



CHSS news
Page 2



CHSS research
Page 3



New CHSS projects
Page 4



Public involvement
Page 7

Newsletter

CHSS
University of Kent

Centre for Health Services Studies

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Hospice at Home services – what works best for everyone?

CHSS is collaborating with partners on a new NIHR-funded project which will investigate 'Hospice at Home' (HAH) end of life care services. The aim is to find out what works best for everyone concerned – patients, carers and staff.

A survey of HAH staff will collect data from around the UK to find out which models are currently operating and which are most effective in achieving the best outcomes.

See more on page 4

Excellence in health research

CHSS news

Achieving Digital Excellence

CHSS Clinical Professor and EKHUFT Consultant Renal Physician Chris Farmer presented at Digital Efficiency and New Models of Care: Achieving Digital Excellence in Birmingham. The event showcased new clinical products and integrated solutions. Chris spoke about Careflow, a clinical secure communication app. See more about the app in a video at www.careflowconnect.com



SUSTAIN video: optimising care for older patients at home

CHSS Professor of Applied Health Research Jenny Billings talks about the 'trailblazing' SUSTAIN project. The Horizon 2020-funded project is developing tools to evaluate the implementation across Europe of sustainable integrated care (IC) systems for older people at home with multiple health and social care needs. Jenny leads on methods and 'ensuring everyone works in a consistent way with the evaluation tools we're developing. SUSTAIN uses implementation science to focus not just on outcomes, but more on 'what's really going on' in IC'. Watch the video: <https://vimeo.com/191485908>



KAPCU seminar

Kent Academic Primary Care Unit's latest research seminar took place in November and was given by Dr Hilary Pinnock, University of Edinburgh. Telehealthcare for long-term conditions: hopes, hype and reality was then followed by a clinical update around paediatric emergency and respiratory care from Dr Tim Newson, East Kent Hospitals University NHS Foundation Trust (EKHUFT).

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Video: 'Achieving Health in Fragmented Systems'

Stephen Peckham addresses public health specialists in Vienna



In November CHSS Director Stephen Peckham addressed the 2017 European Public Health Conference in Vienna. 'Achieving Health in Fragmented Systems' examined existing systems and the complex relationships between public health problems like obesity and heart disease, and environmental issues such as air quality. Tackling the problems is complicated and challenging, demanding a joined-up approach.

'Air pollution kills people, but it doesn't just kill them from respiratory; it's linked to cardiovascular problems as well. We have to think about how to tackle things that are connected and it gets complicated. It's clearly a complex mix and the path to health is not going to be an easy one'.

Stephen's presentation was followed by a panel debate. You can currently watch the session on video at: www.periscope.tv/w/1yoKMDMrmpnxQ

There will be more information about the work Stephen is doing around air pollution, in our next CHSS Newsletter. The next issue comes out at the end of April.

Keep up to date with all the latest CHSS news on our website.



CHSS research

The road to cleaner air?



CHSS Director and Canterbury resident Stephen Peckham supported calls for a car-free day for Canterbury in a recent interview on BBC Radio Kent. Air quality in Canterbury breaches directives and there are very high levels of traffic congestion for a small city. There are an estimated 40,000+ premature UK deaths due to traffic pollution.

Diesel particulates pose a major health risk and Public Health England claim that around 70 Canterbury residents each year die prematurely from this pollution alone. Adding in other traffic pollutants would result in a much higher figure.

European cities like Paris and Delhi, have held car-free days to focus attention. In the UK, Nottingham holds an annual event to encourage people out of their cars. Stephen said 'We often associate pollution with urban areas but Canterbury and other parts of Kent have a significant air quality problem. We need to encourage our Council to develop sustainable alternatives to cars and improve our public transport and infrastructure to support them'.

Canterbury City Council have supported the idea in principle for later this year.

