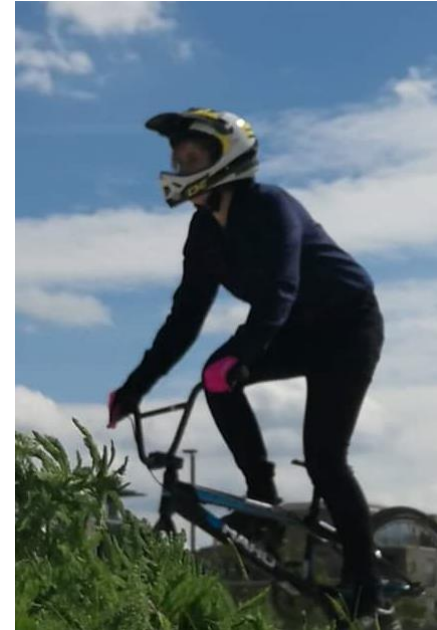
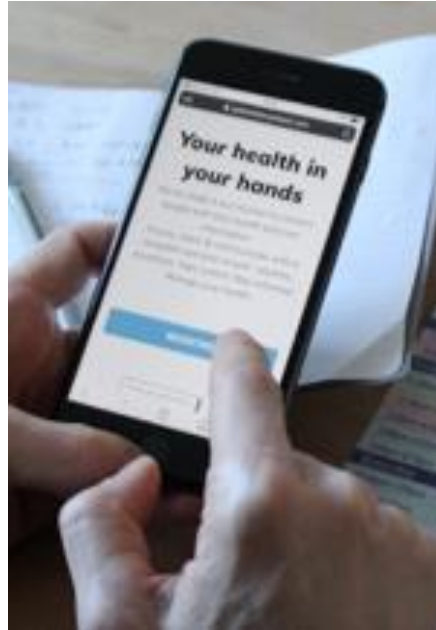


What Matters To Me: Using Personal Health Budgets & Patients Know Best for Mental Health Recovery

