



European updates
Page 2



CHSS Open Lecture
Page 3



ICCHNR symposium
Page 4



Public Engagement
Page 7

Newsletter

CHSS
University of Kent

Centre for Health Services Studies

Issue 25 / Autumn 2016



ICCHNR symposium welcomes international visitors

September's ICCHNR (International Collaboration for Community Health Nursing Research) two-day symposium at the University of Kent was a great success.

Changing populations, changing needs: Directions and models for community orientated primary care was a chance for the large international audience to hear about global examples of innovative models of care.

(See page 4 and 5 for the full symposium report)

Excellence in health research

European updates

EXCEPT researchers share project findings in Sofia

The 4th EXCEPT meeting was hosted by the Bulgarian partner institution in Sofia. EXCEPT researchers met with the Deputy Minister of Labour and Social Policy of Bulgaria and representatives of Bulgarian trade unions to discuss Bulgarian youth labour policies.

The CHSS EXCEPT team are examining how a country's economic circumstances may affect the health and wellbeing consequences of youth unemployment.

More EXCEPT news in our next issue.



European Forum of Primary Care Conference 2016 Riga, Latvia

Crosscutting Informal Care and Professional Primary Care



Congratulations Professor Sally Kendall

Professor Sally Kendall has been chosen as future Chair of the European Forum of Primary Care, taking up the role in October 2017.

She is delighted with the appointment: 'I feel honoured and privileged and hope I can provide leadership and fresh perspectives'.



CHSS is a long-standing institutional member of the EFPC Forum. Professor Sally Kendall will take the Chair of the Forum in October 2017. She reports on her attendance at the conference in Riga as an Executive Board Member.

'The conference theme brought together important insights from European countries. A particular highlight was a presentation from Eurocarers and the Samaritan Association of Latvia. They showed what innovation and commitment can achieve for older people living in the poorest parts of rural Latvia.

A mobile carers service (complete with fresh water, shower, laundry facility and kitchen), provides 2-3 hours of practical care as well as friendship and social contact. A network of volunteers work alongside the mobile service to maintain everyday support.

'It was equally important to learn more about the Latvian and Lithuanian Primary Care systems and how the Council for Occupational Therapists of Europe are promoting and integrating occupational therapy into primary care.

'The EFPC young experts group is a significant development in growing future scholars and Primary Health Care leaders in Europe, and it was a privilege to be part of their wit and intelligence'.

CHSS news and events

CHSS Annual Open Lecture 2016

The Doctor will see you now – on Skype?

On 6 October, Trisha Greenhalgh delivered CHSS' 3rd Annual Open Lecture to a full house in the University's Darwin Conference Suite. Trisha is Professor of Primary Care Health Sciences at the University of Oxford.



She discussed her NIHR-funded VOCAL study (Virtual Online Consultations – Advantages and Limitations) of remote video consulting in the NHS. Just seven years ago funders rejected her application, saying remote consultations would never happen! Skype and Facetime are already commonly used in remote areas such as Australia. It is favoured by some politicians, but is it the future for British patients?

Professor Greenhalgh was 'delighted and humbled' that patients had been invited and sought audience participation. Using videos of consultations with patients, she outlined the emerging pros and cons of 'seeing' patients remotely, from practitioner and patient perspective. The study analyses text and body language from remote consultations, including staff and patient feedback and the conditions needed to implement such a massive change in working practice.

Limitations include connection and technology issues (evident in 50% of cases), less personal interaction and missing something the GP may have spotted during a face-to-face encounter.

Some advantages of remote consultations were reassurance of the patient's own environment (one had their dog alongside them) and saving on patient journeys. Outcomes tended to be good when the technology went smoothly, but connection problems caused stress. A big question is around the doctor-patient relationship, and whether patients need to Skype with a known and trusted GP for it to work well.

The audience – a mix of researchers, practitioners and patients – was highly engaged throughout. Many people took to Twitter to join in the debate.

