

Integrating service design, evaluation and research: a strategy to improve person centred coordinated care
Dr Helen Lloyd

Abstract:

There is now widespread recognition that the care provided by the NHS, social care and other associated community services should strive to be more person centred, i.e. both centred around and responsive to the needs of the individual. For this to be achieved effectively, services need to be better coordinated and, in some circumstances, integrated fully. Person Centred Coordinated Care (PCCC) is perceived as a way of achieving better outcomes for patients and improved efficiency for health and care economies. Dr Lloyd will describe the work she is leading for PenCLAHRC which aims to develop theory, support services to innovate, and test a consistent evaluation framework for PCCC. Through a process of critical examination of policy material and key literature Dr Lloyd will present the rationale for moving away from the notion of 'Integrated Care', and why the PenCLAHRC and SWAHSN are proposing to develop theory for person centred and coordinated care, she will argue that anchoring the work of the collaboration in the perspective of the individual has enabled them to move towards some conceptual clarity, a testable theoretical model and a shared understanding of the key constituent components to test for the delivery of PCCC. Dr Lloyd will share how this work is underpinned by an evaluation framework for tapping experiences and outcomes of importance, including multi-level and multi-perspective measures of the experience of both individuals and practitioners that are currently being pilot tested across the SW region.