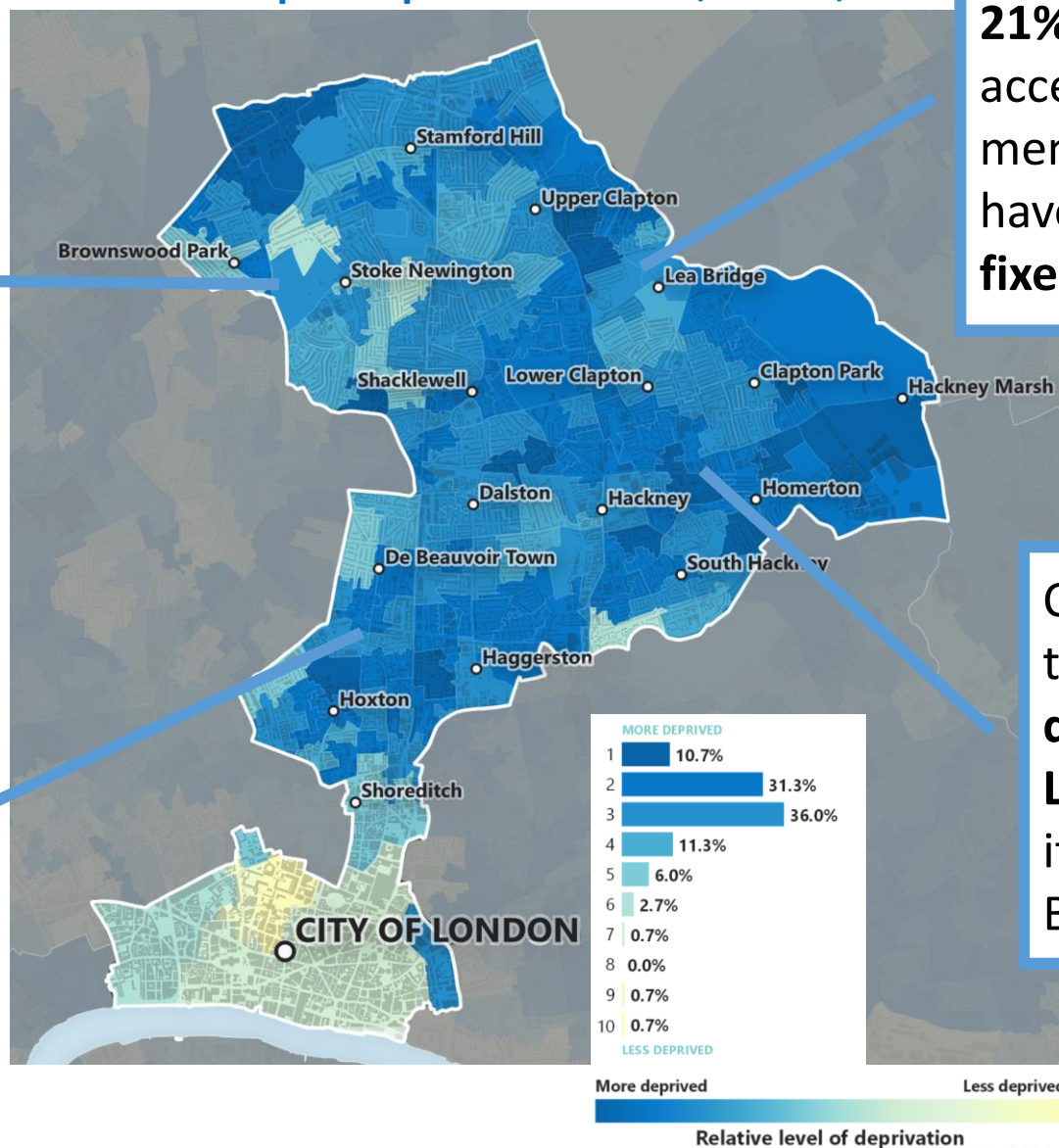


Health Inequalities in City & Hackney

City and Hackney has the **3rd largest population of people living with a severe mental illness** in England.

80% of those living with a severe mental illness are unemployed, with an average weekly income of £77

Index of Multiple Deprivation 2019 (MHCaLG)



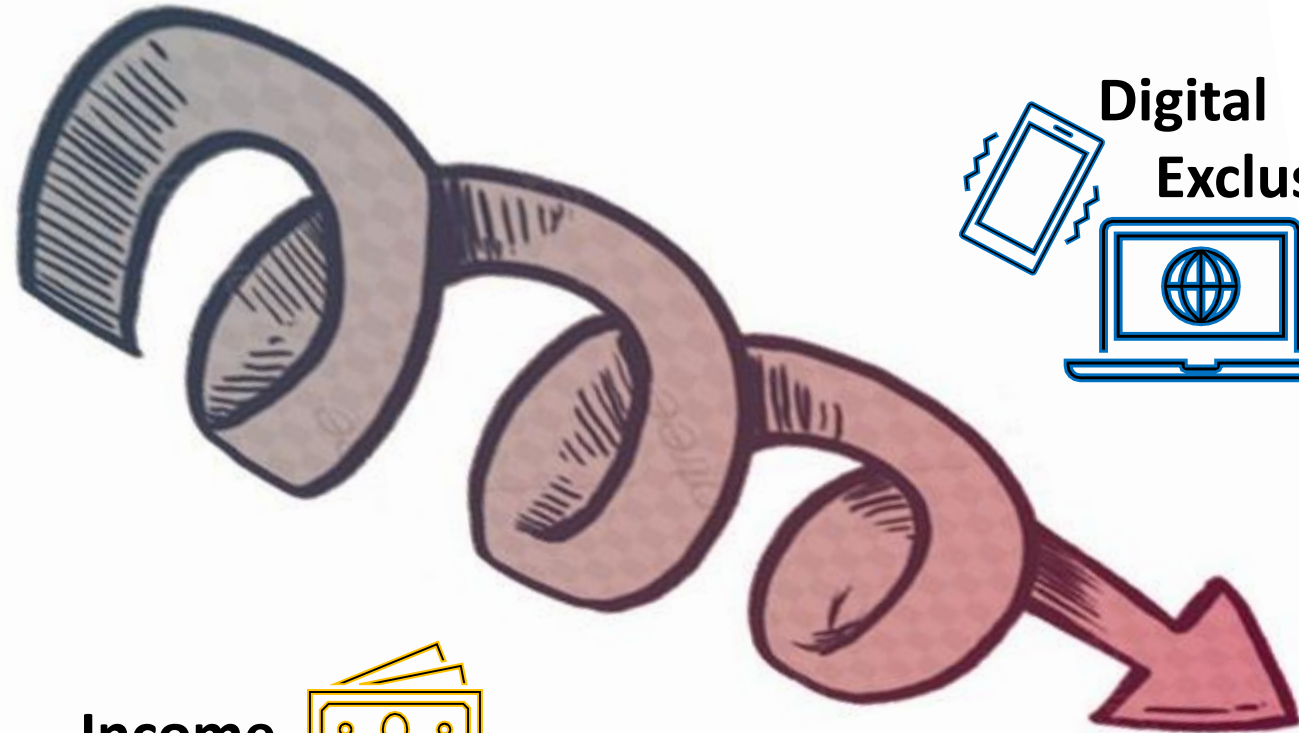
21% of people accessing secondary mental health services have temporary or no fixed accommodation

