

New Needs, New Challenges, New Reality

How the Improvement Hub will support the health and social care system through the COVID-19 pandemic and beyond

Emerging Community Service Needs in Integration



Significant health inequalities have persisted in Scotland and for many years. This means that there are unfair and avoidable differences in people's health and wellbeing across different social groups. Emerging evidence suggests that the COVID-19 pandemic is making these differences more acute and that people's experiences of this public health crisis vary significantly according to these differences. We may be in the same storm, but we are not all in the same boat.

This is a key moment in time for the health and care system and there is a chance to learn about how we have responded to the needs of people at risk of experiencing poor health during this crisis for example, people experiencing homelessness, people experiencing poverty and women experiencing domestic abuse. This learning can then be shared across the system to ensure that the health and wellbeing of everyone is supported as we move into the new reality.

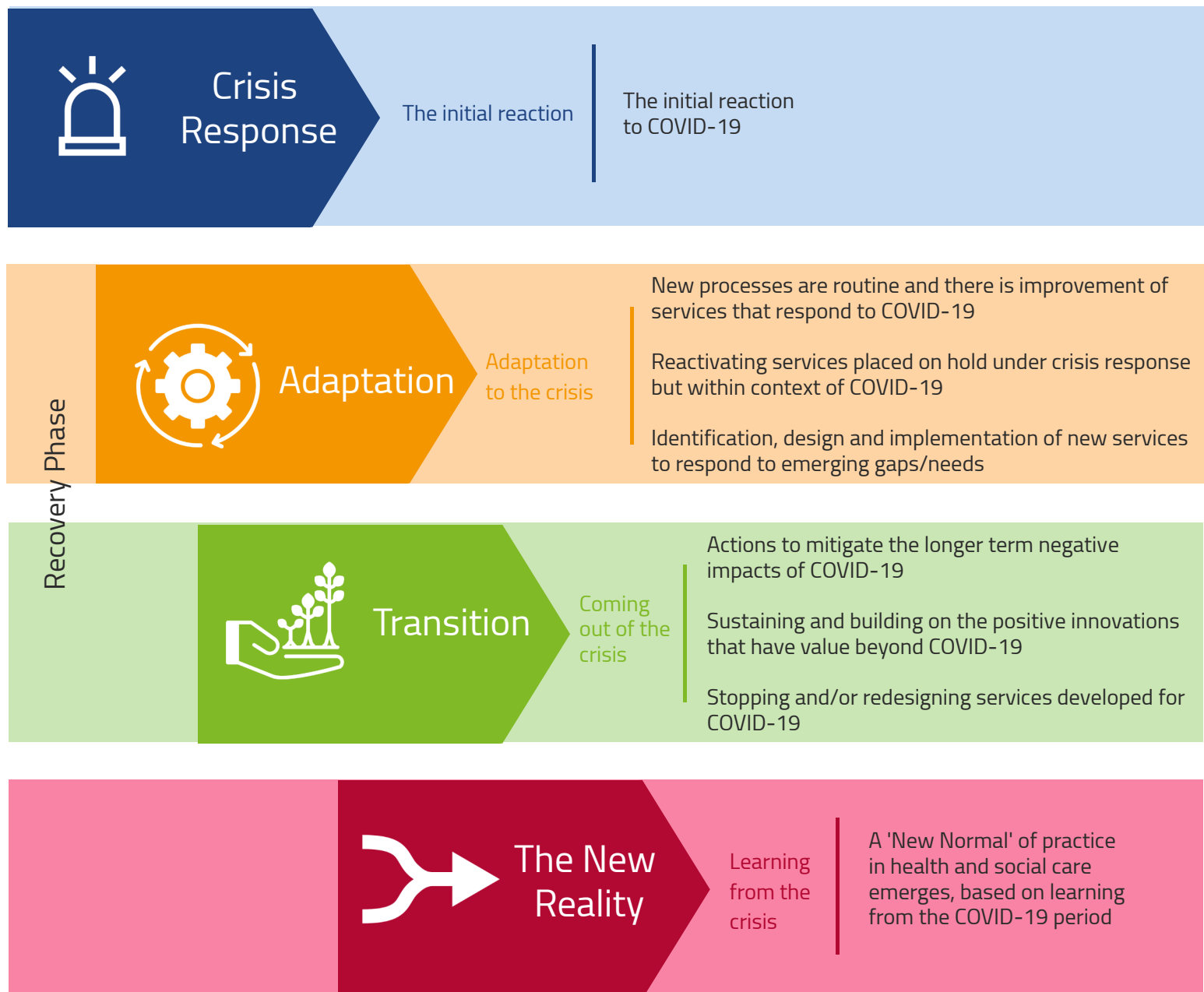


Through the learning system we will identify innovative practice which addresses health inequalities and share this across the health and care system. We will uncover what enabled this practice, how people have been involved in decision making and what can be done by the health and care system to ensure that it is sustained. This will ensure that the health and wellbeing of everyone is protected at this critical time.

