HSE Health Regions Programme

Partnership in action: The potential and the reality

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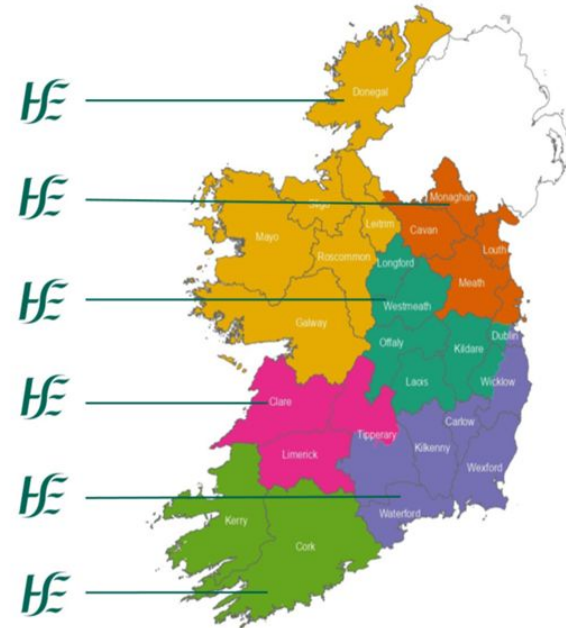HSE West and North West

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Health Regions

Why are we reorganising?

Currently

Hospital Groups (HGs) and Community Health Organisations (CHOs) serve populations that are grouped in different ways, covering different areas, weakly connected.

This makes it hard for the health system to deliver integrated care.

The Future

We will address this with the creation of the six Health Regions to commence in 2024 by providing public health and social care services that are:

- Integrated, locally planned and delivered.

- Easier to access and navigate for patients and their families.

- Available closer to patients' home when required – right care, right place, right time.
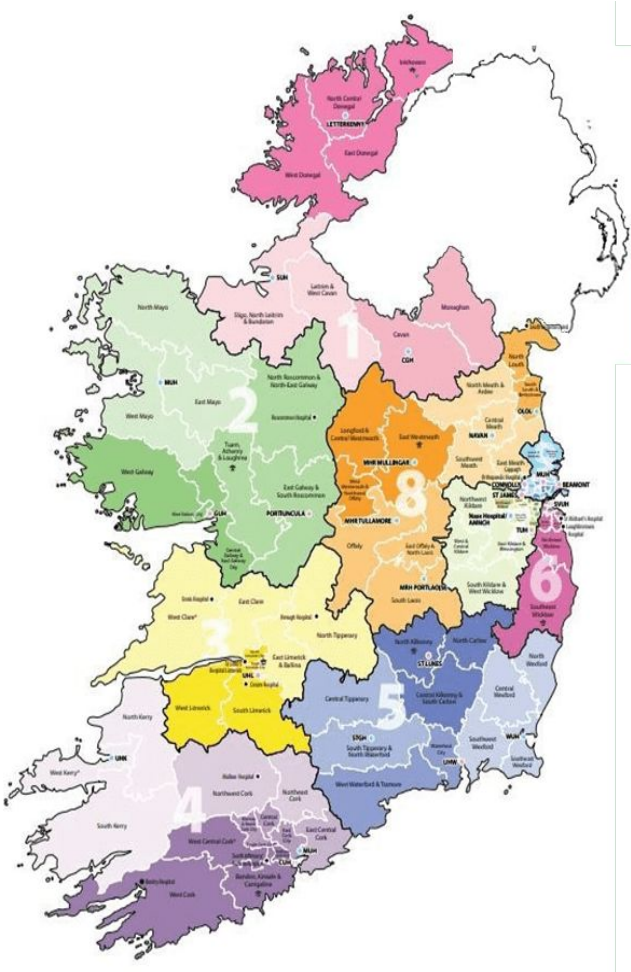
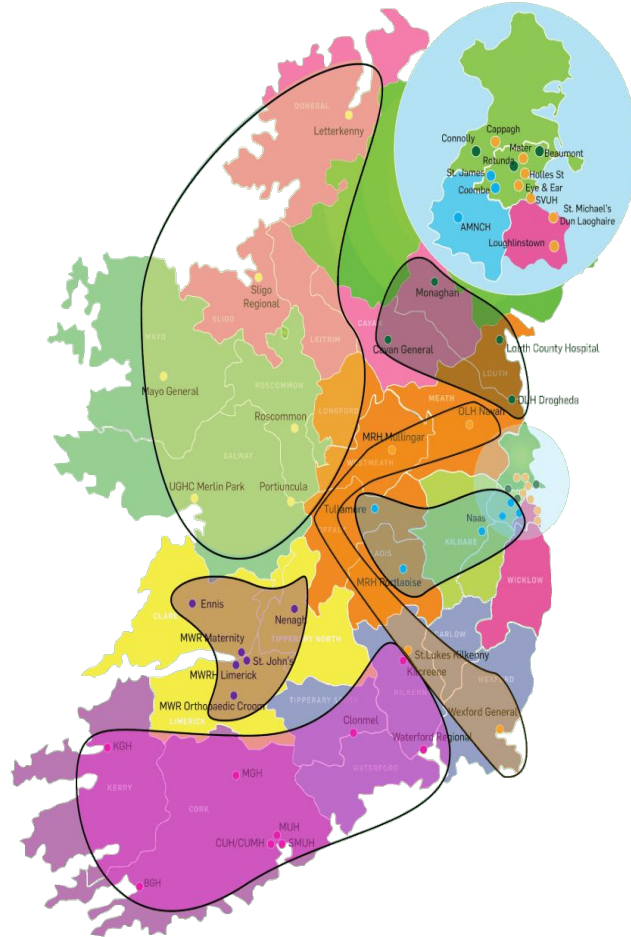HSE National Patients' and Service User Forum

