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**National Director
of Year of Care
Partnerships**

Welcome to this special Network Event edition!

I am delighted that registration for our trainers update on 21st June and Network Event on 22nd June 2016 is open with places booking up fast. I am looking forward to catching up with members of the 'community of practice' who are as passionate about delivering care and support planning as I am. Our aim is that you go home with positive ideas to make what you are doing even more productive and have contact numbers for those you have met. We hope to have a list of practical support and help that you need us to act on! We are hugely fortunate to have 3 excellent keynote speakers and the themes of the workshops will create opportunities to discuss and get practical around some of the issues that you have identified as being useful in supporting local delivery.

During this interactive event you will have the opportunity to:

- meet others making care and support planning a routine part of everyday practice
- debate issues and hear how others have solved similar problems
- swap ideas for improvement and develop new ideas
- get your hands on new resources
- feel confident about the move to multi morbidity
- hear where care and support planning is being used / could be developed
- marshal the arguments for introducing it and getting local support
- learn effective ways of spreading it more widely

A message from Graham Kramer:

"As a hospital registrar, I vividly recall an encounter with a middle-aged lorry driver with diabetes. Everything about him was pointing to an imminent heart attack and loss of his livelihood. He sheepishly nodded at me as I explained his horrendous risk profile and told him how important it was to take his tablets, lose weight, stop smoking and lead a more healthy lifestyle. After the clinic I went to the canteen and saw him defiantly eating the hugest mountain of chips imaginable. He just hadn't got it.

A few years later when working as a GP and closer to the lives of people, I sheepishly realised it was me that hadn't got it. Whilst he may have absorbed only a little of what I was "telling" him to do, I certainly had no understanding of him nor had I sought any. Our consultation had probably been worse than a waste of time.

It became clear to me that clinician-controlled consultations work well when people are dependent, helpless and acutely unwell. However, for people living daily with long term conditions, truly enabling and collaborative approaches are required. Unfortunately the culture, systems and organisational structures haven't evolved for this new way of working.

The Year of Care Community are pioneering architects of this transformational change. It's challenging moving against the prevailing forces of the old paradigm and needs mutual support and learning for all of us involved. The Year of Care Community of Practice Event will be both nourishing and sustaining in this regard.

Looking forward to it immensely!"

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Draft event programme and introducing our keynote speakers

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Overview of some key event topics and themes from Lindsay Oliver

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Important information

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Event
Programme

Building
a better
house

Newcastle
Upon Tyne
22nd June
2016

09.00 - 09.30	Registration and refreshments with warm up activity
09.30 - 09.40	Welcome and introductions Lindsay Oliver, National Director of Year of Care Partnerships
09.40 - 10.10	Care and support planning - the time is now! Angela Coulter, University of Oxford
10.10 - 10.40	How do we know we are doing it right? What are the essentials for care and support planning?
10.40 - 11.10	Making it happen in practice - your challenges and solutions Sharing experience and challenges
11.10 - 11.25	Refreshments
11.25 - 12.40	Getting to Grips with <i>your</i> issues – small table discussion Managing challenges and lessons learnt
12.40 - 13.00	The Glenpark Story – Care and Support Planning in Multi-Morbidity Becky Haines, GP and Gateshead Clinical Lead
13.00 - 13.45	Lunch and networking
13.45 - 14.05	Care and support planning – the future of primary care – a Scottish perspective Graham Kramer, National Clinical Lead for Self-Management and Health Literacy for Scotland
14.05 - 15.05	Workshops A range of topics to be covered and delegates are invited to choose their preferred sessions.
15.05 - 15.15	Refreshments
15.15 - 16.15	Workshops A range of topics to be covered and delegates are invited to choose their preferred sessions.
16.15 - 16.30	Closing comments and next steps Lindsay Oliver, National Director for Year of Care Partnerships

Keynote
speakers

Our three keynote speakers, who are each innovators and leaders in patient centred care, will be stimulating our thinking on themes which will be woven in throughout the day.



Angela Coulter

Angela Coulter is a Senior Research Scientist at the Health Services Research Unit in the Nuffield Department of Population Health, University of Oxford.

Angela will bring her expertise as an author of the recent Cochrane review to emphasise the central role of the person living with long term conditions in managing their health and the importance of collaborative care and support planning in supporting them to do so.



Becky Haines

Becky Haines is a GP partner at Glenpark Medical Centre in Gateshead and Gateshead Clinical Lead. She is a Year of Care Trainer and has led work in her own practice to move to multi-morbidity Year of Care clinics.

Becky will use her practical experience to describe how she set up care and support planning for people with multi-morbidity. She will give examples of the positive experiences of her team in overcoming many of the challenges they experienced along the way.



Graham Kramer

Graham Kramer is a GP and National Clinical Lead for Self-management and Health Literacy for Scotland.