You can also watch a video of the Open Lecture at www.kent.ac.uk/chss/public/open_lectures/lecture_2016.html

For more information see www.nets.nihr.ac.uk/projects/hsdr/135926

Look out for all future CHSS events on our calendar www.kent.ac.uk/chss/events/events.html and on Twitter @CHSS_Kent



New approach to reduce young offenders' substance misuse

Young people often engage in risk-taking behaviour as a normal part of growing up including experimenting with drugs and alcohol. Yet adolescent brains are more susceptible to their effects. Experimentation can cause long-term physical and mental health issues, and social problems.

Evidence shows that young people involved in the criminal justice system are more likely to use alcohol and drugs than other adolescents. And they often experience more negative effects.

RISKIT-CJS aims to reduce risk-taking behaviour among young people within the criminal justice system. Developed by the University of Kent and Addaction, the intervention aims to address underlying issues. RISKIT-CJS uses both small groups and tailored one-to-one sessions encompassing cognitive behavioural therapy, psycho-education, social skills development and motivational interviewing.

Professor Simon Coulton is leading a CHSS team in an evaluation of RISKIT funded by the NIHR Public Health Research programme. The three year project will evaluate its effectiveness and cost-effectiveness in youth offending teams in South East and North East England and South London.

Eligible, consenting young people aged between 12 and 17 years, and engaged with the criminal justice system, will be allocated at random to receive treatment as usual or treatment as usual augmented with RISKIT-CJS. Differences between the groups will be assessed after 12 months.

Principal Investigator Professor Simon Coulton said: 'Young people in the criminal justice system are one of the most marginalised groups in society and for many, substance use plays a critical role in their criminal activity. RISKIT was developed in collaboration with young people to address their needs and provide them with skills to manage their risk-taking behaviour.'



Our experience in school settings suggest the intervention has the potential to reduce drug and alcohol use, reduce criminal activity and play a positive role in society. If our findings demonstrate this we will aim to make the intervention routinely available across the youth justice setting.'

ICCHNR symposium

CHSS hosts 'inspirational' ICCHNR international symposium

15-16 September 2016, University of Kent



1

September's ICCHNR (International Collaboration for Community Health Nursing Research) two day symposium 'Changing populations, changing needs; Directions and models for community orientated primary care' attracted around 120 international delegates from countries including Japan, Korea, Spain and Canada. There were inspirational speakers across a range of disciplines and it was a chance to network, exchange ideas and share global examples of innovative care models.

The focus was new ways of delivering community orientated primary care and the need for partnership with patients, families, and members of the public. Each panel session was chaired by an expert in the field.

During breaks the Grimond Theatre foyer outside the auditorium was buzzing with activity. There were information stands, interactive exhibits and more than 50 posters showcasing international research.

About the International Collaboration for Community Health Nursing Research (ICCHNR)

ICCHNR was registered as a charity in 1995. Main aims include:

- demonstrating the value of community health care nursing research for improving the quality of health care
- advancing and sharing knowledge of community health care nursing practice through research
- promoting awareness of community health care nursing's contribution to healthy public policies.

ICCHNR also supports community nursing in developing countries, through an international network of nurse researchers, international conferences and fundraising activities. Global members and associates strive to undertake and support community nursing research for the health and wellbeing of patients, carers, children, families and the public.



2



3

Symposium day one – Thursday

Symposium Chair Tricia Wilson opened the day's business. CHSS Director Stephen Peckham then introduced David Gilbert, Patient Director at Sussex Musculoskeletal Partnership. David's passionate address reinforcing the benefits of patients and the public as partners for change, was followed by a keynote address from John Ribchester, Chair and Clinical Lead for the Encompass Multidisciplinary Community Provider (MCP) Vanguard at Whitstable.



4

The afternoon was devoted to sessions on whole systems approaches to workforce development including Juan Carlos Contel Segura on approaches from Cataluña, Spain. There were also short oral presentations of some excellent selected posters.

Symposium reception

The ICCHNR symposium was also a chance for delegates to experience some of Canterbury's ancient heritage and culture. On Thursday evening delegates made their way via an escorted 'walking bus' to a reception at the Cathedral Lodge within Canterbury Cathedral precincts. Along the route in brilliant sunshine into the old City, many stopped to photograph attractions including Westgate Towers, the Weavers Bridge and the magnificent Cathedral itself.