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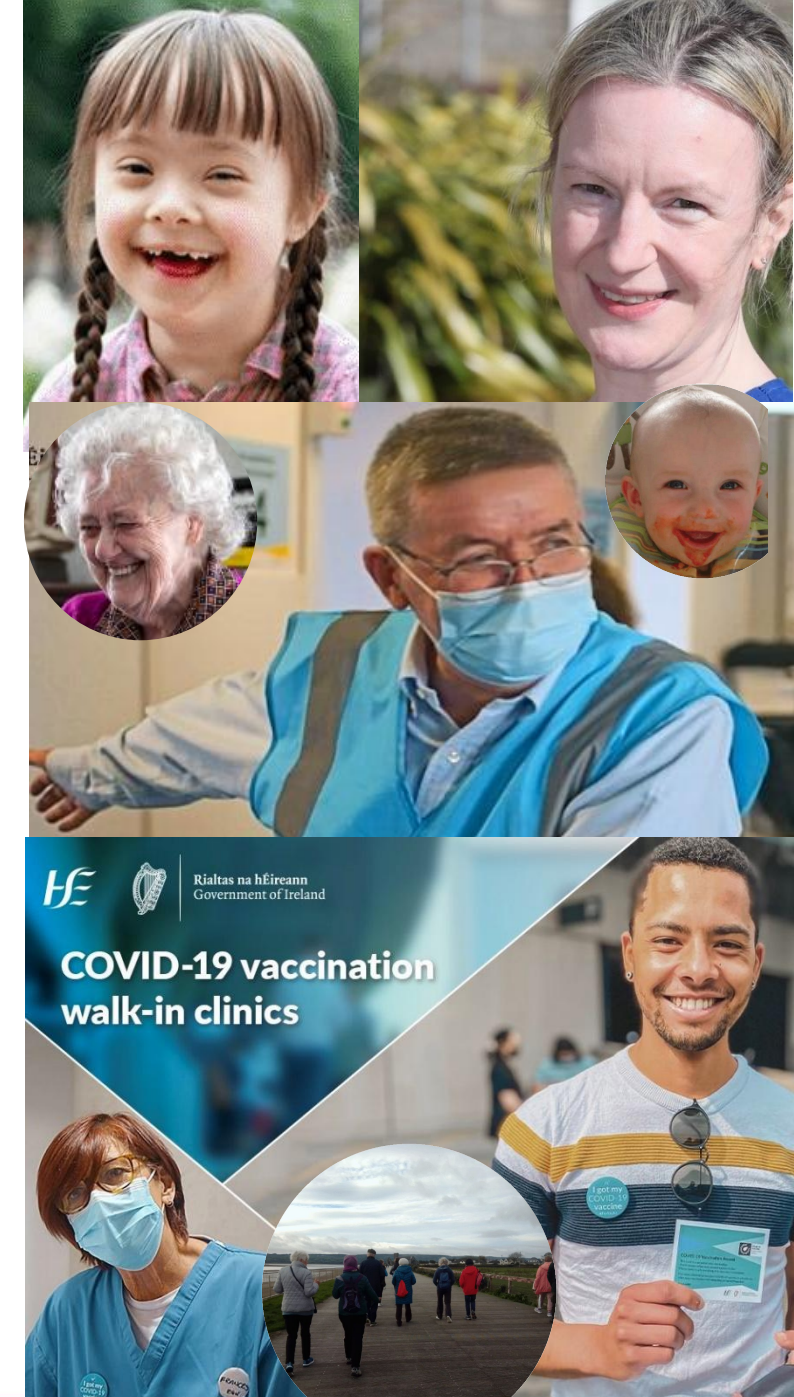
CHOs and HGs to Health Regions