New report: CHSS evaluation of 'Integrated Breathe Easy' patient outcomes

Over the past two decades, the British Lung Foundation (BLF) has set up a nationwide support network of Breathe Easy (BE) groups for people living with lung conditions, and family and friends who support them. In 2014, with a grant from the National Endowment for Science, Technology and the Arts (Nesta), the BLF started a nationwide project to integrate more BE groups into the existing local healthcare pathway.

The CHSS report from the outcome and economic evaluation of this two year project has now been published. The report concludes that Integrated Breathe Easy (IBE) is a cost-effective programme and has positive outcomes in terms of self-efficacy, health outcomes and wellbeing for those who attend the groups. It also provides cost-savings and wider social benefits to local communities, making it an appropriate model for local commissioning.

Read the full report: www.blf.org.uk/sites/default/files/IntegratedBreatheEasy-081216a.pdf



New working papers from EXCEPT project

EU Horizon 2020 Social Exclusion research project EXCEPT studies national policies tackling youth exclusion in EU-28 and Ukraine. The EXCEPT team is developing policy recommendations for inclusion and employment and recently published new working papers on:

Impact of institutional setting and policies – how individual experiences of exclusion and job insecurity affect young people's health and wellbeing in various national settings. Considers the moderating effects of factors including national economic situation, global financial crisis, labour/education policy and social inequality.

Interdependencies between labour market insecurity and well-being – evidence from panel data – analysis of the effects of labour market insecurity based on selected national panel survey health and wellbeing data.

Socio-economic consequences of early job insecurity and labour market exclusion of youth in Europe – how much are young excluded individuals affected by poverty and deprivation?

Read more about the project on the EXCEPT website: www.except-project.eu



EXCEPT photo competition winner: UK – Camille, 24. An exhibition of images from the EXCEPT competition will be in the University of Kent Templeman Library in March. See more in our next CHSS newsletter.

New CHSS projects

Optimum ‘Hospice at Home’ services for end of life care (OPEL-H@H project) – what works best and for whom?

Offering a choice about where people receive care at the end of life is central to UK policy and the number of people wishing to die at home is increasing. There are a range of ‘Hospice at Home’ (HAH) services. Most operate within non NHS settings, but are funded to provide NHS specialist care. Gaps exist in the evidence around what works best in terms of outcomes.

This three year project, funded by the NIHR Health Services and Delivery Research Programme is a collaboration between CHSS, Pilgrims Hospices East Kent, and the Universities of Cambridge and Surrey. The project has three phases.

Phase 1: A national telephone survey of all HAH services in the UK on funding, staffing levels and roles, extent of service and care and local demographics. Data will inform the design of a typology of services, patterns and models using a CMOc framework (Context-Mechanism-Outcome configuration).

Phase 2: An economic evaluation will compare the costs of delivering services in the different models and assess which are likely to lead to the best outcomes and represent best value for money.

Phase 3: Stakeholder validation. Two national workshops will gather feedback on the implications of data findings from HAH providers, local health service planners and service user representatives. Guidelines will be developed to help plan HAH services in the future.

Professor Tricia Wilson leads the CHSS team and Chief Investigator of the project is Dr Clare Butler, Consultant in Palliative Medicine and Clinical Lead for Wisdom Hospice. The team will conduct a realist evaluation of a range of UK ‘Hospice at Home’ service models to understand their impact on patients and carers, and identify which features work for whom, under what circumstances. A project PPI (patient and public involvement) advisory group will advise on sensitive approaches to working with bereaved people. The project team also includes two lay members.



See p7 for more news about CHSS public involvement and engagement activity.



New CHSS projects

Improving choices for care

CHSS Director leads strategic research initiative on implementation of the Care Act 2014



Turning policy recommendations into practice has been a long-standing problem for policymakers and those who must make policy work in practice, due mainly to lack of guidance on how to ensure successful implementation on the ground.

For the Care Act 2014 the Department of Health led on the development of an innovative partnership programme to plug the 'implementation gap' and ensure that local services were fully equipped to deliver the changes required.

