

community Information point

Network

healthwatch
Dudley



A warm welcome

Jayne Emery - Chief Officer

Melissa Guest – Communications Development Officer



Introducing Healthwatch Dudley

We listen

Part of a network of local Healthwatch organisations helping to ensure that local people are listened to and their experiences are taken into account by people who plan and deliver health and care services.

We are independent

Healthwatch England - National consumer champion for health and care with significant statutory powers.

Important information giving remit

Healthwatch Dudley has been working with local organisations and with local people to embed the Dudley Community Information Point Network into local communities.

Giving lesser heard and more vulnerable people better access to information to avoid crisis.



What is the Dudley Community Information Point Network?

The Network is made up of trained **Community Information Champions**. These are staff and volunteers who are already in contact with local people through their work or voluntary activities.

Everyone in the Network will have completed two modules of **Community Information Champion** training which is delivered **FREE** by Healthwatch Dudley.

Community Information Champions provide informed signposting to health, wellbeing, social care or preventative services. They also help people to understand where to go for local benefits or debt advice.



Why was the Dudley Community Information Point Network formed?

In 2013, Healthwatch Dudley set up a telephone helpline and planned to introduce borough wide information hotspots. At the same time Dudley MBC were planning adult social care information points and Dudley Citizen Advice Bureau, a partner in Dudley Advice Web, had similar plans to provide information about money management, benefits and debt.

It made perfect sense to all work together!

Working in partnership meant we could launch a much wider network of support, save public money by sharing expertise and offer much better training to officers and volunteers from local organisations.

In a nutshell... we wanted to prevent local people from getting into crisis situations, by giving easy and early access to information.



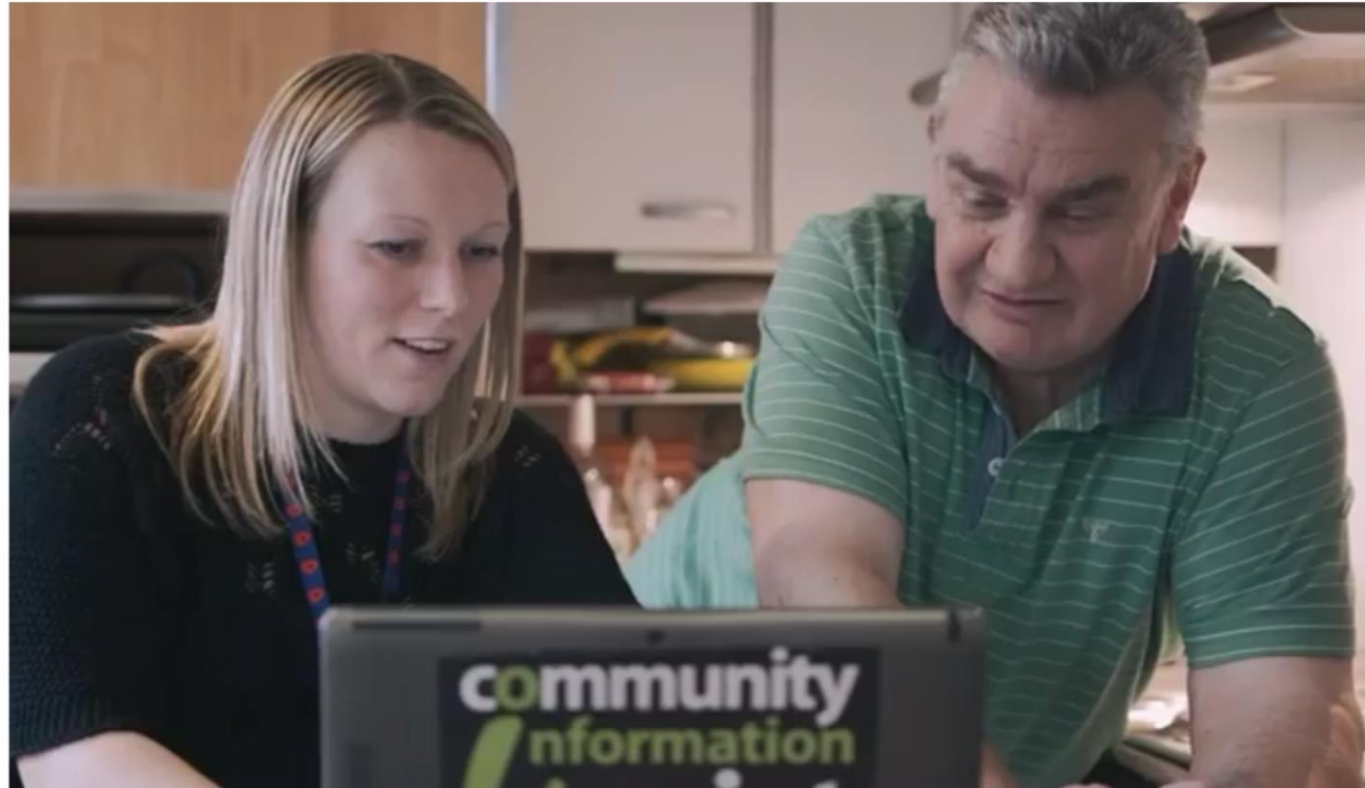
What happened next.....

