

# The Scottish Government

## **Improving Communication to provide person centred care to families**

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Scottish Government  
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9th May 2016

# The Scottish Government

Where have we come from and where are we going ?

# The Scottish Government National Outcomes

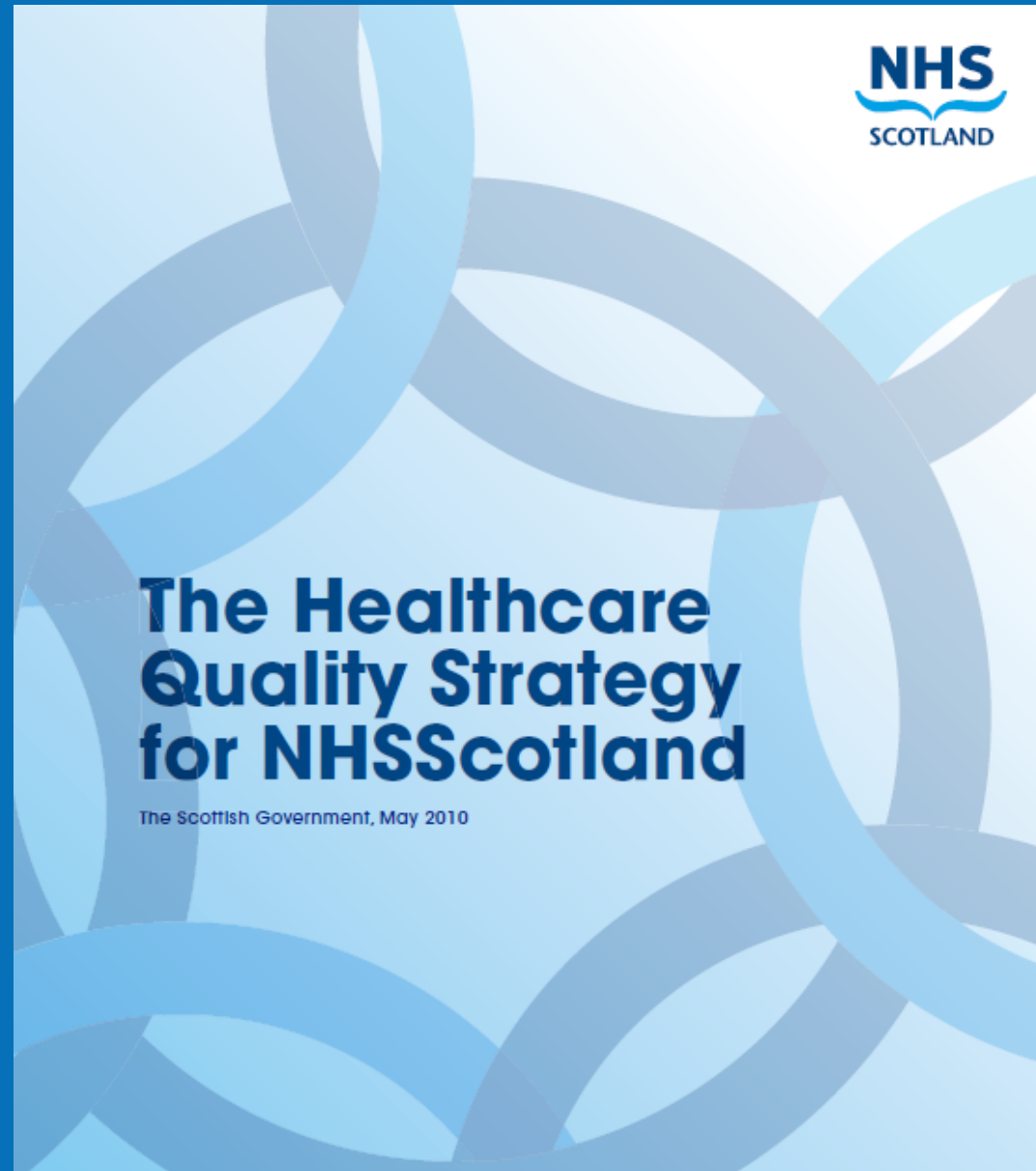
- Our children have the best start in life and are ready to succeed.
- We have improved the life chances for children, young people and families at risk.
- Our young people are successful learners, confident individuals, effective contributors and responsible citizens.