Community Health Organisations

Hospital Groups

The Task

Patients and service user partnerships to be recognised in a formal capacity within the structures of each Health Region

Key focus

Work in partnership to ensure patients and service users' voice at the centre within the programme, and within the Health Regions as they are stood up in 2024

The How?

- Initial Briefing and request for targeted feedback - patient partnership workshop (January 2024)

- 3 workshops (patient partners/ HSE staff/ DoH Staff) from May-July 2023 in the co-design of joint proposal using Design Thinking Methodology

- Development of a draft submission as to patient/service user partnership within Health Region structures (September-October 2023)

- Patient/service user partners *4 as members of design workstream for Integrated Service Delivery

- Patient/service user partners as members of Health Regions Programme Governance Groups (Implementation Planning Group and Programme Oversight Group)

What we found:-

Inspiring

- Passion from patient / service user partners at all stages

- Willingness to give up free time to attend face to face sessions and take part in multiple engagements

- Commitment to the process even when experiencing challenges with health issues/personal circumstances

- Broader experience/knowledge of the patient /service user (teacher, researcher, manager etc.)

- The strive to understand all subject matter
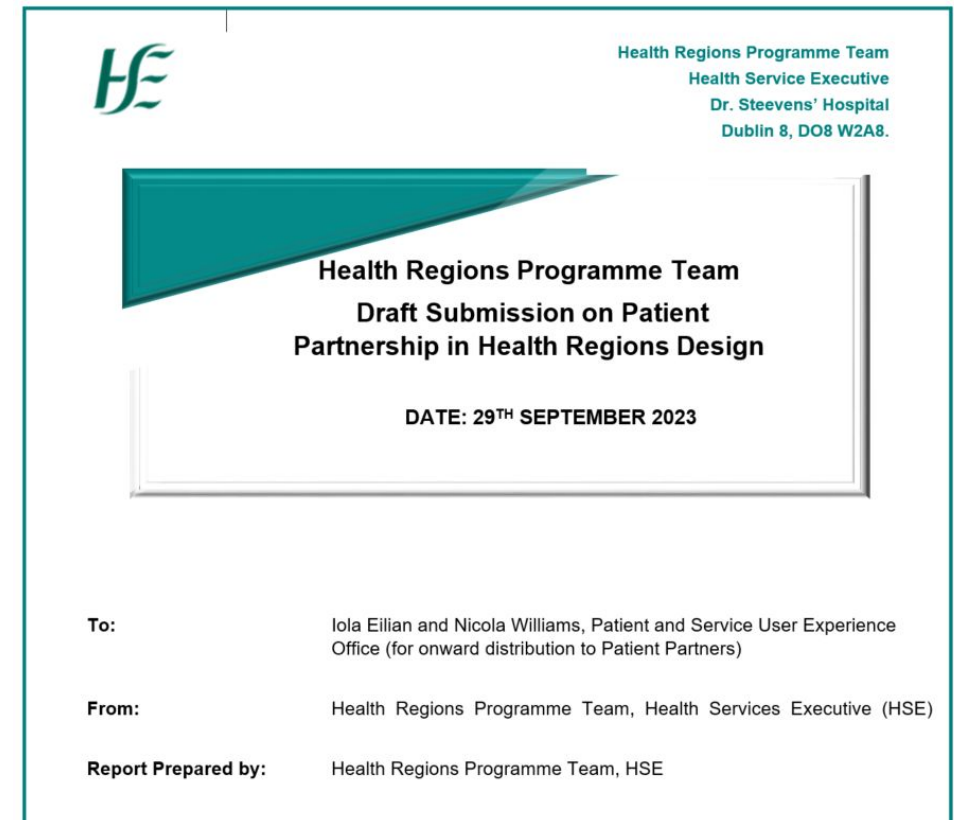
What we found:-

Challenging:

- Patient/Service User expectations. Keeping the focus within the scope of the ask

- Programme team expectations/ pre-conceptions as to what true partnership represents

- Maintaining attendance levels to complete the task

- Investment -time/resource (both team and partners)

- The practicalities:- Health challenges/ reimbursement to meet specific needs

Outcomes to date:-

- A co-designed draft submission – Patient Service User focused to meet the needs of patients and service users

- Co-designed systems and processes including Integrated Service Delivery options :- more likely to be embedded and sustained into new structures

- Patient partners on governance groups

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Health Service Executive