In order to successfully embed the new programme and ensure long-term sustainability, a Department of Health-funded evaluation is under way. Led by Professor Stephen Peckham working with colleagues from PSSRU and

Durham University, the team will gather evidence to examine lessons learnt from previous programmes. They will assess the impact of the new arrangements on carers and end users, and consider strengths and weaknesses to establish what constitutes best practice for implementation. Research carried out in local authorities will examine the impact of the Care Act implementation support arrangements.

The two year evaluation will culminate in the publication of guidance for central and local governments to support new policy initiatives in social care and health. A key part of the evaluation will be to establish links between the Care Act support and the early experience of NHS Improvement – the new NHS agency for supporting service improvement in the healthcare sector.

Gregory White, who recently joined CHSS and is working with Stephen Peckham on the project said:



'this is a unique project aimed not just at investigating the process of specific policy implementation, but also how the workforce can be better supported as government policy becomes a reality at the regional and local level.

'It also has implications beyond the health and social care sector in aiming to make suggestions for future government policy implementation, across areas such as education, housing and so on.'

CHSS people

Dr Melanie Rees-Roberts, Research Manager

Melanie joined CHSS in November 2016 as a Research Manager providing research support and management for Encompass, multi-specialty community provider of primary care services in Kent. Her research interests are in infectious diseases, public health and clinical research. She has eight years' experience in clinical research management within the NHS and University setting.

Where did you grow up?

I'm a Kentish girl – and now I'm back! I was born and grew up in Dover, and after a first job in Tesco café during my A levels, I went to the University of East Anglia. It was a four year degree in Biological Sciences. I spent a great year in the States at the University of Maine. As well as my studies I really loved the outdoors aspects of New England, all the hiking, canoeing and outdoor pursuits.

How did you first get involved with research?

I moved to London and stayed for ten years, first to do my PhD in HIV vaccine research at Imperial College. At the time they were part of a big Clinical Trial researching early antiviral medication for HIV patients and I was in the lab. That's where I became aware of clinical research. I did courses in GCP (good clinical practice) and it led me to my first job after my PhD. While writing up my doctorate I was a clinical research assistant for the NIHR NE London Cancer Research Network at Barts Health NHS Trust working on NIHR cancer clinical trials in local hospitals.

What's the highlight of your career so far?

After CRN I went back to Imperial to run a nationwide clinical study on tuberculosis diagnostics within ten hospitals across the country. It was great experience of running a trial from set-up through to publication. In 2014, I became Research Manager for the NIHR Health Protection Research Unit in Respiratory Infections. It was a new partnership between Imperial College London and Public Health England, creating a centre of excellence for public health research in respiratory.

Your experience seems a good fit with CHSS' remit – what attracted you back to Kent?

I feel it's all fallen into place – serendipity if you like! I moved to Ashford two years ago, I have two very young children and wanted a local job. I previously applied for a different CHSS role, but my current job is more 'me'. I feel lucky to work in an area I really enjoy that is close to home. I like the University's flexible and supportive working environment.

What are you working on?

My current role has two different parts. Firstly, I manage the Encompass research office, based in CHSS. As a Vanguard site for the NHS new models of care, the aim is to generate and facilitate research in all member GP practices and improve primary care services. Secondly, from February I will be project managing the OPEL Hospice at Home (HAH) project (see p4).



Are you enjoying it here?

It's really good and it's exciting to be working on and learning about new areas I haven't touched on before, especially primary care. A change is as good as a rest. I like travelling round meeting GPs and finding out what is going on. GPs are very supportive of research despite being so busy. Trying to fit in research is difficult, but they really want to help their patients in the longer term.

What else would you hope to achieve while you are with CHSS?

Having been involved in project management and research support for some time, I have an inkling to get back into some research myself. I'd love to get more actively involved in some projects.

How do you relax?

