WORKFORCE TRANSFORMATION USING INTEGRATION SPRINTS
CORNWALL TRUSTS

Overview

Cornwall and the Isles of Scilly, the Royal Cornwall Hospitals NHS Trust and Cornwall Partnership NHS Foundation Trust have worked together to transform their workforce around a person-centred model by holding a series of multi-agency workshops across the county, known as ‘integration sprints’. Through these, they have sought to gain a greater understanding of the opportunities for integrated working among health, social care, third sector, police and key local supporters.

Key benefits and outcomes

The integration sprints have helped to:

1. Develop a place-based model of care which spans organisational boundaries and meets the needs of the local population
2. Harness trust, develop relationships and eliminate duplication of effort
3. Focus on a person-centred model, not statutory organisational needs
4. Maximise social capital within a locality.

What the organisation faced

The trusts provide acute and specialist care, community and mental health services to a population of around 450,000 people, a figure that increases by around 300,000 during holiday periods. By placing emphasis on a person-centred model, rather than continuing to recruit like for like or recruiting for posts which are limited, they sought to find workforce solutions by recruiting by skills rather than roles. In doing this, the trusts hoped to gain a greater understanding of the opportunities for integrated working and identify duplication and areas for streamlining for better patient care.
What the organisation did

The first pilot workforce transformation integration sprint, sponsored by the Sustainability and Transformation Partnership (STP) Local Workforce Action Board, co-chaired by Health Education England, was held across North and East Cornwall in 2017, with over 60 multi-agency in attendance.

The sprint allowed multi-agency professionals to share complex case-studies, all working together to find holistic solutions. The outcomes directly impacted individuals in the communities; with a number of presenters from the pilot session feeling compelled to contact their patients to discuss alternatives to their care, as well as improving staff experience.

Following the success and impact of the pilot, further integration sprints were held at local level, to enable the involvement of frontline clinicians to discover the benefits of multi-agency working, across the whole of Cornwall and the Isles of Scilly.

Results and benefits

The sprints methodology has been embedded into the STP’s workforce transformation plan, enabling the introduction of innovative new roles in the system, community makers. These roles will interface between the local community and the more traditional ‘health and social care community,’ to provide a more holistic outcome for patients.

Another key achievement has been the development of relationships across multiple organisations, for example, physiotherapists based in primary care centres now work with GPs to ensure musculoskeletal patients receive the right contact on their first appointment.

Other achievements include:

- 253 attendees across the sprints, representing 62 organisations
- 515 potential solutions generated from the sharing of 28 real complex case studies discussed, captured and shared with professionals through resources, such as blogs.
- 85 per cent of the attendees at further county-wide sprints, stated that the sprints provided them with new information, fresh insight and new perspectives, which have led to the generation of 750 different solutions for complex cases in Cornwall.
Contact details

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