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## Policy framework for Maternal and Child Health

- Early Years
- GIRFEC
- Children and Young People's Act
- Health and Social Care Integration Act
- Health Visiting Review
- Quality strategy and 20:20 route map

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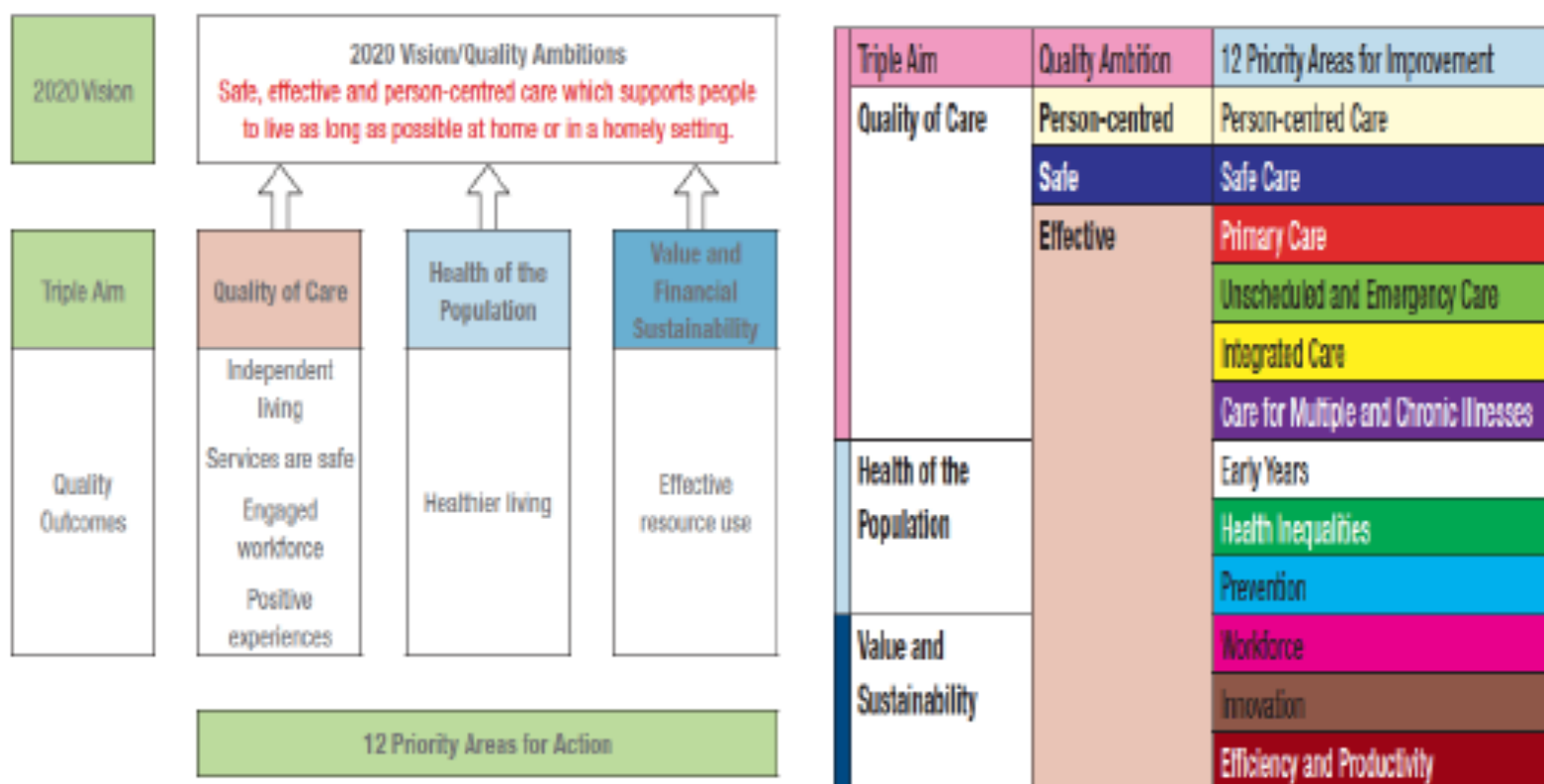
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## Healthcare Quality Strategy (2010 )

3 Quality ambitions for safe ,  
effective and person- centred  
healthcare .

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## Route map to the 2020 vision



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- So what do we want to do ?
- And what do our children and parents want us to do ?
- And what do we want to achieve ?