I don't have chance to relax that much with two very young children, and I'm going to be increasing my working hours soon. But it's great to lose the stress of a long commute and delayed trains. My maternity leave was a lovely time. My eldest boy is going to school in September. The youngest is just taking his first steps and it's a really magical age. In terms of my own hobbies, I have a passion for gardening. I'm revamping ours to make a kitchen garden and I am really looking forward to growing my own fruit and veg.

And I'm a 'mad crafter'! I go through phases where I'm obsessed with something – be it dressmaking, crochet or whatever. My pet project at the moment is upcycling an old stained glass window into a wall hanging. It's coming along well and I'm really enjoying it.

Find out more on our website:
www.kent.ac.uk/chss/staff/research/rees-roberts.html



Public involvement; publications

New Selected CHSS Publications

Malovic A, Murphy G H and **Coulton S** (2016) Finding the Right Assessment Measures for Young People with Intellectual Disabilities Who Display Harmful Sexual Behaviour. *Journal of Applied Research in Intellectual Disabilities* ISSN 1360-2322

Billings J R and Davis A (2016) Developing a contracting model for integrated health and social care for older people. *Journal of Integrated Care* 24 (5/6) pp 282-299 ISSN 1476-9018

Peckham S, Marchand, C and Peckham A (2016) General practitioner recruitment and retention: an evidence synthesis. Project report. *Policy Research Unit in Commissioning and the Healthcare System*, Kent

Van Durme T, Schmitz O, Ces S, Lambert A-S, **Billings J R** et al (2016) Why Is Case Management Effective? A Realist Evaluation of Case Management for Frail, Community-Dwelling Older People: Lessons Learned from Belgium. *Open Journal of Nursing* 6 (10) pp 863-880 ISSN 2162-5336 E-ISSN 2162-5344

Spencer S, Gadsby E W, Ogilvie J and Elliott S (2016) Evaluability assessments as an approach to supporting healthy weight British *Journal of Healthcare Management* 22 (10) pp 510-517

Rosa F, Bagnasco A, Giuseppe A, **Kendall S** et al (2016) Resilience as a concept for understanding family caregiving of adults with Chronic Obstructive Pulmonary Disease (COPD): an integrative review. *Nursing Open* pp 1-15 (In press)

Kaushal A, Ramirez A J, Warburton F, Forster A S, Linsell L, Burgess C, Tucker L, Omar L and **Forbes L J L** (2016) "Promoting Early Presentation" intervention sustains increased breast cancer awareness in older women for three years: a randomized controlled trial. *Journal of Medical Screening* ISSN 0969-1413 (In press)

Peckham S, Gadsby E W, Coleman A, **Jenkins L M** et al (2016) *Phoenix: Public Health and Obesity in England – the New Infrastructure Examined*. Project report. DH Policy Research Unit in Commissioning and the Healthcare System

Drummond C, Gilbert H, Burns T, Copello A, Crawford M, Day E, Deluca P, Godfrey C, Parrott S, Rose A, Sinclair J and **Coulton S** (2016) Assertive Community Treatment for People With Alcohol Dependence: A Pilot Randomized Controlled Trial. *Alcohol and Alcoholism* pp 1-8 ISSN 0735-0414

White G (2016) the impact of welfare reform on the social services workforce. Project report. IRIS Insights, York.

Hamilton-West K E (2016) The role of a practitioner health psychologist in a primary care mental health service. *Health Psychology Update* 25 (1) pp. 40-46 ISSN 0954-2027 E-ISSN 2396-8729

Merritt R K, Pellatt-Higgins T, Nizalova O & Hashem F (2016) Evaluation of the British Lung Foundation's Integrated Breathe Easy Voluntary Group Network Findings from the outcome, impact and economic evaluation. Project report. CHSS, University of Kent (Full text available)

Howe A, Mathie E, Munday D, Cowe M, Goodman C, Keenan J, **Kendall S**, Poland F, Staniszewska S & **Wilson P** (2017) Learning to work together - lessons from a reflective analysis of a research project on public involvement. *Research Involvement and Engagement* 3 (1) pp 1-12 ISSN 2056-7529 (Full text available)

