Unravelling the complexity of multi-agency working: information sharing, people and systems
GETTING STARTED: Getting the People Right

Caroline Smith
Anne Hopwood
What were we trying to achieve?

Better services for pregnant women and new families by contacting them at an early stage in their pregnancy or soon after birth and engaging them in the work of the Children’s Centres.
What was happening before?

NHS contact with Mum

1. Book in with maternity services
2. Attend classes and access NHS maternity services
3. Mum gives birth!
4. Complete consent to share form in red book with health visitor

Children’s Centre contact with Mum

1. Mum sees advert for Children’s centre event or class or similar
2. Mum approaches Children’s centre to enquire
3. Children’s centre register mum and other family members
4. Children’s centre nurture ongoing relationship with family
Activity

On your tables make a list of all the people you think would need to be involved in order to make the idea work

<table>
<thead>
<tr>
<th>NHS</th>
<th>Local Authority</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Activity

Who do we need to talk to in order to make this work?

Keep your eyes on the prize!!
## How many did you get?

<table>
<thead>
<tr>
<th>NHS</th>
<th>Local Authority</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information governance manager</td>
<td>Information governance manager</td>
<td>Someone with knowledge of both NHS and LA staff structures to gather the staff together and move the process on</td>
</tr>
<tr>
<td>Lead midwife</td>
<td>Children’s services information management staff</td>
<td>Mums and families</td>
</tr>
<tr>
<td>Midwives</td>
<td>Children’s Centre staff</td>
<td>Change Agent / Project Manager</td>
</tr>
<tr>
<td>Community Midwives</td>
<td>Caldicott Guardian</td>
<td></td>
</tr>
<tr>
<td>Health Visitors</td>
<td>Senior Management Support Team</td>
<td></td>
</tr>
<tr>
<td>IT System Support staff</td>
<td>Admin staff to handle paper system</td>
<td></td>
</tr>
<tr>
<td>Caldicott Guardian</td>
<td>Service Delivery staff</td>
<td></td>
</tr>
<tr>
<td>Budget controllers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Management Support Team</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Health Information System staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Admin staff to handle paper system</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parent Child Health Record Task and Finish Group</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Who was the hardest to find?

The Local Authority Caldicott Guardian
People are the Key

Working together to improve information sharing
So what does this mean for the way we work?
Checklist

• Think about who you need to make it work and what you need them to do
• Find them – it may be harder than you think but it is worth the effort
• Persuade them to get involved
• Tell them what you need from them
• Make sure someone is doing the chasing
THE FRUIT FALLING INTO SOMEONE ELSE’S GARDEN: Technology, budgets and partnerships

Anne Hopwood
What were we trying to achieve?

Better services for pregnant women and new families by contacting them at an early stage in their pregnancy or soon after birth and engaging them in the work of the Children’s Centres.
How are we doing this?

Book in with maternity services

Attend classes and access NHS maternity services

Mum gives birth!

Complete consent to share form in red book with health visitor

Electronic data transfer or mums contact details

Hard copy data transfer or mums contact details

NHS contact with Mum

Mum contacted by children’s centre with details of events etc

Mum registers with children’s centre for family support

Children’s centre register new mum and other family members

Children’s centre nurture ongoing relationship with family

Children’s Centre contact with Mum
So what is the problem?

Post natal hard copy data sharing

<table>
<thead>
<tr>
<th></th>
<th>NHS</th>
<th>LA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Time and Effort</td>
<td>🕒</td>
<td>🕒</td>
</tr>
<tr>
<td>Benefit</td>
<td>😊</td>
<td>😊😊😊😊</td>
</tr>
</tbody>
</table>

Note: the chart is indicative and not based on in depth cost benefit analysis

No Problem!
So what is the problem?

Ante natal electronic data sharing

<table>
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<th>LA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>🛒 💰 💰</td>
<td>🛒 💰</td>
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Costs and benefits in different organisations
Activity

Changes needed to the NHS information systems will cost £5000

How can we find the money?
What is a GM authority going to do?

Redress the balance

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<tr>
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</thead>
<tbody>
<tr>
<td>Cost</td>
<td>![Money Bag]</td>
<td>![Money Bag] ![Money Bag] ![Money Bag]</td>
</tr>
<tr>
<td>Time and Effort</td>
<td>![Clock]</td>
<td>![Clock] ![Clock]</td>
</tr>
<tr>
<td>Benefit</td>
<td>![Smiley Face]</td>
<td>![Smiley Face] ![Smiley Face] ![Smiley Face] ![Smiley Face]</td>
</tr>
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Currently awaiting final agreement from LA
Be innovative

Find a way!
So what does this mean for the way we work?
Checklist

• Agree with all partners what you need to do to make the sharing work
• Look at how this will be done - processes
• How can you help partners to be involved
• Think creatively to solve problems
• Find a way to make it work
Working the Model

Anne Hopwood
What model?

The Information Sharing Journey model

- What are we trying to achieve?
- Implementing
- Designing and planning
- Turning theory into practice
- Realising benefits
- Mainstreaming
What were we trying to achieve?

Better services for pregnant women and new families by contacting them at an early stage in their pregnancy or soon after birth and engaging them in the work of the Children’s Centres.
Designing and planning

What do we need?
Is it legal?

What are the risks?
How will we monitor what is going on?
Turning theory into practice

Be innovative and find a way!
Implementing Monitoring and Evaluation
Realising Benefits

What have we achieved?
Better services for pregnant women and new families
Mainstreaming

KEEP CALM
IT'S JUST
BUSINESS
AS USUAL
So what does this mean for the way we work?
The Improving Information Sharing and Management Toolkit

www.informationsharing.co.uk

Improving Information Sharing and Management

Helping the public sector to improve services by sharing their information safely
Questions