

Improving Dementia Services in Broxtowe –  
Using Coproduction approach across a system,  
to identify and find solutions to health  
inequalities: Nottingham West Primary Care  
Network– Community Care Transformation  
Local Design Team

### Key Learning

- Valuing everyone involved in the coproduction process, working together and pooling resources is crucial to its success and can help tackle challenges along the way.
- Going to where people are to have community conversations held by trained volunteers can help achieve strong engagement in the coproduction process.
- Senior leadership ownership of the programme, investment and significant planning time can achieve good outcomes for people and systems.

### Who was involved

The foundation of this work started over six years ago with some locality-integrated transformation work at Primary Care Network (PCN) level; the success here was part of the scale-up within the ICAN (Integrated care across Northamptonshire) ICS transformation priority area around older people. ICAN is now scaled up to a 6–7-Million-pound Countywide programme with multiple work streams.

Nottingham West PCN actively sought the opinions and experiences of people living with dementia through Memory Cafés and other local dementia services to create an approach where people coproduced solutions to their issues and concerns to address health inequalities. The leaders of these community groups and services worked with their members to get involved in the project, with some members becoming part of the leadership team; the process was co-led by people either living with dementia or caring for someone with dementia. Involving multiple stakeholders - which included carers and experts by experience and organisations through partnership, underpinned by community engagement and personalised care enabled system-wide coproduction to better understand how to meet the needs of older people, their carers and family members.

### Project summary

The approach taken enabled the mapping of dementia-related community assets and stakeholders, and an extended Local Design Team was developed to include community and voluntary sector members as equal partners within ICS delivery. 'Community Conversations' by volunteers using questions that allowed the natural flow of the discussion, helped people and carers to share their stories of successes and challenges. Strong engagement was achieved by focusing on priorities identified by health inequalities and assessing how those experiencing health inequalities could be better engaged with. The Local Design Team recognised that there were people with dementia not accessing services and acknowledged

that many responses were from people not representative of the whole regional population. Therefore, the team have worked with primary care to review diagnosis registers and pursued further efforts to engage with those not yet heard from.

### **The challenges and solutions**

Allocating enough time and resources to do things properly has been challenging but has been achieved and delivered excellent results bringing transformation at pace, specifically over the last three years including increased funding and services for those the network supports. Effective partnership working through statutory, clinical and voluntary sectors has engendered trust and pooling of expertise, which has helped tackle many challenges along the way.

### **The Outcome**

So far, the Nottingham West PCN team have had community conversations with over 50 people either living with dementia or caring for someone with dementia, which has helped shape and theme key findings – and those with lived experience have set priorities. Solutions to these key issues are being coproduced with people and a growing network of partners. Initiatives have focused on:

- Information available for people during and after a dementia diagnosis.
- The development of a dementia 'single point of access' through the Dementia Connect service.
- Improved referral processes between relevant services.
- The development of two key forums: a coproduction group, and a Carers Champions Forum.