

South Staffordshire and Shropshire Healthcare NHS Foundation  
Trust

Pilot Project = Drop in Centre for Young People with issues around  
emotional wellbeing. Centre entitled 'That Place'

Case History – Clinical Engagement

➤ Background

- The opportunity to bid to become a pilot site came as the Trust was setting up a new 'drop in' service for young people. This was seen as an opportunity to pilot "Information on Prescription [I.O.P.]"
- Support from senior managers was obtained.
- The leads on both projects were brought together
- It was envisaged from the beginning that I.O.P. would be embedded into the culture of 'That Place' as a way of working.
- A steering group was set up for the 'That Place' project and a project group established for I.O.P. The two project leads attend both groups.
- The project lead for 'That Place' also took on project manager role for I.O.P.

➤ Involvement

- Staff appointed to 'That Place' utilised their time prior to the launch of the service, working on I.O.P.
- A project group was set up comprising of project lead, project manager, staff, a member of the Trust audit team, Trust patient information team and an Associate Member of the trust representing patient/carer interest.
- Other people with specialist knowledge e.g. IT were involved as it became necessary.
- Once the centre was launched a 'young people's forum' led by the youth workers was established. This group also provided input into the IOP development process.

➤ Way of working

- Initially project group met monthly, now approximately 6 weekly.
- Email discussion used on all aspects of development.

- Project lead available to visit whenever and whoever needs information, help, etc.
- Travelling out to people if required was important giving the wide geographical nature of the Trust.
  
- Design & development
  - Everyone is involved in all creative aspects of design and development work as issues arise.
  - Because it has become embedded into their way of working staff ask for refinements, changes, etc.
  - Specialist areas e.g. IT; Audit; library staff; etc become involved as required
  
- The Future
  - We are now looking at moving the process into other teams within the Trust. CAHMS teams, Looked after Children team are two areas looking to pilot IOP.
  - Two other staff, from other services using 'That Place' are also starting to become interested in using IOP
  - It is hoped that if IOP becomes embedded as a way of working it will continue without too much support?
  - It will need Trust support and input to continue to expand the concept of IOP into other service areas. This is under discussion at present.