The Stages

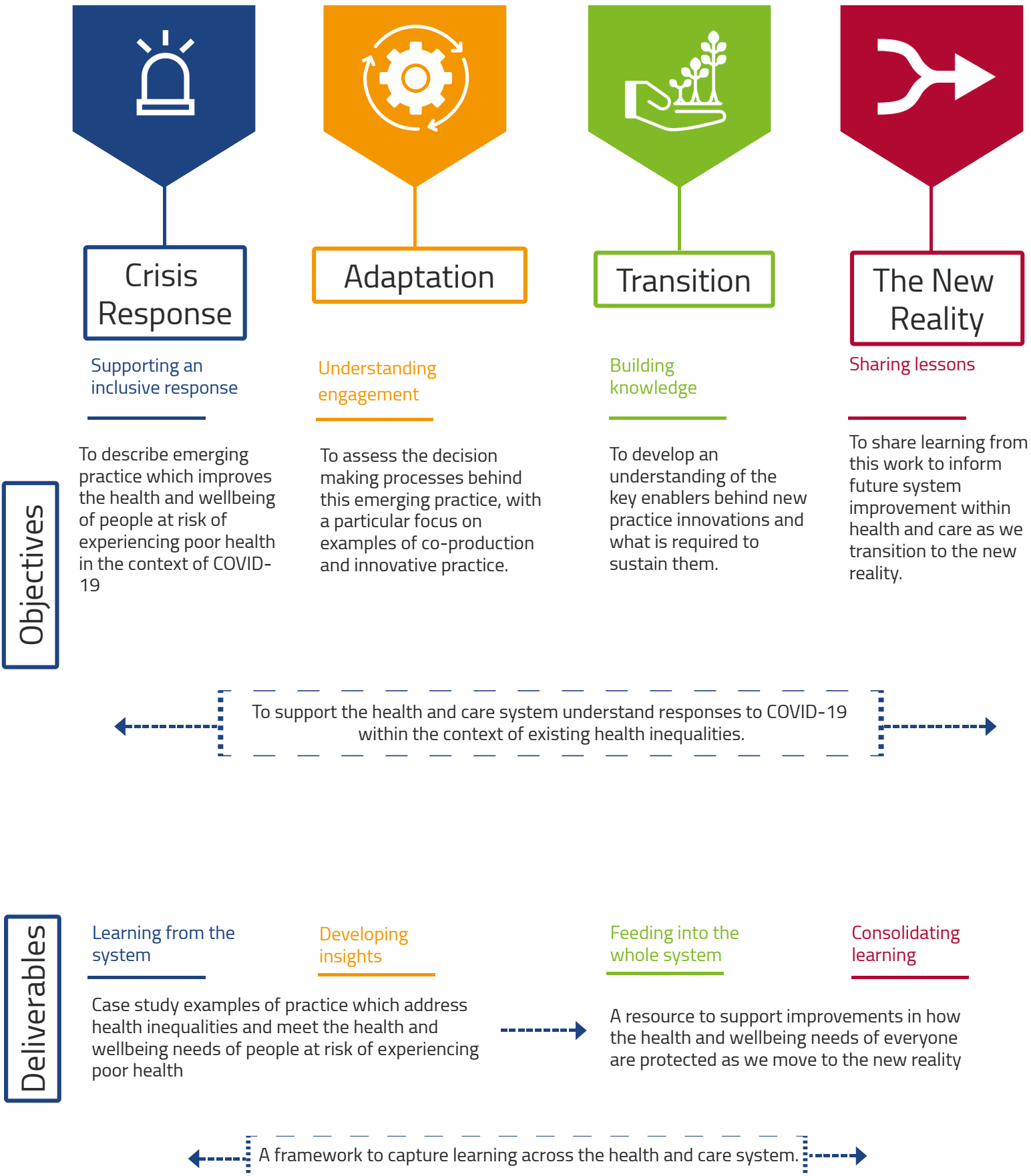
The Improvement Hub are shaping work related to COVID-19 around a model on how systems are likely to act and evolve in response to the COVID-19 pandemic.

We want to be able to support planning and commissioning throughout all of these stages. Our objectives and activities focus on how we can learn from what is happening locally and use this to feedback locally across Scotland, as well as look more systematically what we can learn for long term improvement.



Developed from an
initial concept by
Outside the Box

Our Support



Activities

Across the whole piece, our activity will be guided by the needs of our stakeholders and respond to emerging practice.

However, it will feed into four general types of activity.

Communicate

Communicate with existing networks of national organisations to identify opportunity for collaboration and to share learning.

Gather

Gather information on examples of emerging practice within communities responding to COVID-19. This will be done through:

- Desktop research
- Interviews
- Surveys

Analyse

Analyse this information to draw out key themes which include: inequality, co-production, enablers and sustainability.

Share

Share these examples and the analysis with the health and care system on the HIS website and through webinars and existing networks.