

# Appendix 1 National Health and Wellbeing Outcomes

The National Health and Wellbeing Outcomes are high-level statements of what health and social care partners are attempting to achieve through integration, and ultimately through the pursuit of quality improvement across health and social care.

They are important to CABx in Scotland because these outcomes are likely to be included as part of performance measurement frameworks for contracts or service level agreements with bureaux:

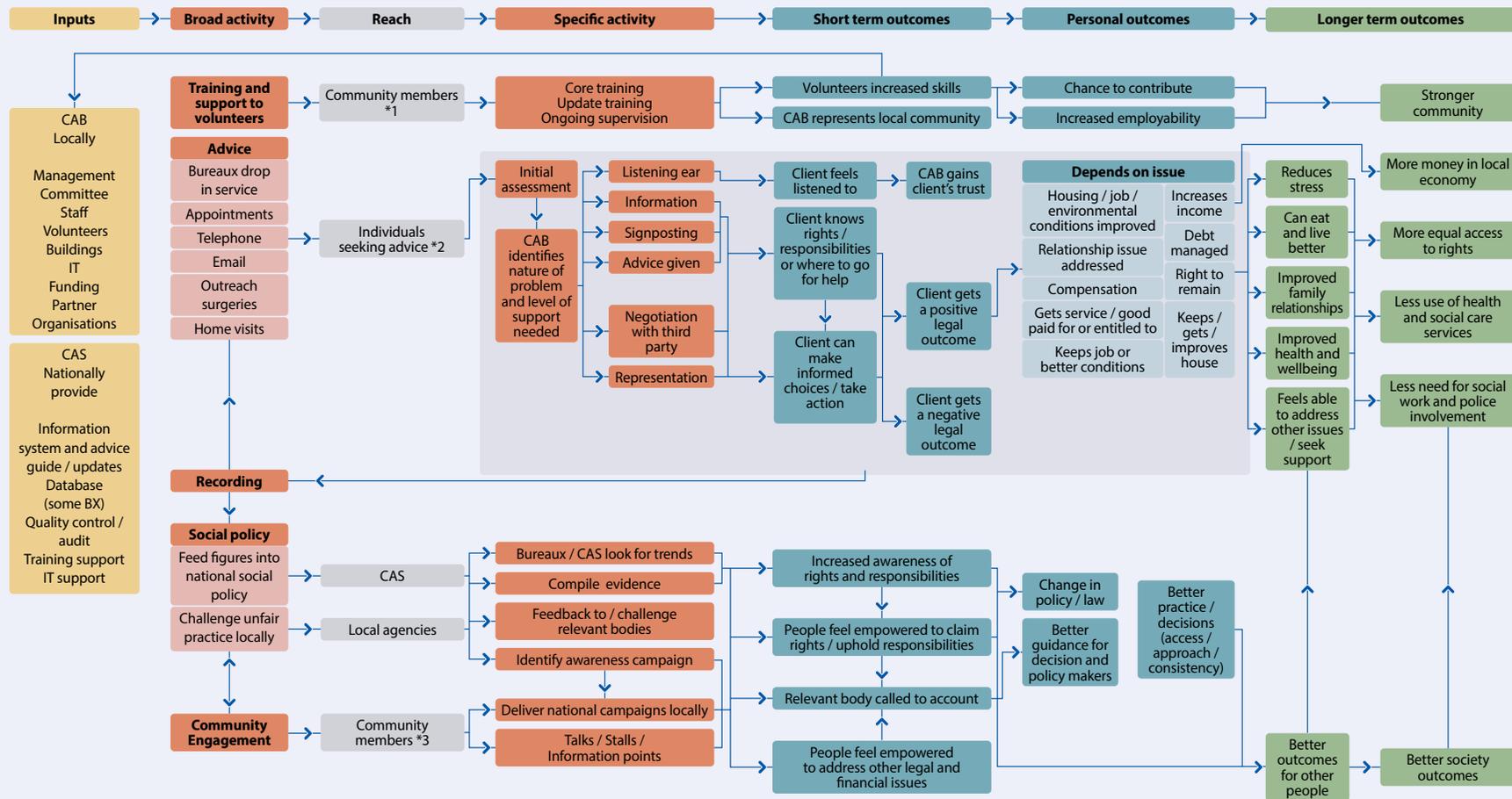
- To deliver advice services in health and social care settings
- For services funded by the NHS
- For services procured through joint commissioning between the NHS and local authorities.

There are nine outcomes in total and this paper seeks to describe in broad terms how bureaux can contribute to the achievement of each and how they might provide evidence of this.

