

**INFORMATION PRESCRIPTIONS PILOT PROPOSAL APPLICATION FORM**

<b>Proposed pilot site</b>	Hearing Impairment Team, Oxfordshire Social & Community Services (S&CS), Oxfordshire County Council working with Oxford Centre for Deaf & Hard of Hearing.
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<b>Please outline proposals for introducing information prescriptions and areas that you are proposing to cover (see section 7 of criteria document)</b>	<p>The project proposes users from the Oxford Centre for Deaf and Hard of Hearing working with social services and health professionals to identify and coordinate information throughout the care pathway for people with varying degrees of permanent hearing loss. Users will help decide how such information could be available in a prescription format, eg making use of web sites, individualised packs, libraries, video/DVDs.</p> <p>The Oxfordshire Information Prescription pilot will focus on supporting and educating service users and carers through signposting to key information sources and local community groups. Users will have timely access to increased choices, reducing demand on existing statutory services. Whilst the bid is from Social &amp; Community Services in Oxfordshire, the project management team will include representatives from local voluntary organisations and from primary care. Voluntary groups will thereby increase the opportunities they have to offer support at an early stage in the care pathway. Oxford Centre for Deaf &amp; Hard of Hearing (Oxford Deaf</p>

	<p>Centre) is undergoing a service review with a new Development Manger in place who is keen to use this project to stimulate and engage users.</p> <p>Groups will be targeted in the following priority;</p> <ol style="list-style-type: none"> <li>1. people who have had a recent diagnosis of severe hearing loss, ie deafened, who often have difficulty accessing suitable information.</li> <li>2. people with age-related permanent loss of hearing. Most of these will be Level 1, ie the 70-80% of clients with Long Term Conditions, who should be able to self-manage their condition given appropriate information and support. Oxfordshire has successfully integrated care pathways and services for children as part of the Newborn Hearing Screening Programme and it is hoped adult services will be able to learn from the co-ordinated approach.</li> <li>3. profoundly Deaf people who have difficulty accessing information in appropriate formats and language. Some profoundly Deaf people have particular difficulty in accessing traditional forms of information and the project will include attempts to identify user friendly prescription options for this hard to reach group.</li> </ol> <p>Oxfordshire S&amp;CS has considerable experience in production of alternative formats, including access to facilities for video/DVD production. It may be possible to include some young people involved in pre-work skills training, enabling them to have input into the content and style appropriate to their specific needs.</p>
<p><b>Please give an overview of the project governance arrangements. Include clear identification of project management arrangements.</b></p>	<p>The project will be delivered using the Council's project management methodology – this follows Prince2 principles.</p> <p>The project will be overseen by a project board comprising of senior management across partners involved. The delivery of the project will be handled by the project team. A project manager will be put in place to deliver the project. The Project Sponsor, such as Head of Service, will be responsible for delivery of the project.</p> <p>Any issues will be reviewed by the project team. Those that threaten delivery will be escalated to the Project Sponsor. If necessary an exception plan will be produced to bring the project back within tolerance.</p>
<p><b>Please indicate proposals for providing data to the national evaluation organisation (including</b></p>	<p>Each Information Prescription issued will be recorded against the client record in Social &amp; Community Service's ICT system.</p>

<p><b>ethical clearance)</b></p>	<p>This would enable the pilot area to provide background demographic information to the national evaluation organisation.</p> <p>As part of the Single Assessment Process we request consent to share information with other organisations. We also make service users aware that we have to share their demographic information to national organisations such as the Department of Health.</p>
<p><b>Please provide a description of your proposals to:</b></p> <p><b>Work with stakeholders and partners</b></p> <p><b>Develop a system for delivering information prescriptions in your area</b></p> <p><b>Identify the content for information prescriptions</b></p>	<p>The Oxford Centre for Deaf &amp; Hard of Hearing will work with Social and Community Services, within Oxfordshire Health agencies and national agencies where appropriate.</p> <p>Existing partnerships with professional agencies and volunteer organisations will be expanded to focus on hard to reach groups in both urban and rural areas. This may include work with people with dual sensory loss who have additional problems accessing information in rural areas.</p> <p>We will use existing service user and carer liaison groups to ensure Information Prescription contain relevant and useful information.</p> <p>One option, if adult users are in agreement, will be to model the Information Prescriptions on Information Packs currently provided to children with disabilities; we will work with colleagues in the Children’s service to ensure we benefit from their experiences.</p> <p>The Information Prescriptions will be tailored to the individual’s long term condition and will pull together nationally available information, as well as local community information, such as voluntary groups. The prescriptions will offer opportunities to integrate information from other areas where clients have additional long term conditions such as neurological conditions, visual impairment or musculoskeletal conditions and where other professionals, eg Occupational Therapists or Rehabilitation Officers, identify needs which could be met in this way. Other professionals could also benefit from clearer understanding of the needs of people with hearing impairments by their own reading of clients’ prescriptions thereby enhancing their own service provision.</p> <p>The Information Prescriptions will be available in a variety of formats; the Hearing Impairment Team in S&amp;CS already has extensive experience of these formats and user advice on this aspect will be particularly important to maximise uptake and compliance.</p>

### *Triggering Information Prescriptions*

When someone is assessed by Audiologists at the local hospital or self refers to the Hearing Impairment Team, S&CS, they will be offered an Information Prescription tailored to their circumstances. This will usually be part of the Single Assessment Process within the county, with joint agency working. Professional control will therefore be retained over the issuing of Information prescriptions but professionals will work with volunteer groups and partners to identify new and appropriate methods of information delivery, eg perhaps using the Council's mobile library services.

Work will also need to be done by the project group to ensure consistency with adjacent authorities where they deliver services to hearing impaired users in Oxfordshire, eg "over the border" hospital ENT departments.

### *Content of Information Prescriptions*

The pilot group will initially consult with service users, carers and partner agencies to ensure clear understanding of what information matters to people; we already undertake this for existing services. We will also benchmark other systems eg in children's' services and for other long term conditions.

We will then collate national and local information, identify gaps and generate our own signposts. A Project Team to review the Information Prescription will be responsible for signing off. Work has already started on a small scale with social work staff from S&CS working to identify information needs with the Centre for Deaf & Hard of Hearing people and we would welcome an opportunity to expand this via the Information Prescription Service. This would also give opportunities to evaluate and monitor the service effectively.

### *Evaluation of Information Prescriptions*

A review will be undertaken with a sample of service users who were issued Information Prescriptions. The purpose of the review will be to see if the demand on services has changed or been reduced.

All users issued with an Information Prescription will be asked to complete an evaluation form to ascertain benefits of the pilot.

We will work with a public health professional to help evaluate the success of the pilot, providing academic and clinical expertise.

At the end of the pilot a formal evaluation paper will be produced to understand its impact.

<b>When do you anticipate that work will start?</b>	Work has already begun on developing information sheets for Hearing Impaired service users involving S&CS and local voluntary organisations. Setting up of a project group can begin as soon as we get the go-ahead.
<b>Signatures:</b>  Joanna Simons  Chief Executive	