City and Hackney is the **6th most ethnically diverse borough in London**, with 64% of it's population from a BME community.

Negative Spiral of Inequality for people with a severe mental illness



**Mental Health
aftercare –
deficit model**
(Cowger, 1994)



**Income
Inequality**



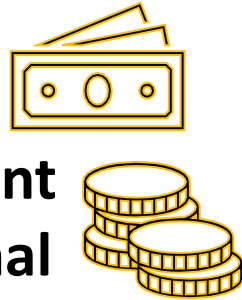
**Digital
Exclusion**



Stuck in a negative
feedback loop – unable
to achieve recovery goals

Strengths Based Recovery Pathway with PHBs for people with a severe mental illness

**Direct
Payment
Personal
Health Budget**



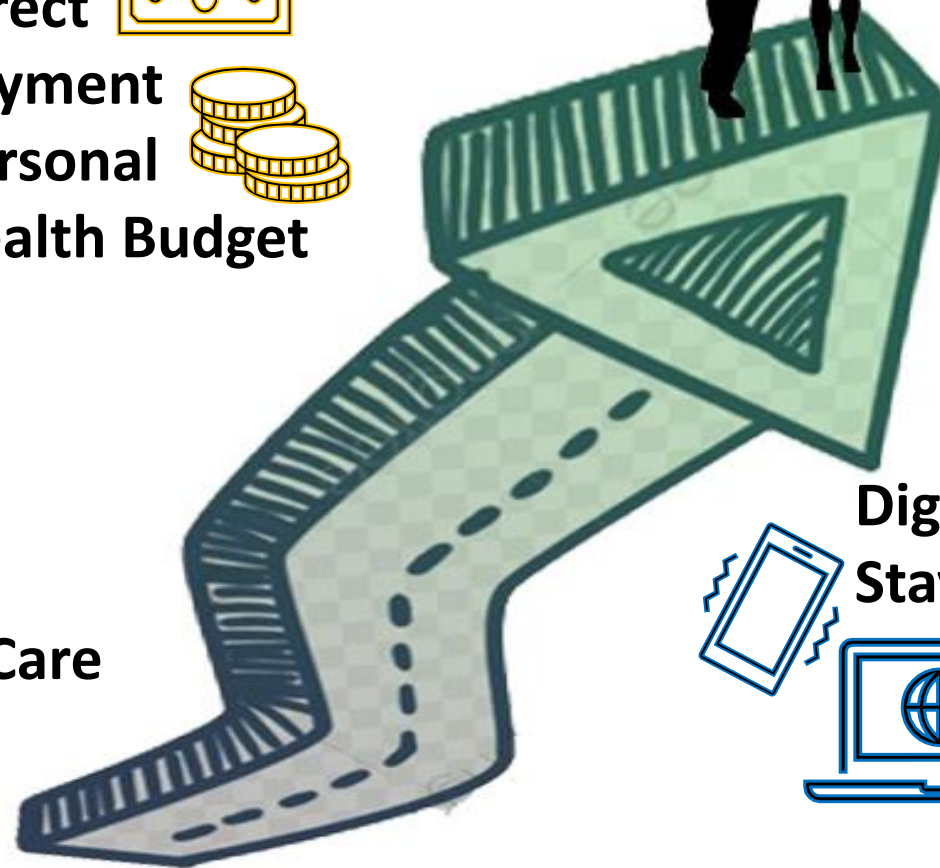
**Person Centred
Recovery Journey**



**Strengths
Based
Recovery Care
Planning**



**Digital Inclusion using
Stay Connected PHB**



Service users advocate better recovery plans



Plans were written but I couldn't access them even when requested

It feels like a one off assessment or tick box exercise

They felt like a lecture and continuous changes were not made

If there is one plan, everyone is aware of, you won't keep repeating yourself



Our local challenges.... Our co-produced solutions

Limited options to achieve goals in commissioned services

Use of Direct Payment PHB gives greater choice and control to people

People unable to move forward with recovery

Staff working with person in truly person-centred recovery goal planning considering Direct Payment PHB in addition to existing services and resources