Each partner made a financial contribution to get the Network started - this covered costs for a launch event, developing training sessions, providing promotional packs, room hire, refreshments etc.

Colleagues from Healthwatch Dudley and Dudley Advice Web developed training modules and delivered joint training until September 2015. Since then, all training has been delivered by Healthwatch Dudley.



Dudley Community Information Point Network!



An innovative approach to information giving through a partnership of information access points located across Dudley borough.

Community Information Points are in locations where local people already visit to get information or services, as well as 'roving' information points.



Our journey so far...

70 Community Information Points on board so far.

Well over 200 **Community Information Champions** in Dudley borough.

Information points already include libraries, pharmacies, GP receptionists, community groups, churches, hospital staff and volunteers, local authority reception points, cafes, charities and banks.

Our network is growing every day!



Our training involves...

Two FREE half day sessions including:

- Lots of networking with people in different information giving roles
- Practical skills including active listening, clear communication, avoiding jargon and maintaining confidentiality
- Qualities & behaviours of a good **Community Information Champion**
- Discussing case studies & scenarios
- Exploring key websites including **Dudley Community Information Directory** – the glue that sticks our Network together!!!













What is Dudley Community Information Directory?


Accessibility | Cookies Policy | Help Sign In | Register

Dudley Community Information Directory Basket 0

Home Categories Help What's On? Personal Assistant Directory Add a Listing Community Information Point Network

Search Categories Location OR Postcode

 Care and support	 Health and Wellbeing	 Leisure activities	 Money	 Employment and volunteering
 Transport	 Housing	 Learning	 Staying safe	 Advice and information

 Personal Assistant Directory

What do Information Champions do?

- Access trusted websites and online directories to provide community information
- Provide informed signposting to health, wellbeing, social care or preventative services (social prescribing)
- Help people to understand where to go for local benefits or debt advice
- **The main purpose is to prevent local people from getting into crisis situations**



Information Champions do not...

GIVE ADVICE!!!



Some feedback so far....

“I really enjoyed this training – very informative, good grounding on what it entails to be an information champion, good information on what not to do. Very much looking forward to module 2”

“Very helpful. Lots of useful information to tailor it to what my job offers. Networking has been great because there are some key services that I think will benefit my practice. Done in a non-rushed, down to earth way.”

“Really useful training to find out about websites to assist the residents we work with on a daily basis.”



Lessons learnt and challenges....

- Staff and volunteers value the training, opportunity to network and share information
- Need to be able to engage regularly with **Community Information Champions** to build on relationships and gather outcomes
- Network could be even more effective if **Community Information Champions** had further opportunities to meet and share experiences
- Difficult to evidence outcomes due to training staff resources. However, funding recently received from Dudley Clinical Commissioning Group (Dudley CCG) to train GP receptionists will enable a dedicated resource to measure outcomes of the Network overall



We are now expanding the Network...

We have received funding from Dudley CCG in response to the NHS England General Practice Five Year Forward View to train GP receptionists in 46 practices across Dudley borough.

Funding has enabled the release of more training slots and dedicated resource to gather outcomes and further networking events.

Links with active signposting and care navigation.



What NHS England say about active signposting for reception staff



Provides patients with a first point of contact, which directs them to the most appropriate source of help.

Web and app-based portals can provide self-help and self management resources as well as signposting to the most appropriate professional.

Receptionists acting as care navigators can ensure patients are booked with the right person first time.

Reception Staff should be trained to access a directory of information about services, in order to help them direct patients to the most appropriate source of help or advice. This may include services in the community as well as within the practice.



Benefits for practices – Benefits for patients



Frees up GP time, releasing about 5% of demand for GP consultations in most practices.

Makes more appropriate use of each team member's skills and increases job satisfaction for receptionists.

Easier for patients to get an appointment with the GP when they need it.

Shortens the wait to get the right help.



Benefits for all ...

- Member of staff/volunteer feels able to help people in a more informed way – increasing job satisfaction
- Networking improves staff/volunteer knowledge of services
- Empowering people to help themselves
- Timely and appropriate information goes a long way and may avoid a crisis situation
- Plus... Extra training available: Modules include:
 - Carer aware** (with Dudley Carers Network)
 - Falls prevention** (with Living Well Feeling Safe)
 - Making Every Contact Count (MECC)**
(With Dudley Public Health)



Tweet us @HWDudley



A big hello from our newest group of Information Champions!



RETWEETS 4 LIKES 8



Fantastic buzz in the room with lots of networking between our new Community Information Champions. Welcome on board everyone!



RETWEETS 8 LIKES 13



11:10 AM - 28 Mar 2017

Lloyds Bank, IntegratedPlusDudley, Vol Centre Dudley and Dudley Council



Find out more

Visit: www.healthwatchdudley.co.uk/infopoints

Email: hello@healthwatchdudley.co.uk

Call: 03000 111 001 for a friendly chat



Thank you