## Early BRAIN DEVELOPMENT

In the first few years of life, 700 new neural connections are formed every second. After this period of rapid proliferation, connections are reduced through a process called pruning.

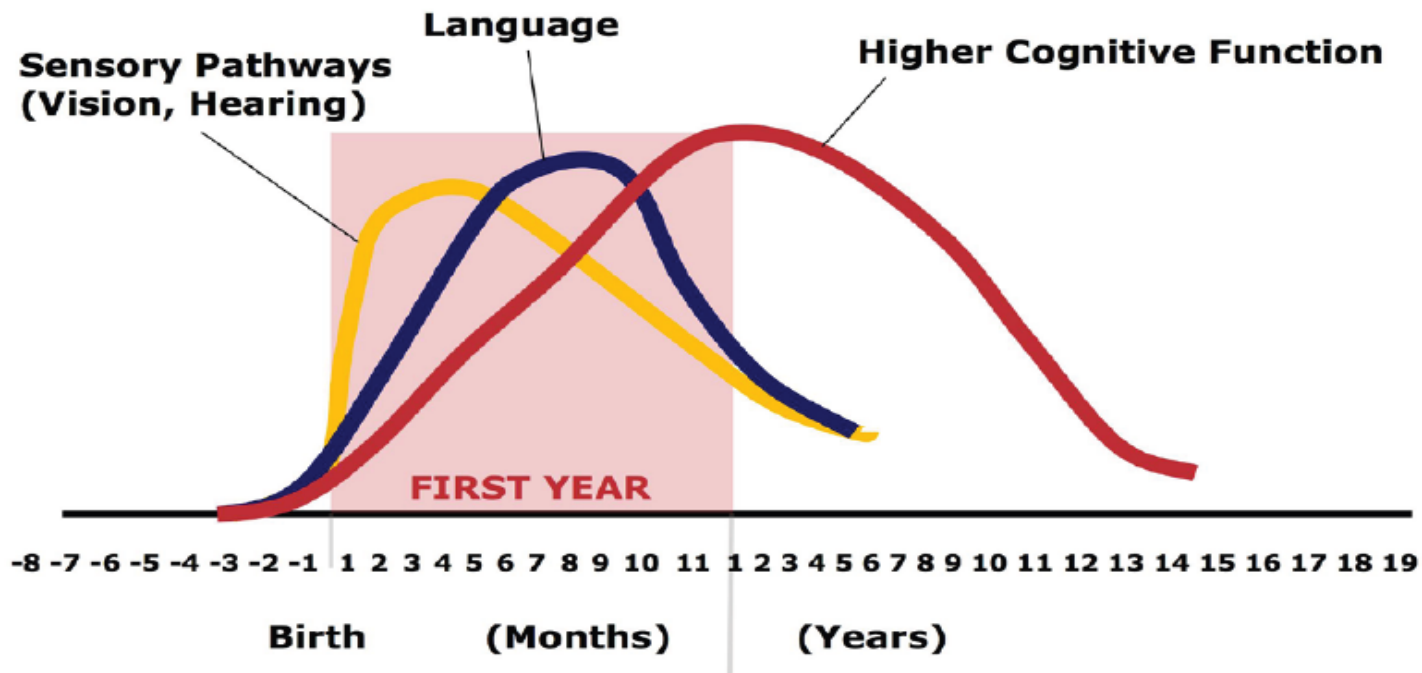
Connections proliferate and prune in a prescribed order, with later, more complex brain circuits built upon earlier, simpler circuits.



Center on the Developing Child  
HARVARD UNIVERSITY

## Human Brain Development

Neural Connections for Different Functions Develop Sequentially



Source: C.A. Nelson (2000)