Health inequalities greater within BME communities

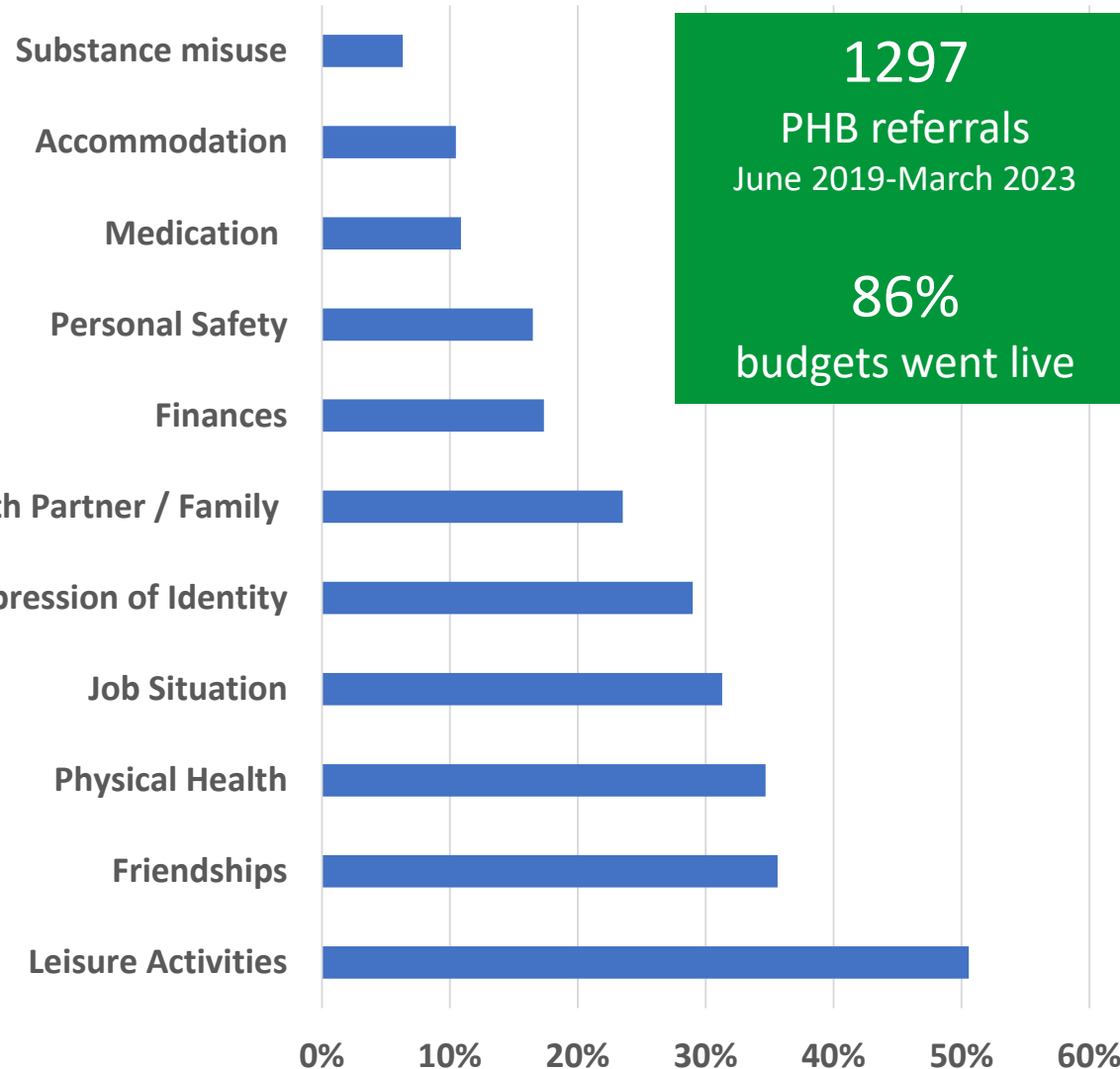
Person able to identify recovery goals that meet their health needs, in ways that make sense to them

