

Do Once and Share SAP Action team – SAP Networks and Community – sub group 3

Final report

1. Aims:

The aim of the SAP Action team SAP networks subgroup was to make recommendations as to how a SAP community can be built and sustained based around the Centre for Policy on Ageing national SAP online resource and website and how this can link to other natural communities of interest. **[Deliverable 3]**

2. Work to date:

Centre for Policy on Ageing was commissioned by the DH in January 2004 to support health and social care professionals with their professional learning and development as part of the implementation and practice of the Single Assessment Process for older people. The current national SAP online resource and website has progressed since 2004 through a series of stages built on a mutually beneficial relationship between the SAP community and the evolving resource itself.

- 2004 roll out – Centre for Policy on Ageing joined DH national SAP steering group (and later the NPfIT steering group)
- 2004 – SAP national workshops – Centre for Policy on Ageing ran training sessions for SAP practitioners.
- Informed by feedback the Centre developed a fully searchable on-line resource to include SAP related materials; practice and innovation; websites; organisations **[Annexe 10]**
- Content of SAP on-line resource shared across localities – this minimises duplication and encourages shared learning.
- SAP enquiries database built by the Centre to track SAP community - continually updated.
- Structure and content of SAP on-line resource designed to be flexible to allow for new areas of policy and practice development and to give clear access to sub-sections of site.
- Materials on SAP on-line resource made downloadable where possible to allow immediate access.
- Materials on SAP on-line resource updated on a weekly basis to ensure currency.
- Involvement of the community, by the Centre, in developing the SAP on-line resource, and their willingness to share information, leads to excellent feedback and encouragement of further development to help overcome the well-documented barriers to implementation of SAP and to support integrated working across and between different agencies and localities in health and social care.
- February 2005 – SAP CRDB workshop event identified 13 main issues and recommended actions. The Centre for Policy on Ageing SAP national online resource was identified as part of the positive action to encourage integration of health and social care services through dissemination of good practice;

engagement of statutory and non-statutory agencies involved with SAP; expanding the skills base; communication, change-management and learning; dissemination of lessons learnt from interim solutions.

SAP discussion forum

Feedback from all sections of the SAP community indicated a strong desire for an extension to the on-line resource of a SAP national discussion forum as a facility to enable SAP professionals to communicate with each other - exchanging views and ideas and promulgating best practice. Established by the Centre in late 2004, with DH funding, the SAP discussion forum has been able to successfully help identify issues, and in some instances resolve issues, that are of concern to the SAP community. It is also used to promote key events and policy documents. In contrast to many other discussion forums this national SAP forum is well used.

Glossary / Enhanced Directory of terms from health, social care, information technology and long term conditions

Health and Social care agencies implementing SAP were encouraged to develop local glossaries of terms used in health and social care in order to facilitate joint working. As part of the development of the SAP website and resource the Centre wanted to enhance access to the rapidly expanding content of the site as well as develop a tool to make sense of the diversity of practice in health, social care and beyond. The addition of an enhanced glossary was seen as a way of achieving this aim.

Development of the glossary was begun a number of years ago by NHS Connecting for Health London SAP best practice process design lead, Keith Strahan, working with clinicians and practitioners from the health and social care communities in Hounslow and the North West London Sector Strategic Health Authority. Since then the Pan-London SAP leads and then the NHS Care Records Service, Single Assessment Process London and South Best Practice Process Design Group have contributed ideas and entries to enhance the glossary.

The Centre in collaboration with Keith, developed a powerful vehicle to display the glossary of terms.

This collaborative piece of work has culminated in the development of an enhanced glossary with additional functionality. Information on glossary entries is now provided in different ways to support professionals and non professionals with understanding policy and practice in health, social care, IT, long term conditions and other related areas. Enabled by a carefully developed accessible structure (including hyperlinks and rapid navigation tool) the glossary contains clear definitions of practice, specially chosen websites on the topic, links to factsheets, automatic UK google searches on each topic and access to the SAP on-line resource. The content of the glossary is continually updated and has a feedback facility for all users from the community.

The SAP community

The Centre for Policy on Ageing has a proven track record of over fifty years with quality information provision within the field of ageing. It was evident from the outset, in 2004, that for a SAP resource to be of real value in supporting better integrated working, shared learning and the development of a more person centred approach - through the implementation process of SAP - then the resource should

make every effort to be responsive to the needs of that community. The Centre, through a variety of means, has therefore developed extensive links with SAP professionals in all parts of England and has also made contact and received enquiries from Wales, Scotland and Northern Ireland.

