

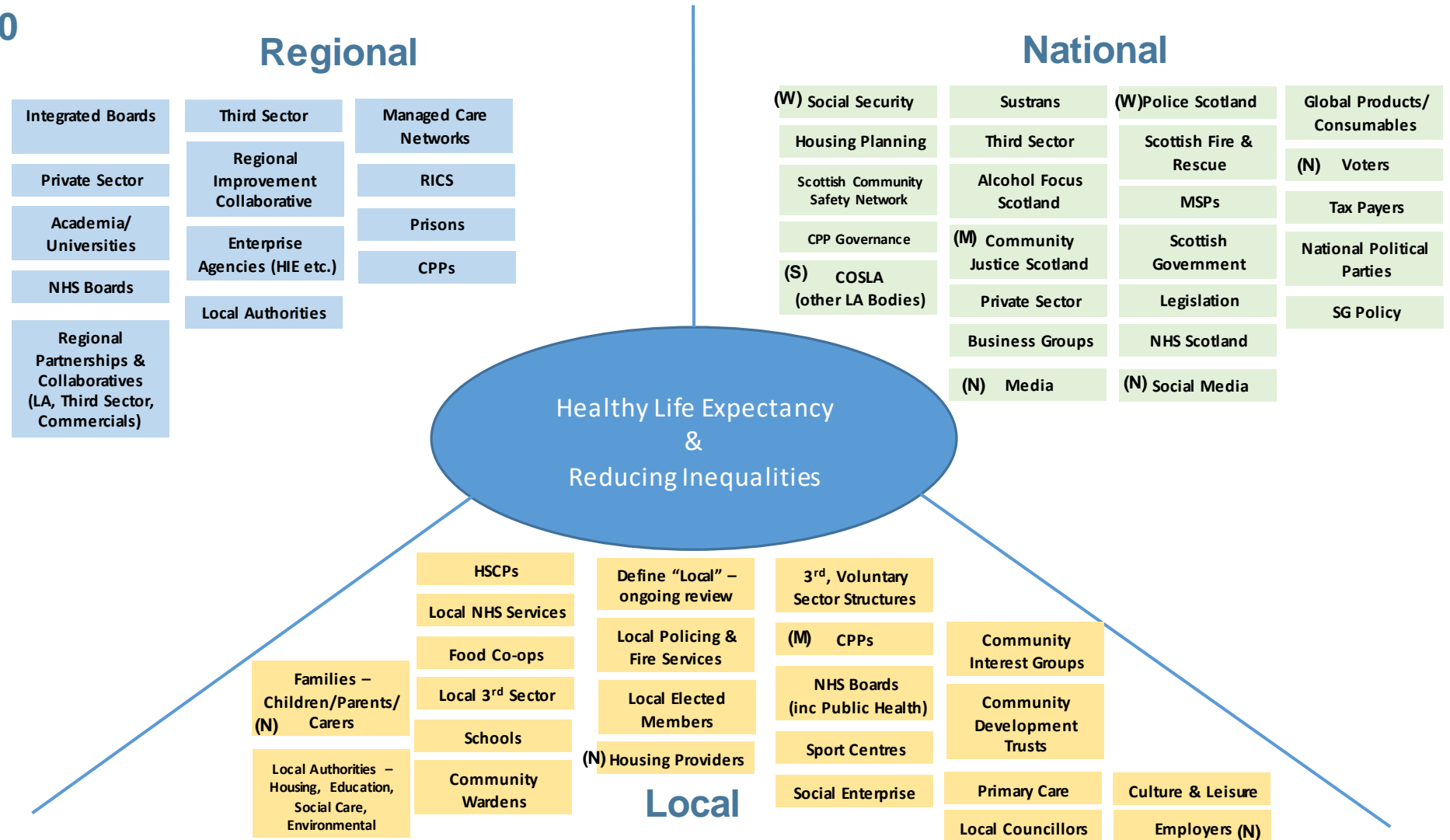
PHR: Enabling the Whole System Event
Thursday 24th January 2019

Table/Group: 10

Session 1: Creating the conditions for Whole System Working

Key: strong (S), moderate (M), weak (W) or no engagement (N)

T10



Whole System Definition Comments:

- It focuses on structure – could this be personalised? Where are “we” in this?
- Suggestion to incorporate a sense of trying and testing things – we should be creating a system where if “things are good enough” then lets try and see
- Does the definition allow /give a sense that everyone has a role
- The system should be open to learning and adapting – continuous improvement
- The definition is full of “dead” words – what does this look and feel like? to take a whole system approach means what?

Relationships working well/Opportunities	Relationships not working	Opportunities for Influence
<p>Safer Communities example</p> <ul style="list-style-type: none"> • Protect non-statutory action that works • Youth action • Employability <p>PH specialist input</p> <ul style="list-style-type: none"> • Clarity on population needs • Learn from Police Scotland process 	<p>CPPs –</p> <ul style="list-style-type: none"> • potential to be more effective, to synchronise planning (financial and capital) • mismatch/gap between community groups and people not being heard and lack of engagement. Remember to include children and young people • Need workforce to support and advocate for local people and utilise community empowerment act 	<p>Connect up areas of SG Policy – currently disconnected</p> <p>Change what we measure and what people/organisations are accountable</p> <p>Learn from Christie Commission</p> <p>Work with organisations already in place</p> <p>Clear identity and focus for PHS and National Performance Network (governance for new body)</p> <p>Ambition is more than just staying out of hospital</p> <p>CPPs – increase accountability and widen context needs to support them. How will IJBs and CSS fit?</p>

Session 2: Developing the Plan – Establishing a A+ CPP

Key - Now, 12 Months – Best, 12 Months – Worst, Enhance – 5 Years, Recover

	Who	What	How	When	Where
Communication		Good information and evidence Information and evidence Consistent messaging	Visibility		
Leadership		Changing lead role? Always LA	Nurture rebels and different voices		
Structures		Support for leadership SG Added delegoria?	Empower individuals Improvement team comes to learn		
Culture and Values		What community interest is there? Breakdown in partnerships Siloed working Truth & reconciliation on meeting with the community. Variable requirements	Engaged population Shared priorities & accountability Shared programmes of work Thinking out of the box – system disruption. Remember to use 3 rd sector/soft data		Measures of success achieved in NPF & PHI
Workforce	Improved workforce including people with lived experience or people with experience in measuring success				
Relationships	Engaged partners National bodies SGPHS/Cosla provide support	Never sharing problems with partners Likely 'external' SG intervention + improvement team No respect for CPP; delegates attending either 'taken over' by community or not attending	CPP Plan is sovereign Create feedback loops from CPPs SG Support Re-engaging with community leaders Be present & attend		