

Co-production Case Study

Improving Dementia Services in Broxtowe: Case Study

Transformation Programme: Community
Primary Care Network: Nottingham West
Area: South Nottinghamshire
Project Lead: Elaine Cooper
2022 - ongoing



AT A GLANCE: LESSONS LEARNT

- Have co-production group
- Reward people for their time
- Have longer meetings
- Remove ID badges
- Continual update system partners

“Having a co-production group comprised of patients with lived experience is an asset, as they provide insight as users of dementia services.”



Elaine Cooper

PROJECT AIM

To improve dementia services for carers and those they care for.

PROJECT SUMMARY

We started by talking to community assets about their experiences of local dementia services.

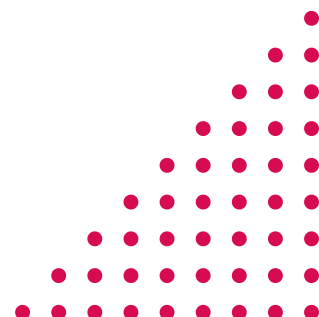
They told us that the holistic pathway of support offered to patients and their carers, before and after diagnosis, needed to be improved. Specifically, they wanted a single point of contact and wellbeing support.

The Local Design Team (LDT) took steps to design a robust co-production and improvement process. They:

- Mapped dementia related community assets and stakeholders.
- Set up a Co-production Group comprised of people with lived experience.
- Developed an extended LDT with community and voluntary sector partners;
- Developed series of questions to enable the conversation to flow.
- Trained volunteers to hold 'community conversations' .
- Themed key findings.

The 'community conversations' identified 17 points for improvement. These have been given to the co-production group who will:

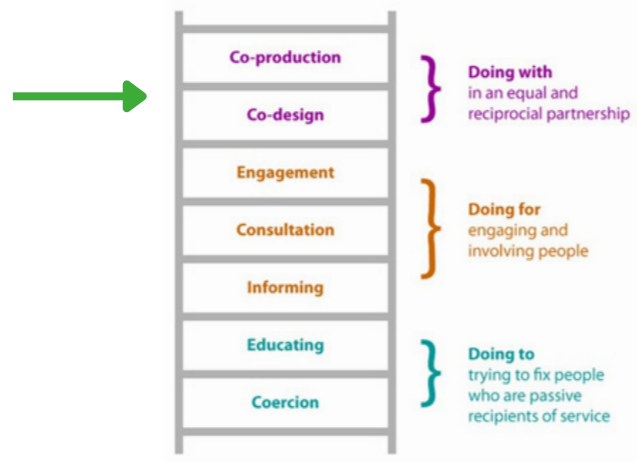
- Confirm they agree with the key findings;
- Identify 3 key priority areas for improvement, which will form the next phase of the project.



OUTCOME OF THE PROJECT

The project is ongoing. The next phase will focus on the 3 key priority areas for improvement, identified by the co-production group.

LEVEL OF PARTICIPATION



The Think Local Act Personal version of Arnstein SR. A ladder of citizen participation. Journal of the American Institute of planners. 1969 Jul 1;35(4):216-24

PARTICIPATION TECHNIQUES

- Workshops
- Surveys
- Meetings
- Coffee mornings
- Memory Cafes
- Co-design Group
- Leaflets

“The networking of all partners and stakeholders is essential to ensure everyone understands and works to the same objectives.”



Elaine Cooper

LESSONS LEARNT

- Remove your ID badge - this is a barrier to honest input from people with lived experience.
- Have longer meetings, with refreshments, to give participants time to have real conversations.
- After each meeting, ask participants what is working well and what needs improving.
- Reward all participants with gift vouchers to thank them for their time and input - this supports continued participation.
- Have conversations in the community - don't expect people to come to you.
- Continually update partners and participants that want to be involved but can't.



FUTURE AIM

Increase representation of diverse voices. We know we haven't captured the views of everyone that uses dementia services, and the views we have captured aren't representative of all the patient demographics in Nottingham West.