Through the process of searching for, tracking, collecting, presenting, disseminating and most importantly *sharing* SAP materials and related information, through workshops and conferences, through the SAP discussion forum and glossary and through contacts provided by outside organisations the Centre has acted as contact point and conduit to the SAP community.

DOAS SAP subgroup – SAP networks and community

As a major part of its brief, alongside the agreed workplan [**Annexe 1**], the subgroup was tasked to examine the community served by the Centre for Policy on Ageing national SAP website and online resource to determine how successful the resource is in reaching and drawing together the full SAP community and how its reach might be improved.

3. Methodology and processes

- Sub-group planning meetings and discussions
- Analysis of the community served by the national SAP website and online resource
- Development of proposals for expanding and extending the national SAP online resource to support the SAP community
- Consolidation of contact information to build up and facilitate access to the SAP community
- Proposals for expanding and extending the national SAP online resource to be presented and tested at SAP conference on 31 January 2006 and DOAS conference 3 February 2006
- Seek views and make final results available through the Centre for Policy on Ageing national SAP website and online resource.

4. Results

a. The community served by the national SAP website and online resource

General

For a website of its type, serving a specialist professional community in a single country, the CPA SAP website and resource is well used. Typically the CPA website receives around 4,500 requests per day, one third of which are directed at the SAP resource [Annexe 2].

A key means of access to the web site and resource, other than by professionals who already know of the website's existence, is by serendipity through search engines such as Google. Most people who access the site through search engines are looking for *care, assessment* or *SAP*. [Annexe 2]

Discussion forum

Web log analysis does not tell us what type of person uses the resource but users of the discussion forum have to register and, as part of that registration process, give a brief summary job description. [Annexe 3]

We cannot assume that registered users of the forum are typical of casual users of the resource as a whole. In particular, we can assume that forum contributors have a higher level of involvement and commitment than other users.

This is borne out by an overview of the job descriptions of registered users (see fig 1). Typically registered forum users are middle level practice based management – SAP and other project leads, project managers, project coordinators, project administrators and project facilitators.

A small number of top managers are joined by a significant number of consultants, researchers, analysts and academics. There is also a small but significant number of practitioners, who have direct contact with older people, for example nurses and community matrons.

Registered users of the discussion forum (fig 1)

Top management	5%
Middle management	53%
Consultants	17%
Researchers, analysts and academics	13%
Practitioners	12%

Practitioner involvement is understated by the bald figures above since many middle managers have a dual role and continue to act as practitioners and we might also assume that middle and top level management users of the discussion forum will share learning with their front line workers.

Enquiries database

The discussion forum is not the only means by which analysis of the SAP community is possible. The Centre maintains an internal database of SAP ‘enquiries’ including contact information.

Analysis of the Centre’s SAP enquiries database (see fig 2) reveals a rather different picture of the SAP community served by the Centre’s SAP resource to that generated by users of the discussion forum. The Centre’s information providers and contacts are more likely to be middle and top level management whereas consultants, researchers, analysts, academics and practitioners are more likely to contribute to the discussion forum.

Issues exercising the SAP community, as revealed by the discussion forum, are not surprising to those in regular contact with SAP professionals. Evaluation, particularly from a user perspective, the involvement of service users and carers, aspects of the electronic implementation of SAP, GP involvement, SAP in the acute setting, the link to 'long term conditions' and practical issues such as 'client held records' and 'specialist assessment' by social workers are to the fore.

A complete list of topics discussed can be found in **Annexe 4**.

b. Development of the national SAP website and resource

The sub group meeting on 6 January 2006 agreed a suggested framework for the development of the SAP website and resource. This formed the work-plan as agreed by the DOAS SAP Action Team – **Annexe 1**.

Action points and recommendations to take forward were as follows:

- The resource should support the work of the DOAS SAP Action Team by providing a vehicle to disseminate the published work of the team and by acting as a conduit by means of which the team can make contact with members of the SAP community and vice versa.
- The website and resource perform a useful function and should 'extend and expand' to provide wider coverage of, in particular, 'the electronic implementation of SAP' and 'SAP and long term conditions'.
- Ways of making the resource more accessible to particular specialist audiences, such as occupational therapists or geriatricians, should be explored.
- The possible use of additional formats such as newsletters or FAQs (frequently asked questions) should be examined.
- Examples of how the web site might be developed in practice to generate feedback from the DOAS SAP Action Team; delegates to the conferences on 31 January and 3 February 2006; and, through the website presentations, the wider SAP community.
- Mock-up web pages and a possible structure for an e-SAP section for the resource to be created - see **Annexe 7**.
- Conference presentation 3 February 2006 - **Annexe 8**.

c. Promotion and dissemination

Information about the work of the DOAS SAP Action Team and the SAP resource has been disseminated through journals, conferences and by direct mail. Details of journals and recent conferences used - **Annexe 6**

Following the DOAS SAP Action Team conference on 3 February 2006,

presentations and handouts were made available through the Centre's SAP website and in addition over 550 members of the SAP community were emailed to notify them and to seek further feedback. The web page and email are in **Annexe 9**.

