



Coalition for
Personalised
Care



Annual Report 2022

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Introduction

Building on our successful relaunch in 2020, the past 12 months have been a busy period of both consolidation and growth for the future.

Our notable recent achievements include:

- widening our collaborative relationships within the NHS and the Social Care sector as a trusted 'critical friend'
- expanding our reach and uniquely diverse expertise through welcoming new Partners and their networks
- broadening our range of activities and communications to have greater influence over changing frontline practice
- increasing our capacity and capabilities by securing funding to put in place a high calibre core support team

As I come to the end of my two year term as Chair, I am confident that C4PC is well-placed to be the 'go to' independent voice of Personalised Care.

C4PC Chairperson



Kim Ryley

Our purpose

Our Coalition of Partners works together to make Personalised Care an everyday reality for people who provide and draw upon health and care services in England

Insights, suggestions, feedback and other input contributed by our Partner organisations are vital to the work of the Coalition, which is coordinated and facilitated by the C4PC team. Together we are committed to:

Sharing

- Providing trusted learning resources
- Collaborating and transferring knowledge
- Promoting evidence-based, person-centred approaches
- Sharing and promoting holistic best practice
- Empowering people with skills and confidence to participate as equals

Shaping

- Using the united voice of our Partner organisations to advocate for change
- Working closely with the NHSE Personalised Care Group across systems, places and neighbourhoods
- Providing a sector-wide macro perspective on Personalised Care via our Partners
- Collaborating with our Partners to inform future strategy planning

Supporting

- Supporting our Partners who are already making a difference
- Facilitating the conditions for change
- Encouraging co-production at all stages
- Championing positive attitudes to Personalised Care
- Using diverse insights and lived-experience voices
- Building stronger communities

[Read more about Personalised Care here](#)



The Coalition

Our growing network of 53 Partners spans all aspects of health and social care, providing a wealth of experience, expertise and influence.

"The Coalition enables us to have a say in matters that affect our community"

Network Partner

Networks

NHSE

"C4PC reminds us that people's voices shouldn't be lost in times of change and that Personalised Care hinges on personal experiences"

NHSE Partner

Royal Colleges

Thought leaders

"We know that we can have a much bigger impact by joining with C4PC"

VCSE Partner

VCSE

Training & development

"We can link into the networks that C4PC has established in order to promote our learning offer"

Training Partner



[View our full list of Partners here](#)

Partnership

Last year, we asked our Partners what they wanted from the Coalition, with their responses and preferences helping to inform this year's activities.

Three key priorities identified by Partners became the focus for the Coalition's work during 2021-2022:

Provide connections and influence with NHSE

Enable our Partners to shape NHSE initiatives through our strong national and regional relationship with NHSE Personalised Care Group

Shaping

Offer opportunities for collaboration and networking

Support Partners with networking events, facilitating collaboration and offering opportunities to build new relationships and connections

Supporting

Amplify the voices of individual organisations

Share Partner activities, campaigns, resources and awareness days to maximise the reach and engagement of Partner messages

Sharing



Shaping

C4PC is strongly connected to and works closely with the national NHSE Personalised Care Group and all seven Regional Leads. The Coalition is well-placed to help shape future priorities and take advantage of wider opportunities to engage and influence.

The Coalition has delivered **SIX** policy and implementation workshops and roundtables, enabling Partners to provide input on:

NHS@Home:
health
inequalities

Health
Education
England:
'A Good Life'

Health Education
England:
workforce
planning

Core20Plus5
Social
Prescribing
Linkworkers

DHSC:
Safe Care at
Home

NHSE:
My Planned Care
launch

C4PC Programme Manager and Chair represented the Coalition at **SIX** key national Partner and wider health and social care sector conferences:

- NHSE: #StartWithPeople
- NHSE: ConfedExpo
- PCI: Personalised Care at Scale
- Ideas Alliance: Not another co-production festival
- National Voices: conference on Integrated Care Systems
- NHSE: The Big Conversation for Improvement



"Thank you for making the session as profitable as it was today... it was engaging and interesting and participants were not shy to share their views"

DHSC workshop organiser

"For #coproductionweek we have worked with C4PC to create a guide that helps you understand how co-production adds credibility to your communications"

Partner collaborator

53
Partners
in the
network

8
new
Partners
this year

16
Partner
update
emails

Supporting

C4PC significantly contributed to sounding/delivery boards and/or steering panels of **FIVE** Partner initiatives:

NHSE:
My Planned Care
initiative

Social
Prescribing
Linkworkers:
new
competency
framework

Engage Britain:
People's Panel
initiative

Peer Leadership
Steering Group:
programme
design

NHSE:
Anticipatory
Care Team
operating
model

Collaborated with Partner (TLAP) to establish a regular Care Communicators Network event, giving people working in communications roles in the health and care sector a networking and professional development opportunity.

"Great session and really great to be networked with everyone - it feels really good and positive."