Graham will provide a reflection on the need for enabling and collaborative approaches to support people living with long term conditions, and the importance of changing the culture, systems and organisational structures. Using his experience as a GP, and the clinical encounters which have shaped his thinking, he will discuss what this means for the future of general practice teams.

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A focus on
workshops

The afternoon session will be a series of workshops. You will be invited to attend two workshops of your choice and further details will be circulated two weeks before the event.

We have listened to your feedback and the workshop topics have been developed with this in mind.

Feedback has been gathered through informal contact with people from the Year of Care Community via pre-arranged phone calls with Lucy Taylor, on-going discussions between Year of Care trainers and local teams and our recent work with local practices.

The workshop titles will be:

- **Having good quality conversations**
- **New resources – what else is there and what else do we need?**
- **Moving into multi-morbidity**
- **Care and support planning in new settings**
- **How do we know we're doing a good job?**
- **Implementation – what makes a difference?**

Here's a flavour of the themes and ideas that will be reflected across the workshops:

Resources for care and support planning (CSP)

There will be a chance to see some of the new resources we have developed, including a major "refurbishment" of our secure area for trainers and coordinators.

- Consider how Elspeth's and Tommy's journeys could improve with CSP
- Preview our subtitled video which can be used in waiting rooms to promote CSP
- Take a look at our remodelled practice pack and IT instructions
- See new videos available for trainers and preview new resources on the secure website

Better conversations – what makes a difference?

- Have your thoughts on the **role of the health care professional** changed since doing care and support planning? Is it to help people '*manage their conditions well*' or to '*live well with their condition*'? Or a bit of both?
- What helps us move **from empathy to enablement**? See the evidence:
<http://www.annfammed.org/content/14/2/117.full.pdf+html>
<http://bmcfampract.biomedcentral.com/articles/10.1186/1471-2296-13-6>

Do you agree with Graham Watt who writes: '*Although patients could report practitioner empathy without being enabled, they never reported enablement without practitioner empathy. So relationships are the silver bullets of general practice and primary care.*'?

- Does care and support planning change after 'two or three cycles'? Does this have practical implications?

Care and Support Planning – moving on

The case for moving to deliver care and support planning for people with both single *and* multiple long term conditions is clear, however there are new practical challenges as the complexity increases. You will have the opportunity to learn from practitioners who have been through this process and are now seeing the benefits of getting this right. We are also keen to spend time thinking about care and support planning across other conditions and in new settings.

Themes
and ideas

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Important
event
info.

Registration is now open! Please complete the attached registration form and return to enquiries@yearofcare.co.uk.

Places are limited so please don't delay!



The event will be held at the Mercure County Hotel. There is a delegate rate of £89 for bed and breakfast available at the venue. Call on 0871 376 9029 and mention Year of Care to secure your room.

The Mercure County Hotel is directly opposite Newcastle Central Train Station where there is also a Metro station. The Metro link from Newcastle Airport takes just 15 minutes.

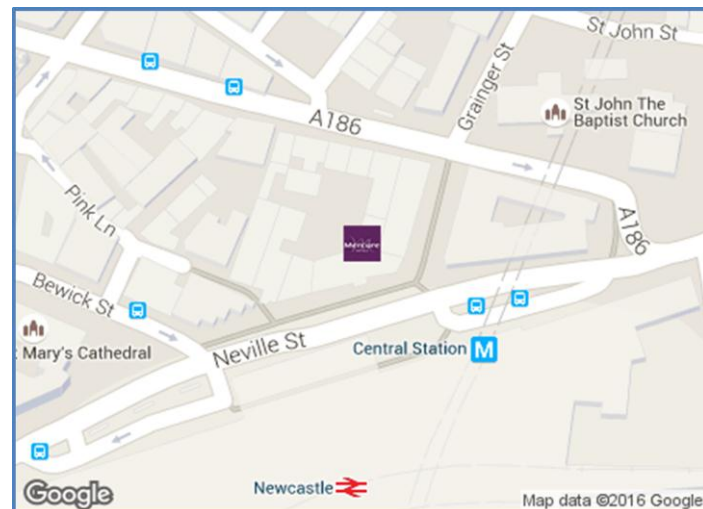
There is city centre parking nearby at the following multi-storey car parks:

Grainger Town

<https://goo.gl/maps/To766Abpvqm>

Times Square

<https://goo.gl/maps/zXSjT2eMBZA2>



Event
timings

Event Timings

The event will start at 1pm on Tuesday 21st June with an update session for Year of Care Trainers. This is an opportunity to share expertise and hear about recent developments.

The afternoon session will finish by 4.30pm giving time to freshen up ahead of our networking dinner served at the event venue from 7pm onwards.

Our informal dinner is open to all delegates from the 21st and 22nd and will be a great opportunity to unwind from a day of training or travelling!

The 22nd will commence at 9am with registration and a small warm up activity before we launch into our busy programme as detailed on page 2.