After speakers' addresses and canapes, there was a delicious buffet. Delegates were then treated to a performance from the world-famous Cathedral choir, established 1400 years ago. A truly wonderful and moving end to the first day!

Symposium day two – Friday

After Thursday's hot sunshine, Friday brought torrential downpours, but spirits were not dampened! The morning's business opened with an interactive session on Workforce Modelling Research from Alison Leary and Jane Ball. Catherine Evans and Fiona O'Neill's thought-provoking slot then challenged us all to be a scientist. After lunch Cagri Kalaca provided a short address on the European Forum for Primary Care (see p2).



5



6



7

- 1 From left to right: Professors Tricia Wilson, Claire Goodman and Vari Drennan
- 2 Networking
- 3 Enjoying the English weather
- 4 Walking bus to Canterbury Cathedral
- 5 Symposium reception
- 6 Delegates get better acquainted
- 7 Professor Jenny Billings with Jos de Blok

The symposium culminated with Jos de Blok presenting on the internationally renowned Buurtzorg organisation, and Jenny Billings discussing lessons learned from evaluative research into community team models and integrated care.

Tricia Wilson was delighted with the success of the symposium. She said:

'In this 21st year of ICCHNR, we celebrate our achievements together in community nursing research and hope to continue the impact that ICCHNR has for community nursing, our multidisciplinary colleagues and the populations we work with.

'This has been a fabulous opportunity to hear about exciting and innovative global examples of primary and community care models. The symposium started with an inspirational presentation from David Gilbert which framed the whole 2 days with a real emphasis on the power of co-design. We heard many things but key highlights for me were getting insight into the implementation of new ways of working and the importance of understanding 'what good looks like'. It was our pleasure to host so many delegates from all over the world and we look forward to future international events'.



The 2017 symposium will be held next September, near Johannesburg.

For more information visit the ICCHNR website.

CHSS people

Kate Ludlow, CHSS Administration Manager

Kate recently joined CHSS after five years with the University's Research Services. As Centre Administration Manager, she is responsible for CHSS' day-to-day operations including staffing matters, finances and research management. She also manages the CHSS administration team.



University in 2012 as a Research Contracts Assistant. In 2013 I was promoted to Contracts Officer, which is where I first encountered CHSS.

What skills will you bring to CHSS?

I have previous experience of the research funding landscape and the finance and contract management side of things. I think this will be really helpful, as will my general knowledge and experience of university procedures. Added to this, knowing many of the CHSS team and projects is a big bonus. So I have a good background and understanding of the research activity going on here, and a foundation of good relationships.

You have been involved in supporting research for some time; what do you see as the biggest challenges facing a centre like CHSS?

I'd have to say the funding landscape is a big one. There is increasing competition for less funding. Ever more time and resources are having to be spent on the bureaucratic processes involved. The next REF will also be a challenge for the University, but I believe CHSS is in a position of strength. I think the post-BREXIT environment will prove to be turbulent and will signal many changes for the research community, locally, nationally and internationally.

What will you find most challenging personally?

In my previous role with Research Services I worked in a team where we did largely the same job, so there was always someone to compare notes with. Now I'm the 'captain of the ship' in an administrative sense, so there's more weight on my shoulders, but it's a challenge I welcome and relish. It's great to be working with a very helpful and supportive Senior Management Team too.

You have a Masters Degree, but do you have any unrealised academic or career ambitions?

Learning a second language has always attracted me and I think French sounds especially lovely, so I hope to find the time to do it. It would be great to be bilingual. There are a couple of native French speakers in CHSS – perhaps I can coerce them into teaching me!

Do you have any other experience to benefit you in this role?

I think I communicate well with people and am a good listener. While studying for my MA I became a volunteer for Samaritans. I've been involved for over five years. It's been a very worthwhile thing to do, and an extra special bonus was that during the training I met my husband Ed, who works for PSSRU.

How do you relax away from work?

I have a few things I love to do including cooking, Pilates and walking. I've also recently taken up horse-riding which I'm really enjoying. It's lovely to get out in the countryside. I also started tap dancing last year. It keeps me fit, but I'm pretty rubbish at it! I won't be performing!

