

Progress Update Report to Oxfordshire Health Improvement Board – 12th September 2019

Report from the Oxfordshire Making Every Contact Count (MECC) System Implementation Group.
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Introduction

This report provides a progress update on the action plan of the Oxfordshire MECC System Implementation Group. One of the key purposes of the Oxfordshire MECC System Implementation Group is to facilitate inter-organisational collaboration by bringing together broad representation from stakeholders in Oxfordshire to encourage MECC being rolled out at scale, and to share ideas and learning.

The group submitted a series of process metrics to the Health Improvement Board performance dashboard earlier in the year. The metrics were incorporated into the groups action plan as below. A brief update on progress has been provided for information against each of the actions.

Action Plan – Oxfordshire Making Every Contact Count (MECC) System Implementation Group 2019-20

	Action	Milestones	Expected date of completion	Delivered by	Progress Update
1	Establishment of Oxfordshire MECC Systems Implementation Group	<ul style="list-style-type: none">• Transition from existing monthly Task and Finish group to on-going group with bi-monthly facilitated meetings• Representation from statutory and non-statutory organisations	February 2019	All partners in Oxfordshire MECC System Implementation Group (Chaired and facilitated by Oxfordshire County Council and Oxfordshire Clinical Commissioning Group)	<ul style="list-style-type: none">• The group now aims to meet bi-monthly and has updated Terms of Reference in place.

		<ul style="list-style-type: none"> Updated Terms of Reference agreed by group 	April 2019		
2	Engagement with local/regional MECC networks to contribute updates and share learning	Participation in: <ul style="list-style-type: none"> Bucks, Oxon and Berkshire STP¹ MECC overview group Public Health England (PHE) MECC Network 	Quarterly meetings Bi-annual meetings	Oxfordshire County Council Public Health and STP Prevention Lead	<ul style="list-style-type: none"> There is regular participation in both the Bucks, Oxon and Berkshire STP MECC overview group as well as the PHE MECC Network. (NB the post of STP Prevention Lead has now ended and so the STP Prevention Project Manager now participates in these groups alongside Public Health.)
3	Promoting MECC approach and training within stakeholder organisations	Partners/stakeholders contributing updates to wider teams within their organisation e.g. briefings, team meetings, intranet, social media etc). NHS and non-NHS Organisations	On-going	All partners in Oxfordshire MECC Systems Implementation Group	Partners provide updates to the group at meetings. Some of the updates from partners have included: <ul style="list-style-type: none"> MECC training for Manor practice staff delivered by Oxfordshire Clinical Commissioning Group (OCCG) in March 2019. The OCCG are starting to pick up MECC as part of some of their

¹ STP – Sustainability and Transformation Partnership

					<p>contract review meetings and are starting to promote MECC in primary care focussing on administration and reception roles. MECC sessions are being planned for each of the OCCG localities in the Autumn 2019.</p> <ul style="list-style-type: none">• A training session was held for West Oxfordshire Health Partnership Stakeholders in March 2019.• Oxfordshire Mind have reviewed the role of their wellbeing workers and have confirmed that they already deliver elements of MECC.• Currently scoping a potential pharmacies pilot with 3 Banbury pharmacies.• MECC training rolled out to the Fire and Rescue Service and some of Trading Standards, which will support their work including Safe and Well Visits.• Following completion of the MECC libraries pilot project - now planning a wider training roll out across the service.• Carers Oxfordshire/Age UK Oxfordshire have been highlighting MECC at a senior manager meeting for potential training to staff in Generation Games, Community Information Network team, Dementia
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					<p>Oxfordshire, home support options and unpaid carers.</p> <p>Further updates from other partners will be provided at the next progress report.</p>
4	Support BOB STP with the development and implementation of the MECC digital App	<ul style="list-style-type: none"> • Prototype app introduced to new trainers – scoping of required functions • Testing phase • Implementation phase • Monitoring and improvements to App 	October 2019	Oxfordshire MECC Systems Implementation Group	<ul style="list-style-type: none"> • The STP App content has been created and the pilot App has been launched. The App is a central access point to resources and sources of information for sign posting. The post pilot use of the App is still TBC.
5	Supporting BOB STP with IAPT (Improving Access to Psychological Therapies) training model test bed and Train the Trainer model	<ul style="list-style-type: none"> • IAPT staff training (3 cohorts) • Contribute to action plan for roll out of training 	<p>Cohort 1 training completion January and cohort 2 completion July 2019.</p> <p>Cohort 3 training in September 2019.</p> <p>IAPT project ends March 2020</p>	Oxfordshire MECC Systems Implementation Group	<ul style="list-style-type: none"> • Cohort 1 and 2 STP IAPT training has been completed • Cohort 3 training planned for September 2019 • Group members contributed to the development of the STP training pack and training delivery structures. • Open access training sessions are planned to be delivered by MECC trained IAPT workers in Sept, Oct and Nov 2019. They will also be delivering 45 minute MECC lite

					<p>sessions to organisations as requested by the STP. The 3 open access sessions will be on a trial basis. A key contributory factor to the success of these will be support with filling places. Places can be booked via the Oxfordshire Training Hub. https://oxfordshiretraining.net/event/making-every-contact-count-mecc-training/</p>
6	Test/shadow BOB STP MECC Metrics	<ul style="list-style-type: none"> • Support the development of BOB wide MECC metrics (to include Leadership, Outputs and Outcomes) • Test and feedback on metrics • Review feasibility of adopting MECC metrics as HIB metrics for 2020/21 	<p>May 2019</p> <p>December 2019</p> <p>January 2020</p>	Oxfordshire MECC Systems Implementation Group	<ul style="list-style-type: none"> • Group members contributed to the development of the BOB metrics earlier in the year, however this has not yet progressed further while the future role of the STP in MECC delivery is decided.

Next Steps:

1. The Health Improvement Board is asked to note the content of the report and to continue to support the principles and roll out of MECC across Oxfordshire.
2. The Health Improvement Board is asked to support the IAPT MECC training pilot detailed above by encouraging partners and colleagues in their organisations to participate in the MECC training sessions.