It is planned that, on completion of the project, reports and materials from the DOAS SAP Action Team and its sub-groups will be made available through a DOAS section of the Centre for Policy on Ageing national SAP website and resource.

d. Feedback from conferences, the DOAs SAP action team and from the wider community via the SAP website and resource

Subgroup members made specific presentations of the resource and the framework for future development [**Annexe 7 and 8**] to:

- i. the DOAS SAP Action Team core group on 14 November 2005
- ii. the CAPITA SAP conference on 31 January 2006
- iii. the DOAS SAP conference and workshops on 3 February 2006

Feedback from the presentations is in section 6.

5. Interdependencies with other groups

The SAP resource is open access and so a key means of promotion to specialist groups is the provision of links on particular web sites like those currently available in the members' area of the Royal College of Nursing, in the SAP area of the DH and on Herefordshire Council Single Assessment links page. It is also available to all clinicians.

Contacts are being made with the National (electronic) Library for Health to establish appropriate links to the SAP resource from within the NeLH / NLH framework.

Attempts were made to make links with the SAP evaluation study being carried out by David Challis at PSSRU but this was not successful and needs further exploration.

Two members of this sub-group were also members of the e-SAP subgroup and a key recommendation for development of the SAP resource is the extension and expansion of the provision of information on the site about the implementation of e-SAP.

6. Conclusions

Feedback from conferences, DoaS SAP Action Team and the wider SAP community have informed the following conclusions:

- A wide and diverse SAP community was reached through the establishment of the CPA website and resource. Through involving the community with the development of the resource at all stages the community has remained engaged with SAP.

- SAP materials, websites, links to other related initiatives and the glossary of health, social care and IT have ensured continued engagement of the community.
- The SAP resource makes connection between joint working of different agencies; crossing professional and physical boundaries to aid the future development of SAP.
- Promotion of best practice and avoiding duplication of effort by sharing the learning, via the resource, has helped create a more positive culture within the SAP community and therefore to reinvigorate SAP.
- The SAP resource to include information about the implementation of 'e-SAP' and 'SAP and long term conditions' to keep the SAP community engaged and informed to aid future SAP development and the emerging Common Assessment Framework (CAF).
- The SAP discussion forum to engage more 'front line' workers and to reach a wider audience, including particular groups of practitioners such as GPs, OTs and Mental Health teams.
- PSSRU evaluation of SAP as yet not complete and not available. Any illustrative practice emanating from the study should be shared with the SAP community via the resource.
- Discussions on-going to promote and make visible the SAP resource on NeLH.

7. Recommendations for further work

- The Centre for Policy on Ageing national SAP website and resource has developed and fostered a community of interest. The resource therefore needs to be appropriately funded to ensure this work is sustained to support the emerging future development of SAP and to create the right environment, through shared learning and practice, to engender the benefits of integrated working.
- Resource provision should allow for the extension and expansion of the website and resource to encompass e-SAP, long term conditions and the provision for special interest groups outlined above.
- The resource to continue to connect with and identify other related initiatives, websites and materials to ensure a more comprehensive understanding of the vision as outlined in the White Paper and, therefore, ensure better and extended community 'buy-in' of SAP and emerging CAF.
- The resource to build on its networks in order to ensure continued communication with all stakeholder groups including service users and carers – who both use the resource.

- To ensure that all elements of the SAP website and resource are made visible on the NeLH.
- Raise awareness of all aspects of the SAP website and resource with clinical reference and best practice groups established through CfH to support their activities.
- The resource to continue to support shared learning and practice to avoid duplication of effort and to address cultural change needed for successful integrated working.
- The resource to continue to help with promotion of the SAP vision to ensure that the vision is disseminated in a clear and accessible way to the SAP community.
- Feedback from the SAP community, which comes via the resource, to be properly linked into other initiatives and other DOAS teams through appropriate advisory or other reference groups – thereby ensuring positive engagement of the stakeholder community.