NATIONAL OUTCOME	CAB CONTRIBUTION	EVIDENCE
<p>Outcome 1.</p> <p>People are able to look after and improve their own health and wellbeing and live in good health for longer.</p>	<p>Provision of information about health services and social care services and how to access them. Referrals to community and third sector organisations which can provide support in relation to particular conditions or effects of conditions such as loneliness. Provision of advice and support services that maximise people’s incomes; reduce stress and anxiety; help people to get adaptations in their homes; reduce family tensions and breakdowns; enable people to avoid evictions and homelessness; amongst other things. Enabling people to access reliable and trustworthy sources of information and advice about health and particular conditions.</p>	<p>Statistics for advice services, client financial gains, referrals made and received.</p> <p>Surveys of clients based on health related outcomes.</p> <p>Surveys of external organisations and partners about the difference that the CAB service makes to patient/ user outcomes.</p> <p>External, independent evaluations of projects and services.</p>
<p>Outcome 2.</p> <p>People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.</p>	<p>Provision of advice, support and representation services to enable people to claim the welfare benefits to which they are entitled, to manage their money, to access the services that they require to support them (NHS and Council), to get adaptations to their home, to access support services delivered by the third sector and to exercise their rights.</p>	<p>Statistics for advice and representation services. Client testimonials and surveys.</p> <p>Surveys of external agencies concerning patient/user outcomes.</p> <p>Project or service evaluation reports.</p>
<p>Outcome 3.</p> <p>People who use health and social care services have positive experiences of those services and have their dignity respected.</p>	<p>Patient Advice and Support Service (PASS) provides feedback, comments, concerns and complaints information to enable services to improve and respond to people’s needs. People can exercise their rights and challenge inappropriate behaviours.</p>	<p>PASS statistical reports and case studies.</p> <p>Patient surveys.</p> <p>Evidence of service improvements contained in NHS performance reports.</p> <p>Discussions at local and national PASS advisory group meetings.</p>

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<p>Outcome 4.</p> <p>Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.</p>	<p>CABx provide services to which health and social care professionals can refer their users for a holistic service that is person centred and which improves people's incomes, reduces stress and anxiety and builds confidence and self-esteem, helps people to manage their money and to remain in their homes, reduces family stress and relationship breakdown and so on.</p> <p>PASS helps to provide feedback on the extent to which people feel that their quality of life has improved.</p>	<p>Statistical reports.</p> <p>Client survey.</p> <p>External agency surveys.</p> <p>PASS reports.</p>
<p>Outcome 5.</p> <p>Health and social care services contribute to reducing health inequalities.</p>	<p>Provision of social policy information both nationally and locally about the impacts of particular policies and practices.</p>	<p>Social policy reports, lobbying, campaigns and other activities.</p>
<p>Outcome 6.</p> <p>People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing.</p>	<p>Provision of advice and information to carers to enable them to access welfare benefits, manage their finances, remain in employment and access the support services to which they are entitled. Information about local support services, including respite. Provision of access to reliable information about health and social care services and about particular health conditions.</p>	<p>Statistics.</p> <p>Outcomes based client surveys.</p> <p>Outcomes based external agency surveys.</p> <p>Client testimonials.</p>
<p>Outcome 7.</p> <p>People who use health and social care services are safe from harm.</p>	<p>PASS provides feedback and raises issues directly with providers of health and social care and also with regulatory and professional bodies as required.</p>	<p>PASS statistical reports, case studies and client testimonials.</p> <p>NHS performance reports showing changes made as a result of PASS interventions.</p>
<p>Outcome 8.</p> <p>People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.</p>	<p>Provision of information, advice, support and representation services to which health and social care professionals can refer patients/ users so that they can concentrate of patient/ user care at the same time as ensuring that that patient/user gets the full range of support and assistance that they need to improve and maintain their health and wellbeing.</p>	<p>Health and social care professional surveys.</p>
<p>Outcome 9.</p> <p>Resources are used effectively and efficiently in the provision of health and social care services.</p>	<p>PASS provides feedback about the efficacy of services that is used to improve those services.</p>	<p>PASS statistics, client testimonials, case studies, NHS performance reports.</p>

**Situation:** Glasgow SOA prioritises three issues: Alcohol, Youth employment, Vulnerable people. It emphasises the need for an intensive neighbourhood approach to tackle inequalities. It identifies underlying principles around prevention, equality and sustainable change.



\*1 We provide volunteer opportunities for all groups.

\*2 The CAB sees a large number of people from SIMD areas. Key areas of advice are around benefits (in work poverty, sick, retired and unemployed people), debt and housing (for those in poor housing or at risk of homelessness). We tackle inequality by helping people to access the services and support they need.

\*3 CAB undertake proactive work. We contribute to prevention by encouraging people to access advice early on. We highlight problems which might affect other people, thus preventing problems from arising.