No or limited access to care plans to self-manage recovery & wellbeing

Person able to view recovery care plans & PHB information digitally on Patients Know Best, through the NHS app

'What matters to me' – achieving recovery goals

Mental health recovery goals



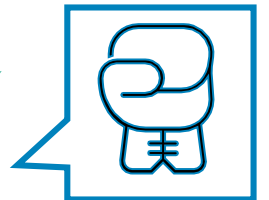
I want to order my own food shop instead of getting my carers to do it as I cannot leave my house, **giving me independence back.**

Laptop & data



Sikh clothing

I want to understand more about **my identity** and feel more connected to my childhood and **happy memories.**



Boxing club membership

I want to **improve my physical health** and **manage the side effects of my medication** by taking part in an activity I am passionate about.

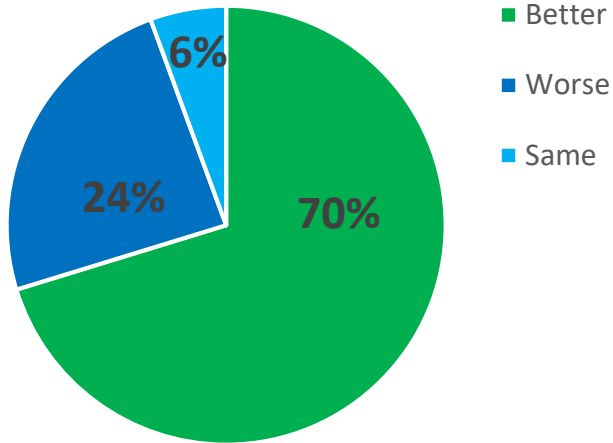
I want to **celebrate who I am instead of hiding the real me** inside – I am a woman and I want the world to know!



Passport with gender as female

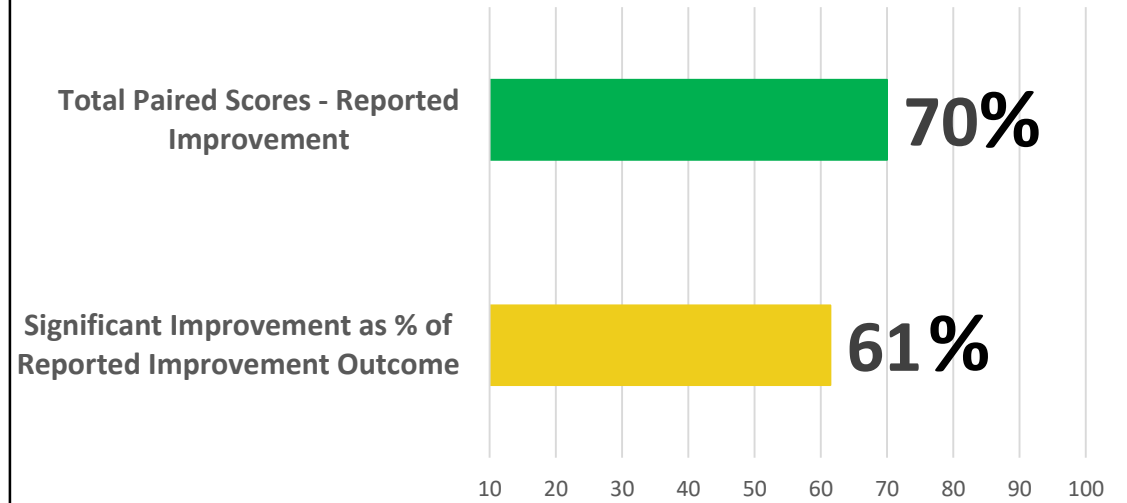
'What matters to me' – improving Quality of Life

% Reported Outcome from paired ReQoL Scores - using PHB to achieve a MH Recovery Goal



n = 464

ReQoL Score of Significant Improvement from 'Stay Connected' PHB as % of Total Reported Improvement