Partner CCN attendee

Join the Care Communicators Network here



Sharing

29

Partner
events
shared

12

newsletters
emailed

*"Wondered what good co-production looks like?
@NHSEngland and @Coalition4PC have created a 5
values and seven steps guide to help you succeed..."*

Training & development organisation Tweet



Our Twitter following
grew
+293
from
4778
to
5071



Our LinkedIn
following grew
+93
from
246
to
339



Our newsletter
subscribers grew
+74
from
248
to
322



Our website
had
16869
visits by
12633
users

The C4PC website was expanded to include more information explaining:

- what Personalised Care means to the NHS and the Coalition
- the importance of co-production
- our Partners and how to get involved in C4PC

11

topical blogs
published

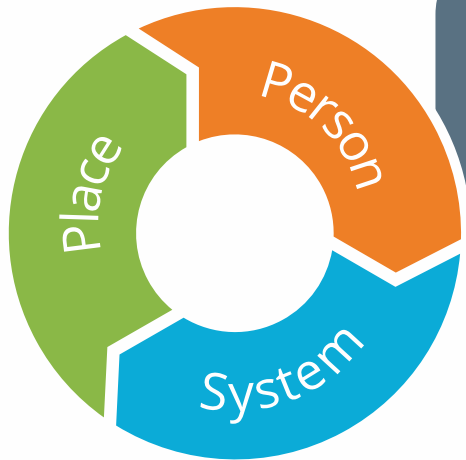
63

new
resources
uploaded



Future plans

With funding secured through 2024, C4PC's focus is expanding from national policy development to encompass regional health and social care delivery in line with newly established NHSE Integrated Care Systems.



"C4PC provides a stable reference point in relation to the constantly shifting NHSE environment. This provides a mandate for the work of the Coalition and reinforces the importance of embedding Personalised Care representation at national, regional and local levels"

Network Partner

The Coalition will work with Partners to prioritise the recommendations of the Fuller Stocktake Report, and use these to guide C4PC's strategic focus for 2022-2023.

Shaping

Establish a Personalised Care Ambassadors Group consisting of folk with lived experience

Form a Personal Health Budget network and Advisory Group

Appoint new C4PC Chairperson

Create a Co-production Advisory Group to share learning with each other, problem solve and feedback findings to NHSE

Work alongside NHSE regional and national Personalised Care Teams to influence strategy and priorities, continuing role of critical friend



Future plans

Along with facilitating uptake of all six key components of Personalised Care, we are committed to maintaining strong links with and supporting the work of our Partner organisations.

Supporting

Host two in-person Partner events in the spring of 2023

Continue to increase the number of Partners, including more individuals with lived experience of Personalised Care

All Partner events held online every six weeks to network, showcase Partner activities & debate topics of interest

Care Communicators Network will continue to meet virtually once every quarter

Sharing

Facilitate messaging across the Partnership and externally via the website, social media, monthly newsletter and Partner updates

Implement influencing strategy to widen audience and reach

Communicate NHSE PCG priorities and strategy changes to our Partners

Host events and webinars, collate case studies, promote co-production, comment and advise on policy



Open dialogue and regular opportunities to engage will ensure that the work of the Coalition is always aligned to the needs and priorities of our wider network.

Our team

**Communications
Officer**



**Leah
Macdonald**

**Programme
Manager**



**Emma
Geldart**

**Partnership
Coordinator**



**Karen
Waite**

Our core team of three staff members are supported and guided by the C4PC Executive Group.

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Read our staff bios here



Co-production

Co-production is a way of working that involves people who use health and care services, carers and communities in equal partnership.

Done well, co-production engages groups of people at the earliest stages of service design, development and evaluation.

Co-production acknowledges that people with lived experience of a particular condition or healthcare pathway are often best placed to advise on what support and services will make a positive difference to their lives.

Co-production is a central tenet of our work and we help others to facilitate or develop co-production in their environment



More on co-production here

Programme
Manager



Emma Geldart

Thank you

Since my appointment in April 2022, it has been a privilege to get to know and begin to work alongside all our Partner organisations and our Executive Team.

I would like to extend my particular thanks to C4PC Chair Kim Ryley for his guidance, passion and dedication to our shared goal of making Personalised Care a reality for everyone.

The Coalition is a huge team effort supported by our Partners, our host Community Catalysts CIC, and colleagues in the NHS England Personalised Care Group. A special mention goes to Katie Clarke-Day, our co-production and lived experience lead, for her important role in ensuring our work is grounded in reality.

The next 12 months will see C4PC build momentum on activities and events that will benefit our Partners and influence change within NHS England. We will continue to create links across the health and social care sector, and welcome applications from potential new Partner organisations.

If would like to discuss how the Coalition can work with you, please do get in touch.



Contact us

www.coalitionforpersonalisedcare.org.uk

email: info@coalitionforpersonalisedcare.org.uk



@Coalition4PC



[coalition-for-personalised-care](https://www.coalition-for-personalised-care.org.uk)