So where would your dream trip be?

I do love travelling and we recently went to South Africa. It was a fantastic experience to go on safari and watch elephants having lunch by our car. I would love a first class trip to New Zealand! Dream is the word though, as I can't see that happening anytime soon!

Find out more about Kate and all the CHSS team on our staff profile pages www.kent.ac.uk/chss/staff/index.html

Welcome Kate, how are you enjoying life at CHSS?

I am loving it! I had worked with most of the senior staff already through Research Services so I knew quite a lot about CHSS and that it's a very welcoming place to work. I was delighted to be appointed to this role. It's great to be working with such friendly people. I'm also managing a skilled admin team with lots of experience. They have been really helpful to me in my first weeks.

Where did you grow up?

Near Windsor in Berkshire. Both my parents are accountants. They have their own business. Rather than follow their footsteps into accountancy, I found myself working in research in higher education. I do have quite a good head for figures though, which comes in useful for this role!

Tell us about your career journey to CHSS

I studied English Literature at Sussex University, then came to Kent to do a Masters in Post-Colonial Literature. I stayed and worked with Kent County Council for a while. I began working for the



NIHR Research Design Service South East

Need help applying for health research funding?

RDS SE – FREE advice and support on all aspects of research design

Since 2008 CHSS has hosted the RDS SE at the University Kent. The service also operates from Brighton and Surrey Universities. Funded by the National Institute for Health Research (NIHR) the RDS supports teams and individuals preparing applications for health and social care research funding. See more at: www.rds-se.nihr.ac.uk

Other news...

CHSS public engagement work showcased

Health Psychologist and CHSS Senior Research Fellow Dr Kate Hamilton-West features in October's British Psychological Society (BPS) publication *The Psychologist*. She discusses the importance of embedding research and researchers within local communities and wider society and focuses on the innovative work done as part of CHSS' public engagement strategy. Kate says: 'without appropriate public involvement researchers run the risk of investing time and resources into projects with limited public impact.'

CHSS hosted the highly successful public event, 'Let's Talk', last year at Canterbury's Westgate Hall, which involved engaging the public in applied health research through interactive activities around topics like dementia, mindfulness, wellbeing. A CHSS patient and public involvement group has also been formed. (See right).

Read *The Psychologist* article:
<https://thepsychologist.bps.org.uk/volume-29/october-2016/engaging-public-applied-health-research>



CHSS patient and public involvement group

CHSS recently held its third PPI group meeting. Made up of 11 members of the public, the group has a key role working with CHSS researchers to make sure their research is useful and relevant to users of health services.

The group got busy choosing their name, 'Opening Doors to Research', agreeing terms of reference and giving feedback on an upcoming CHSS research project! With much more to be done, the group are looking forward to December's meeting!

For further details, contact Amanda Bates, Public Engagement Officer at A.J.Bates@kent.ac.uk

Details of all CHSS current and past research is available on our website:
www.kent.ac.uk/chss/research/current.html

New selected CHSS publications 2016

Hulme C, Robinson P, **Saloniki E-C**, Vinall-Collier K and Baxter P et al (2016) Shaping dental contract reform – a clinical and cost effectiveness analysis of incentive-driven commissioning for improved oral health in primary dental care. *BMJ Open* 6 (9) E-ISSN 2044-6055

Abrahamson V, Jensen J, Springett K and Sakel M (2016) Experiences of patients with traumatic brain injury and their carers during transition from in-patient rehabilitation to the community: a qualitative study. *Disability and Rehabilitation* pp. 1-12 ISSN 0963-8288

Hulme C, Robinson P, Douglas G, Baxter P, Gibson B, Godson J, Vinall-Collier K and **Saloniki E-C** et al (2016) *The INCENTIVE Study: a mixed methods evaluation of an innovation in commissioning and delivery of primary dental care compared to traditional dental contracting*. Health Services and Delivery Research 4 (18) ISSN 2050-4349