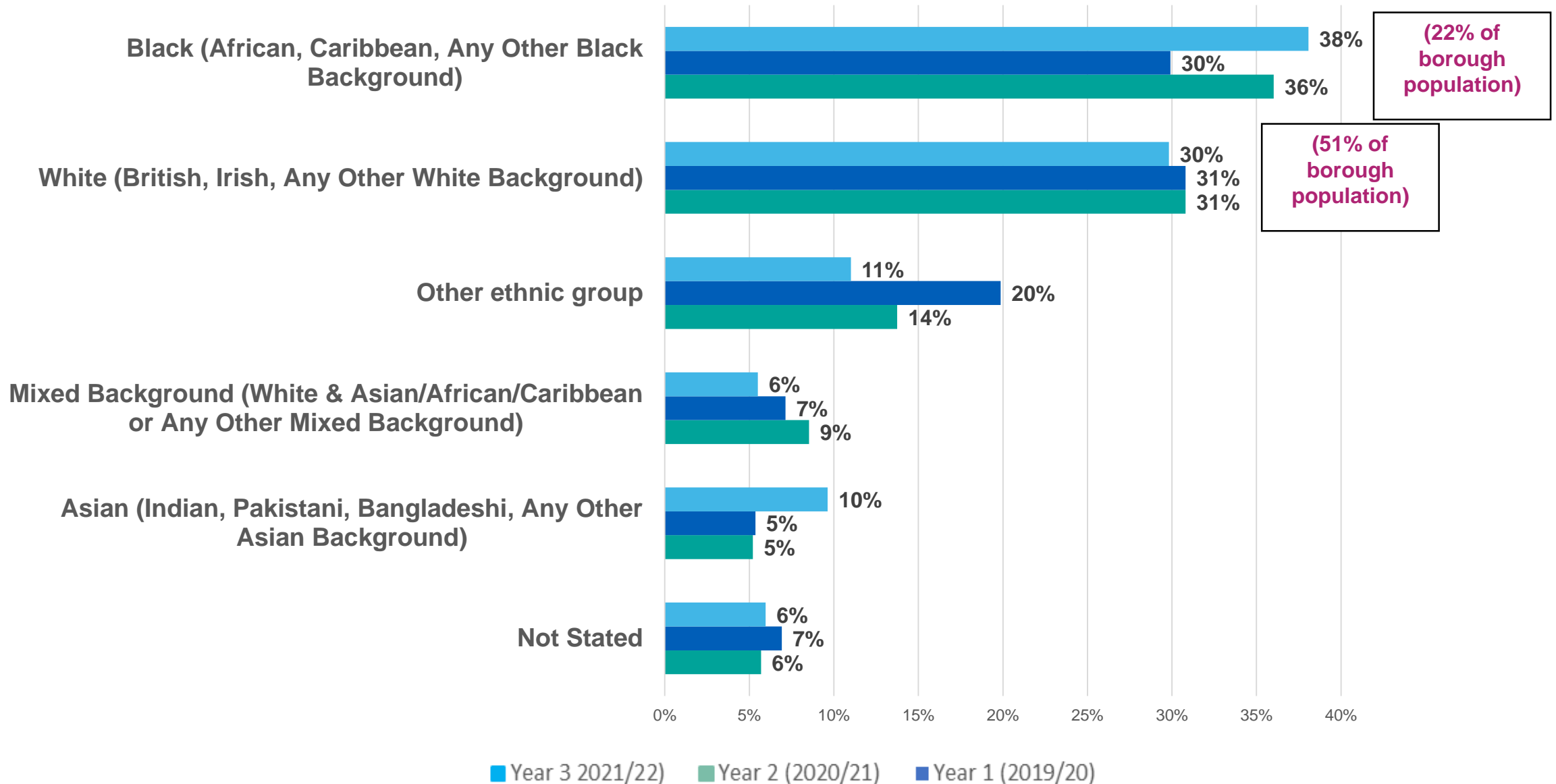
Christian, Recovery Goal: To manage bereavement

“I have a project that I want to do for my dog Ruby, who passed away this year. This project will be a memorial for her and will help me in the healing process.