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Health Regions Programme Team
Draft Submission on Patient
Partnership in Health Regions Design

DATE: 29TH SEPTEMBER 2023

To:	Iola Eilian and Nicola Williams, Patient and Service User Experience Office (for onward distribution to Patient Partners)
From:	Health Regions Programme Team, Health Services Executive (HSE)
Report Prepared by:	Health Regions Programme Team, HSE

Reflections to date:-

- While the process was more challenging than expected, benefits are worth it !

- As a programme team we have embarked on a journey in terms of learning:- greater knowledge and appreciation for the process

- Acknowledge that we remain on a journey in terms of further expanding this knowledge base

- The importance of Working hand in glove with the National Patient Experience Team/ DoH

- Patient /Service User representation (individuals / organisations?)

- The importance of reflexivity /adaptation

- Building relationships and trust

A Dutch proverb

Trust arrives on a tortoise.....

.....and leaves on a horse

What our Patient/Service User Partners Told us:-

"Language is important"

"Encouraging"

"At the start negative- set out to what the team wanted"

"Long way to go"

"Evident willingness to learn"

"For meaningful consultation-all relevant info well in advance of meeting"

"Ah Ha Moments"

"Positive and Progressive steps"

"Very Positive example of inclusive"

"Engaging, listing and respectful"

"Tick Box Exercise"

"Continued support for patient engagement/ involvement process once HRs are up"

"Strengthen it by working on it!"

"Accessibility needs to be factored into all communications"

"Timelines and steps pre-ordained – limited freedom to create, influence and practice true co-design"

"Every suggestion was given consideration"

"At the start- negative- was set out to what the team wanted"

"Patient and Service User at the heart of design"

"Deep listening to each other"

"felt like a controlled narrative and was acknowledged"

"patient/service user partners to co-chair or lead parts of meeting"

Information and engagement

Further details can be found at

www.hse.ie/healthregions

Contact the Health Regions Programme Team on

healthregions.team@hse.ie

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