Niksic M, Rachet B, Duffy D, Quaresma M, Møller H and **Forbes L** (2016) Is cancer survival associated with cancer symptom awareness and barriers to seeking medical help in England? An ecological study. *British Journal of Cancer* 2016 Aug 18 doi: 10.1038/bjc.2016.246. [Epub ahead of print]

Spencer S, **Gadsby E**, Ogilvie J, & Elliott S (2016) Evaluability Assessments as part of Medway Council's comprehensive approach to supporting healthy weight. *British Journal of Healthcare Management* ISSN 0358-0574 (In press)

Withan M D, **Hobbs H**, **Farmer C K**, Forni L G & Lewington A J P (2016) Acute kidney injury: the business of risk. *British Journal of Renal Medicine*, Autumn 21 (3) pp 81-85. ISSN 1365-5604

Jenkins L, Bramwell D, Coleman A, **Gadsby E**, Ogilvie J, **Peckham S** & Segar J (April 2016) *Public health and obesity in England – the new infrastructure examined (PHOENIX): Findings from a Survey of Directors of Public Health and Elected Members in English Local Authorities 2014 & 2015 – Second Survey Report*. DH Policy Research Unit in Commissioning and the Healthcare System

Anderson P, Bendtsen P, Spak F, Reynolds J, Drummond C & **Coulton S** et al (2016) Improving the delivery of brief interventions for heavy drinking in primary health care: outcome results of the ODHIN five country cluster randomized factorial trial. *Addiction* ISSN 09652140 (In press)

Staff news

Information about all CHSS staff can be found on our website: www.kent.ac.uk/chss/staff/index.html

Welcome to new staff ...



Steve Childs
Data Assistant

Steve will be providing data management expertise to support the Encompass Vanguard Site project. He joins CHSS with 17 years' experience of working in NHS informatics.



Nadine Hendrie
Research Assistant

Nadine joined us in September. She has a background in substance use, young people and mental health. She will be working with Professor

Simon Coulton on RISKIT-CJS (see p3) and other projects).



Kate Ludlow
Centre Administration
Manager (See p6)

As the new CHSS Administration Manager Kate is the first point of contact for the Centre. She manages the finances and

day-to-day operations of CHSS. She is also responsible for managing the administration team.



Dr Julie MacInnes
Research Fellow

Julie will be developing the strategy and launch of the Integrated Care Research Unit (ICRU), led by Professor Jenny Billings. Her main interest is

evaluating interventions for people with long-term conditions, particularly cardiac disorders.



Greg White
Research Associate

Greg joined CHSS in October and will be working with Professor Stephen Peckham on the 'Improving Choices for Care' project. He has wide research

experience and interests including contemporary social movements and the economic crisis and social policy.

About CHSS

CHSS is a centre of research excellence which undertakes high quality research into a wide range of health systems and health services issues at local, national and international levels. CHSS also supports and advises health care staff to develop and undertake research projects. CHSS collaborates with a wide range of partners in Kent, the UK and in other countries to improve the links between research, policy and practice.

Please see the CHSS website for details of current and previous research and publications.

Details of current CHSS vacancies and studentships can be found at: www.kent.ac.uk/chss/vacancies.html

MSc Applied Health Research

The MSc Applied Health Research equips you with skills to design, carry out and publish research in health care.

In September we were delighted to welcome our returning part-time MSc students. We extend an especially warm welcome to our new full-time postgraduates. Our excellent students will develop their skills and future prospects through the programme. Applicants from Kent County Council are also investing time and resources in learning and teaching with CHSS, through MSc stand-alone modules.

We look forward to helping with all their future careers – in research or beyond!

For further information contact
Dr Ferhana Hashem
F.Hashem@kent.ac.uk
www.kent.ac.uk/chss/study.html

CHSS upcoming events

Thursday 24 November 2016

1.30pm – 4.00pm

CHSS, University of Kent
KAPCU seminar and clinical update:

Telehealthcare for long-term conditions: hopes, hype and reality
Dr Hilary Pinnock, University of Edinburgh

Emergency care and respiratory update in paediatrics
Dr Tim Newson, East Kent Hospitals
University Foundation Trust

To reserve a free place and for further information contact
Helen Wooldridge
H.L.Wooldridge@kent.ac.uk

