
-  Link
-  helping with form
-  community
-  Cafe
-  regularly
-  Hospital
-  Social Work
-  Home Care



User Journey

possible solution

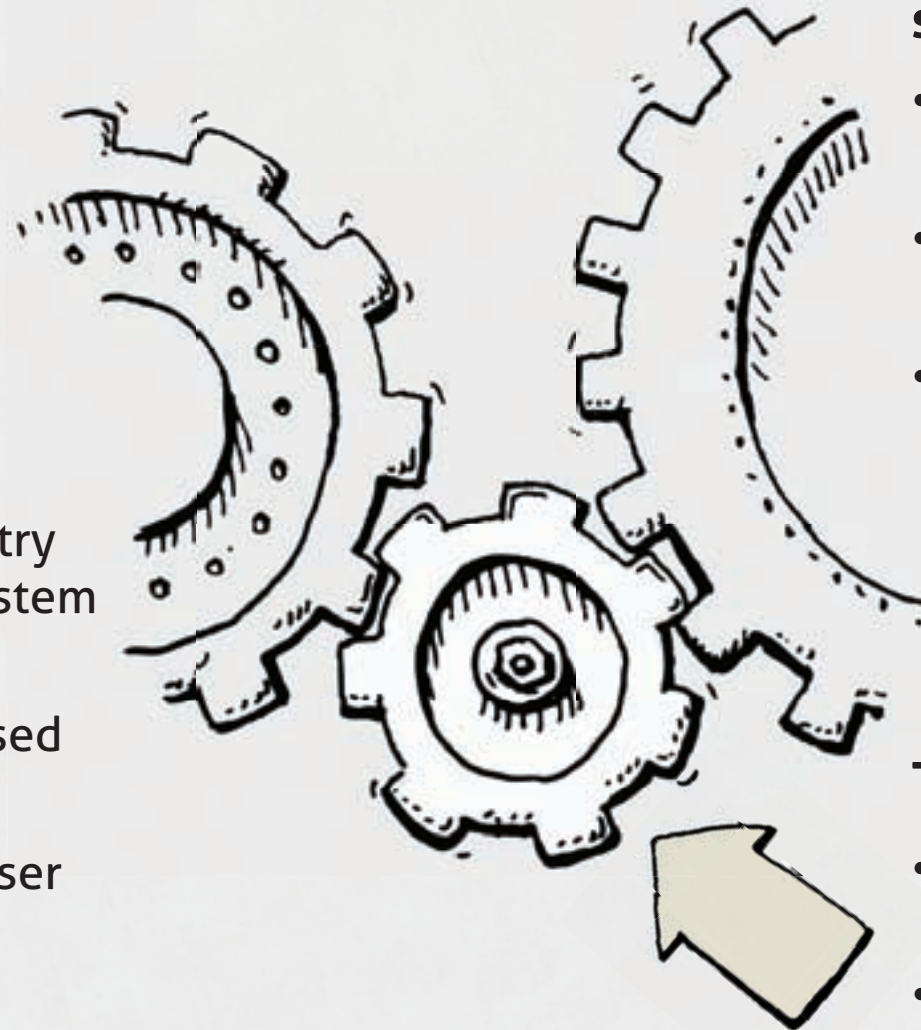
-  Link
-  helping with form
-  community
-  Cafe
-  regularly
-  Hospital
-  Social Work
-  Home Care



benefits

user

- link is point of contact and entry point to the system
- inclusive, community based wellbeing care
- educates the user



system

- reduces bureaucratic strain
- relieves strain on hospitals and GPs
- provides a link between health care and social work

The Concept

- main point of contact
- access to information
- transparency of structure

```
graph LR; A[finance] --> B[possible funding]; B --> C[social enterprise]; C --> D["• charity<br/>• lottery funding<br/>• non-profit organisation"]
```

finance

**possible
funding**

social enterprise

- charity
- lottery funding
- non-profit organisation



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