

Person Centred Care

Case studies

Summary table:

Borough/CCG	Organisation	Project title	Project summary	PCC/PPP
Camden	Voluntary Action Camden	Health Inequalities Hub	Training local residents and employees as Volunteer Health Advocates who operate informally from GP waiting rooms, raising awareness and signposting people to community based services and appropriate activities. In addition, they collect anonymised data to inform GP, commissioners, and voluntary sector providers about needs and potential gaps.	PCC and PPP
Ealing	Ealing CVS	Voluntary Sector Health Programme	<p>A range of initiatives aiming to</p> <ul style="list-style-type: none"> engage with hard to reach residents reduce social isolation of vulnerable older people and stigma around mental health Inform GPs, and other health professionals of support services from local VCS groups <p>This is being achieved through a range of initiatives including community health champions,</p>	PPP and PCC

			health workspaces, volunteering programmes, health outreach sessions, a Self Help Directory and others	
Greenwich	Greenwich Action for Voluntary Service	Greenwich Coordinated Care	Providing multi-agency, multi sector, multi discipline, holistic support for individuals who are repeated users of local health services because the system until now has been unable to provide them with the support they actually require.	PCC
Kingston	Kingston Centre for Independent Living (KCIL)	Personalised Support	A woman with mental health issues who prior to starting on Direct Payments was considered to be at a high risk of crisis, achieved a greatly improved prognosis, achieved dramatic weight reduction, is reporting improved health, happiness, enjoyment of life and excitement of what the future holds. KCIL supported and encouraged her to use her Direct Payments as she thought best, finding an activity which she enjoys at the same time as improving her health.	PCC
Redbridge	Redbridge Council for Voluntary Service	Dementia Awareness with BAME communities	Over 1000 people from BAME communities received information about dementia and dementia services and how to access support. This was achieved through talks and short films shown on 20 different occasions at 18 different community venues	PCC
Redbridge	Redbridge Council for Voluntary Service	Healthy Living, Healthy Minds	Nearly 600 people from South Asian communities received information and took part in discussions about mental health and how to access/use	PCC

			<p>mental health services. This was as a result of an innovative approach to host the discussions in a local cinema, addressing the issues through Bollywood style film presentation followed by discussions. The South Asian community has been significantly under-represented as a user of local mental health services and the topic perceived as a taboo subject. The learning from the event is continuing to influence the CCGs approach to commissioning mental health service provision</p>	
Tower Hamlets	Women's Health and Family Services	Cancer Awareness	<p>31 local people were trained in Group Work and Participatory Appraisal techniques enabling them to host workshops and discussions in community settings, engaging BME young women on cervical cancer, women over 40 about breast cancer and all people over 50, but especially Bangladeshi men and their partners who are or have been smokers on awareness of lung cancer.</p>	PCC
Tower Hamlets	Women's Health and Family Services	Diabetes Befriending	<p>Local community volunteers were trained to support members of the Bengali and Somali communities who were having difficulty managing the diabetes services and activities to sustain healthier life changes. Service users felt better able to manage their own conditions, GOP increased the level of referrals to the project and more people engaged with activities to increase a healthier lifestyle</p>	PCC

			(e.g. healthy eating and exercise clubs)	
Tower Hamlets	Women's Health and Family Services	Maternity Mates	Women from Bengali and Somali communities were recruited and trained to help support isolated women or those at risk of isolation to better manage and navigate the pre, post and birthing services. Greater satisfaction was achieved for both mothers and midwives and more mothers initiated breast feeding. The CCG continues to support this work.	PCC