

**HERTFORDSHIRE COUNTY COUNCIL**

**HEALTH AND WELLBEING BOARD  
18 SEPTEMBER 2013 AT 1.30 P.M.**

**SUBJECT: CO-PRODUCTION WORK FOR HEALTH AND SOCIAL CARE**

Report of the Director of Public Health

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**1. Purpose of report**

- 1.1 This report briefs members on the co-production work for health and social care which was being tested and developed on 17<sup>th</sup> and 18<sup>th</sup> September.

**2. Summary**

- 2.1 "Co-production is about professionals and citizens making better use of each other's assets, resources and contributions to achieve better outcomes or improved efficiency." (Governance International)
- 2.2 Hertfordshire has piloted an initial piece of work on co-production which will have concluded by 18<sup>th</sup> September. A brief verbal summary of the work will be provided for the Board by people engaged in the work.
- 2.3 This work has important implications for better services, user engagement and improved public health.

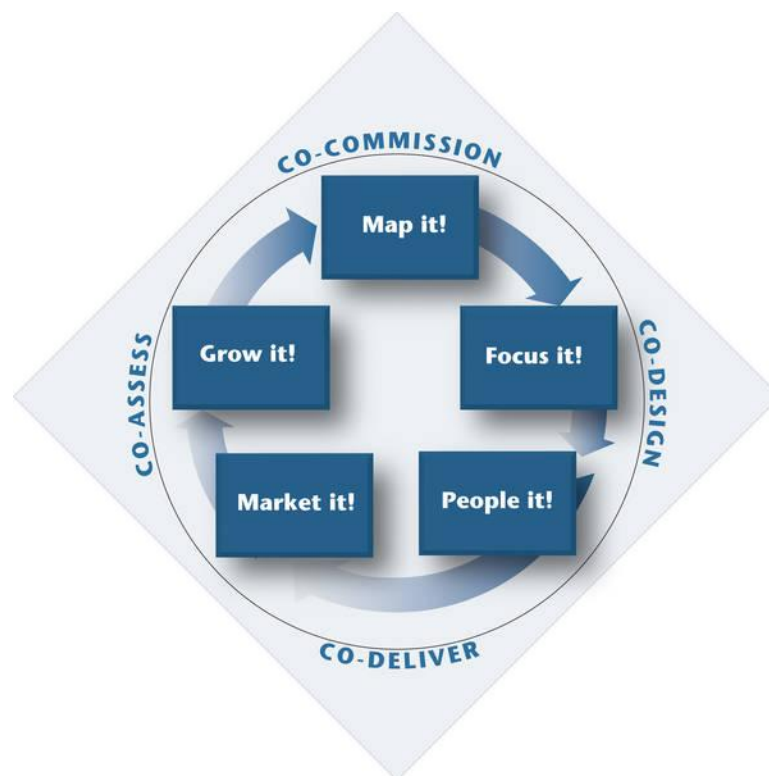
**3. Recommendation**

- 3.1 That the report be noted and the Board consider how co-production work can best be used.
4. That the Board agree to discuss the outcomes of the co-production work at a future development day.

## 5. Background

- 5.1 Co-production is a process whereby commissioners, clinicians, users and carers work together to design systems and processes, with a view to achieving better and more efficient outcomes. It has shown significant benefits elsewhere in the Country and Governance International (<http://www.govint.org/our-services/co-production/>) an NGO with experience in this field has led a considerable volume of work.
- 5.2 "Co-production is about professionals and citizens making better use of each other's assets, resources and contributions to achieve better outcomes or improved efficiency." (Governance International)
- 5.3 The Governance International co-production model has some strong links with the way we work in Hertfordshire, and the way we want to work. The model visualises different ways into public service co-production.
- Co-production between commissioners, users, carers and clinicians/provider agencies may include co-commissioning, co-design, co-delivery or co-assessment of public services. This involves mapping existing co-production initiatives, and focussing on those with the highest impact.

The Co-production Star is a simple way of conceptualising this:



#### **5.4 Initial Hertfordshire Work**

- 5.5 We are already using aspects of this across Hertfordshire but working with CCG colleagues, HCC and Healthwatch among others we identified a project to make an initial assessment of what benefits this approach was generating for us and whether we wanted to do more.
- 5.6 Working with Herts Valleys CCG we developed an initial two days, being held on 17<sup>th</sup> and 18<sup>th</sup> September, which has been hosted within the Older People and Complex Care strand of Herts Valleys CCG work, with invitations to East and North Herts CCG to participate and involvement of clinicians, users, carers and commissioners.
- 5.7 Older People and Complex Care was chosen because an assessment of Co-Production recently identified that this was an area where substantial benefit could arise from co-production approaches.
- 5.8 The Hertfordshire programme will cover:

#### **Health (primary and secondary) and Social Care – moving forward together**

- Impact on patients and carers of 'dis'-integrated care
- Primary care as a hub of integrated community based care
- Making it work

#### **Winter 2013 – getting the system joined up**

- Impact on patients and carers of 'dis'-integrated care over the winter
- Care closer to home
- Making it work

#### **Primary care and the voluntary sector working together**

#### **Front-line co-production (focus on care agencies, managers and care-workers, nurses, volunteers and voluntary sector workers)**

#### **Next steps: What should we as partners now do to develop and implement a co-production strategy?**

- 4.9 Members who have attended this programme will provide a brief verbal update to the Board, to inform discussion.