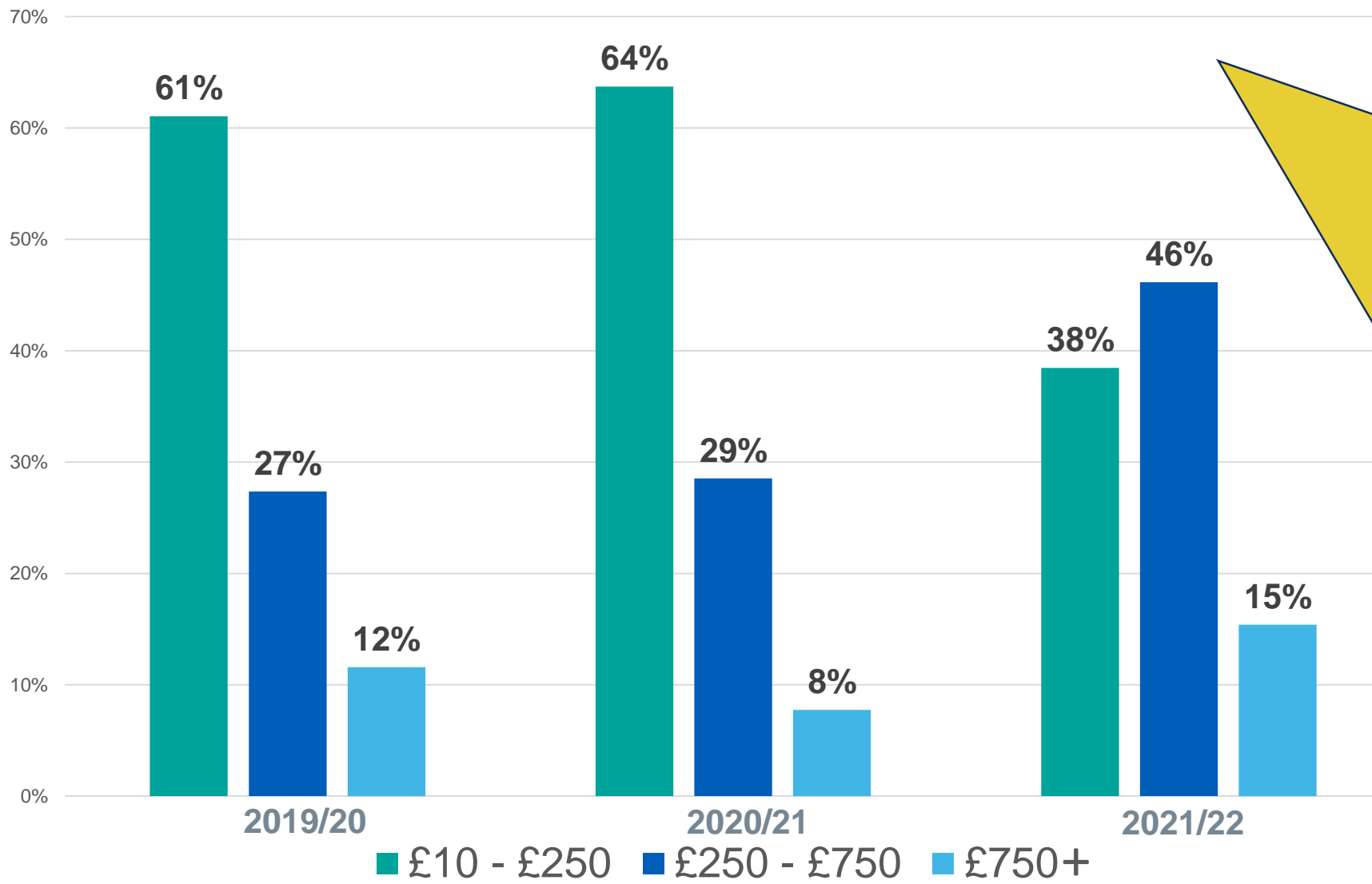
I am making red ceramic hearts to leave in different places and parks that hold memories of her for me. I was homeless with her for eight years and we walked all over London together. Revisiting the places we went together and leaving ceramic hearts is the best way for me to honour those memories”

ReQoL Score – Before: 26, After: 34 (+8, significant improvement)

Using PHBs to address inequalities – reaching our BME communities

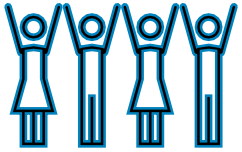


Using PHBs to address inequalities – % of Direct Payment PHBs by Value Range



“I got my new phone as my phone broke during lockdown. I was very happy to receive this and have been using it every day. I set it up with help from my daughter. I have a lot of issues, bills, immigration, personal admin, health problems, things to sort for my children. I would have found it incredibly difficult with no phone so this was extremely useful for me, as I could not afford to replace my phone when it broke”