Hotham S (2017) Evaluation of a physical inactivity pilot delivered in primary care September, 2016. Commissioned by Kent County Council. Project report. Kent County Council, Kent, UK (Full text available)

Hotham S, Hamilton-West K E, Hutton E, **King A M & Abbott N** (2016) A study in to the effectiveness of a postural care training programme aimed at improving knowledge, understanding, and confidence in parents and school staff. *Child: Care, Health and Development*, ISSN 0305-1862

Tricia takes PI expertise to Canada



Invited on the strength of her internationally recognised public involvement work, CHSS Professor Tricia Wilson visited Canada in Autumn to facilitate a two day workshop at McMaster University. The Aging, Community and Health Research Unit wanted to co-create with members of the public a Patient and Public Engagement plan to involve the public in its future research projects.

In Canada there is an increasing push for public involvement in research and they are keen to learn from our UK experiences. Tricia says: 'it was fantastic to work with such enthusiastic researchers and members of the local community. They were excited to begin a journey to transform the way they conduct research. In the two days, real inroads were made to develop the foundations and relationships needed for co-creation'.

CHSS 'Opening Doors to Research' PI Group

This group is developing a key role working with CHSS to make sure our research is useful and relevant to users of health services. The group is passionate about health research and making a difference. Group activities include:

- Advising on research information materials
- Contributing to research ideas
- Being involved in a research project management group
- Helping to analyse and disseminate results and findings.

The next meeting is in March. For further details, contact Amanda Bates, Public Engagement Officer at A.J.Bates@kent.ac.uk



Details of all CHSS current and past research is available on our website: www.kent.ac.uk/chss/research/current.html

Staff news

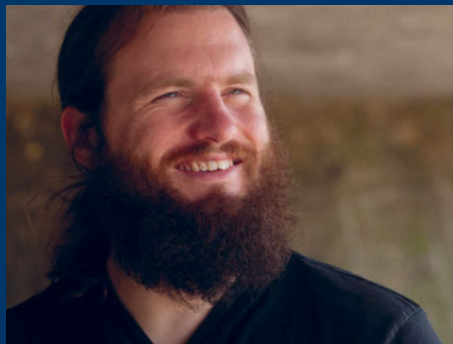
Information about all CHSS staff can be found on our website: www.kent.ac.uk/chss/staff/index.html

Welcome to new staff



Melanie Rees-Roberts
Research Manager

Melanie joined CHSS in November providing research support and management for Encompass, multi-specialty community provider of primary care services in Kent. Her academic interests lie in infectious diseases, public health and clinical research. Melanie has eight years' clinical research management experience within the NHS and University setting.



Ashley Mills
Research Associate

Ashley is currently working with Stephen Peckham on an air quality monitoring project. He is responsible for the technical aspects including construction of the data collection device. He has a doctorate in Systems Engineering from the University of Bath and a background working in computational neuroscience and radio engineering.



Research Design Service South East



Need help applying for health research funding?

RDS SE – FREE advice and support on all aspects of research design

Since 2008 CHSS has hosted the RDS SE at the University Kent. The service also operates from Brighton and Surrey Universities. Funded by the National Institute for Health Research (NIHR) the RDS supports teams and individuals preparing applications for health and social care research funding.

See more at: www.rds-se.nihr.ac.uk

About CHSS

CHSS is a centre of research excellence which undertakes high quality research into a wide range of health systems and health services issues at local, national and international levels. CHSS also supports and advises health care staff to develop and undertake research projects. CHSS collaborates with a wide range of partners in Kent, the UK and in other countries to improve the links between research, policy and practice.

Please see the CHSS website for details of current and previous research and publications.

Details of current CHSS vacancies and studentships can be found at: www.kent.ac.uk/chss/vacancies.html