



STEPS TO GETTING STARTED

COLLABORATIVE CARE & SUPPORT PLANNING

CONTEXT

1. Identifying the cohort of people to whom you are going to offer CCSP
2. Identifying individuals and generating a comprehensive database
3. Proactively inviting people for review
4. Developing robust/recall systems
5. Quality assurance of the process

PREPARATION

Local CCGs can play a pivotal role.

On a practice level, a pathway for CCSP needs to be developed.

Requires identification of an MDT and training.

Patients and their carers also need to be informed and educated about CCSP.

Health navigators may help patients identify goals and signpost to resources.

CONVERSATION

CCSP should be a conversation directed by the patient, exploring their health and wellbeing.

This conversation does not have to take place with a GP.

Shared decision making and health coaching are key tools and skills that can be used.

Understanding a patient's health literacy can also allow tailoring of discussions.

RECORD

The care plan should be seen as an attempt to support people in taking greater ownership of their condition.

It is not legally binding although may include mandates such as 'do not resuscitate' or 'power of attorney'.

Ideally, it should include a care plan articulating goals, a management plan (including social prescribing) and an escalation plan for the urgent care system.

Consent to share within the plan should be recorded.

MAKE IT HAPPEN

Surgeries can work together to by providing local intelligence and encouraging funders to commission services.

Local systems may develop a directory of services that will be available to the population offering a range of services.

This may in time be tied in with Personal Health Budgets (PHBs) and their promotion.

REVIEW

Care plans should be reviewed annually although patients with more complex needs may need more frequent reviews.

Ownership of the document should be given to the individual or a nominated person if the individual cannot take ownership.

Feedback from both patients should be obtained. This can be via surveys related to their experience of the service or those looking at the impact on their wellbeing.

More specific clinical outcomes can also be gathered.