Access and Equality using PHBs



Over 1200 people with lived experience of severe mental illness have accessed a Direct Payment PHB



The percentage of budget holders using their PHB to achieve an employment related goal has increased from 23% (Year 1) to 38% (Year 3)



409 people (40% of all PHBs to date) used a PHB to purchase a Smartphone and / or data or digital device to stay connected



79% of all budget holders are aged between 18 and 55
(60% of total borough population is in this age range)



81% of budget holders felt hopeful or more hopeful after using their PHB to achieve their recovery goal



77% of budget holders were able or more able to do the things they wanted to do after using their PHB to achieve their recovery goal

Using PKB to provide a Digital Recovery Platform to support self-management of a SMI in City & Hackney

NHS E
National
SMI PHC
QOF

Access to
physical health
check data



- Physical Health data flows from EMIS to PKB.
- Following a physical health check, people will be able to see their physical health check data on PKB.

NHS E
S117
Aftercare

Mental health
plans accessible
via NHS app



- There is a 'me and my goals' writable mental health plan template in PKB
- The person will be able to access and edit their plan on PKB.
- The practitioner can access and edit the plan too – enabling shared co-production of plan & an audit trail of edited plans.
- If a person uses a Personal Health Budget, the information about this will be visible on PKB

NHS E
Personalised
Care
Operating
Model (LTP)

Other resources
for self-
management



- The person has a choice of other tools within PKB, including a journal, saving letters and reports, linking to apps.
- PKB has been integrated with other organisations supporting the SMI population in City & Hackney.

Personal Health Budget Care Plan (Integrated via TAP) via NHS App

Home NHS Help More

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Your GP surgery or hospital provides this service

Mental health Edit

Personal Health Budget Care Plan

Created by Today

Breda Spillane

Dob

Address

NHS number

Action plan

Advice Appointments Prescriptions Your health Messages

Home NHS Help More

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Status: Budget live

Since becoming unwell I has not been able to work, and the impact of the cost of living crisis is having a negative impact on my health. I cannot afford to use my cooker so my diet has deteriorated, and I am eating less, which is also preventing my medication from working as it should. With an air fryer I will be to cook food without using a lot of electricity, which will allow me to manage my diet so I am not hungry, and have enough food in my body for my medication to work properly.

I also can't afford to have my heating on that often, so am often unable to sleep because of the cold - having an electric blanket will allow me to heat my bed quickly and affordably, and getting proper sleep will mean I can better manage the symptoms of my mental health condition.

If I am rested and eating well, and not as worried about the cost of this, then I will be able to focus on my long term goal of getting back to work, as I really miss it. At the moment I don't have access to the internet, as I don't have a smartphone, so it is hard to find volunteering or part time employment opportunities, so if I have a smartphone and data through the Stay Connected PHB I will be able to search and find positions to apply for online.

Advice Appointments Prescriptions Your health Messages

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Continued Recovery Journey-:
After the items have been purchased, I will be able to use them to meet my diet, sleep and employment needs, and they will help me to stay within my income until I can find paid employment again.
I understand that the data on the sim is only for 12 months, and if I have not found paid employment by then, I will change to a pay-as-you-go SIM and use wifi wherever available to manage my data use without spending too much of my phone credit.

Goals

- o Mental health
- o Physical health
- o Job situation
- o Accommodation
- o Finances

Continued recovery

After the items have been purchased, I will be able to use them to meet my diet, sleep and employment needs, and they will help me to stay within my income until I can find paid employment again.

ReQoL monitoring

Question 2023-03-07 11:43:19

Advice Appointments Prescriptions Your health Messages

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I felt unable to cope	Sometimes
I could do the things I wanted to do	Only occasionally
I felt happy	Only occasionally
I thought my life was not worth living	Often
I enjoyed what I did	Only occasionally
I felt hopeful about my future	None of the time
I felt lonely	Most or all of the time
I felt confident in myself	Only occasionally
Score	12

Advice Appointments Prescriptions Your health Messages

Sally's story

She has had multiple psychiatric admissions and is unable to work. She asked for her care plan to be laminated so she could carry it with her.



"I had to ensure that I was carrying the document wherever I went, hope that the bag I had with me was not stolen from me while I was dissociative"

Sally's story



Q&A