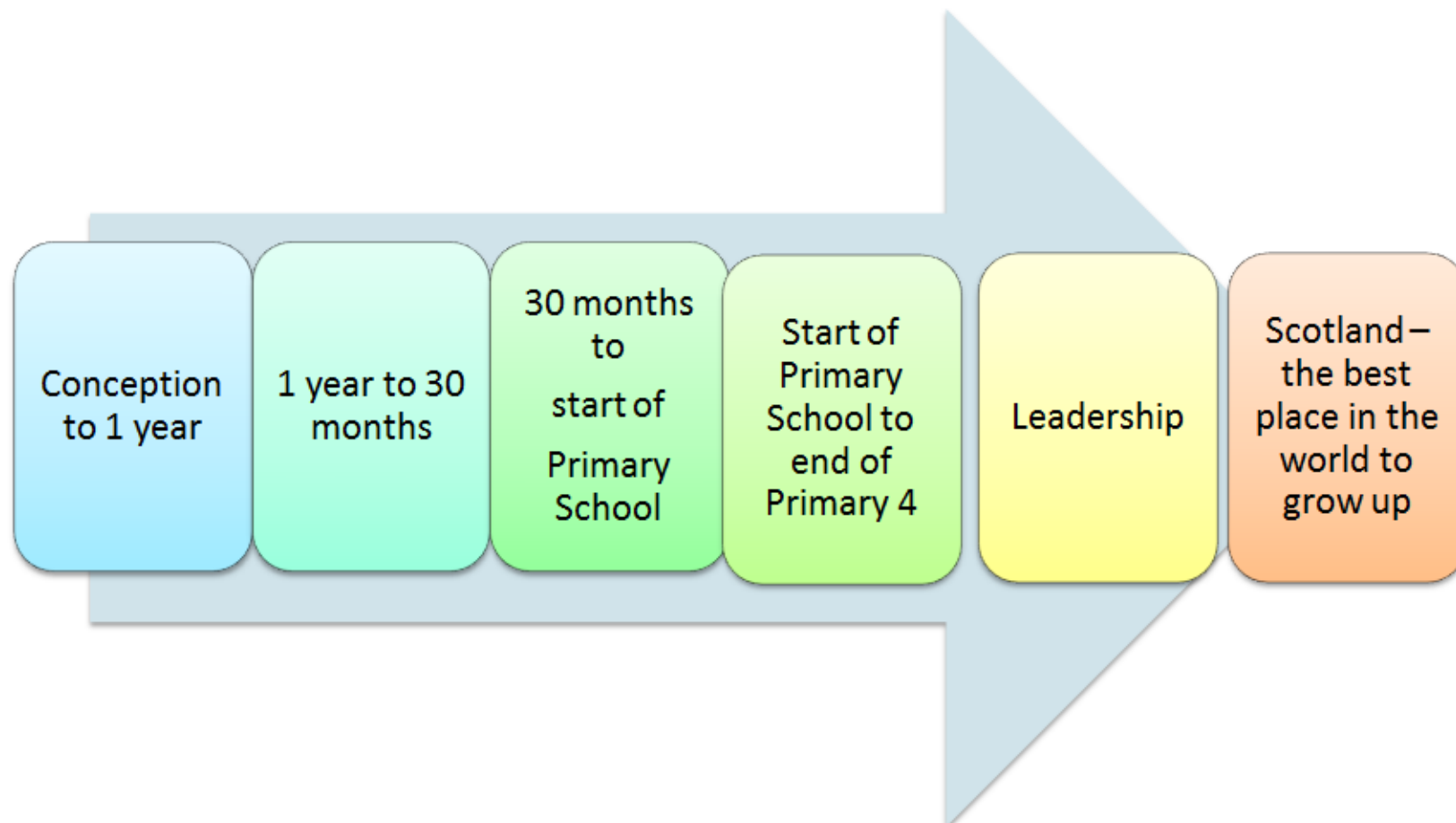
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## Early Years Collaborative

- The world's first multi-agency quality improvement programme will be implemented across partner organisations to give our children the best start in life

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## Workstreams



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"Today I was privileged to launch our Creating a Healthier Scotland – What Matters To You report, which pulls together the key findings from our extensive six month Conversation with people across Scotland about their views on the future of NHS and social care services as well as improving the health of the population.

Shona Robson 21<sup>st</sup> March 2016

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While there were a variety of views shared, the most common issues raised were about:

The need for a greater focus on preventing illness – through education and support to help us make healthy lifestyle choices;

The importance of mental health and wellbeing – and the role of connected communities and good support networks as part of that;

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The themes of person-centred care, support to self-manage health and the importance of a holistic approach;

The need for more accessible and flexible services, better partnership working and joined up care, and an easier way of signposting people to what's available;

Recognition of the challenges ahead and the need to set clear priorities for the future.





Chief Medical Officer's  
Annual Report 2014-15



REALISTIC  
MEDICINE



# Government

- First Annual Report as CMO
- Report divided into 2 sections
- Realistic medicine – challenges that face us as doctors today
- Surveillance data – health of the nation
- Feedback welcomed on both – contact her to agree or disagree with the content, use the data to evidence successes or as levers to drive further improvements.

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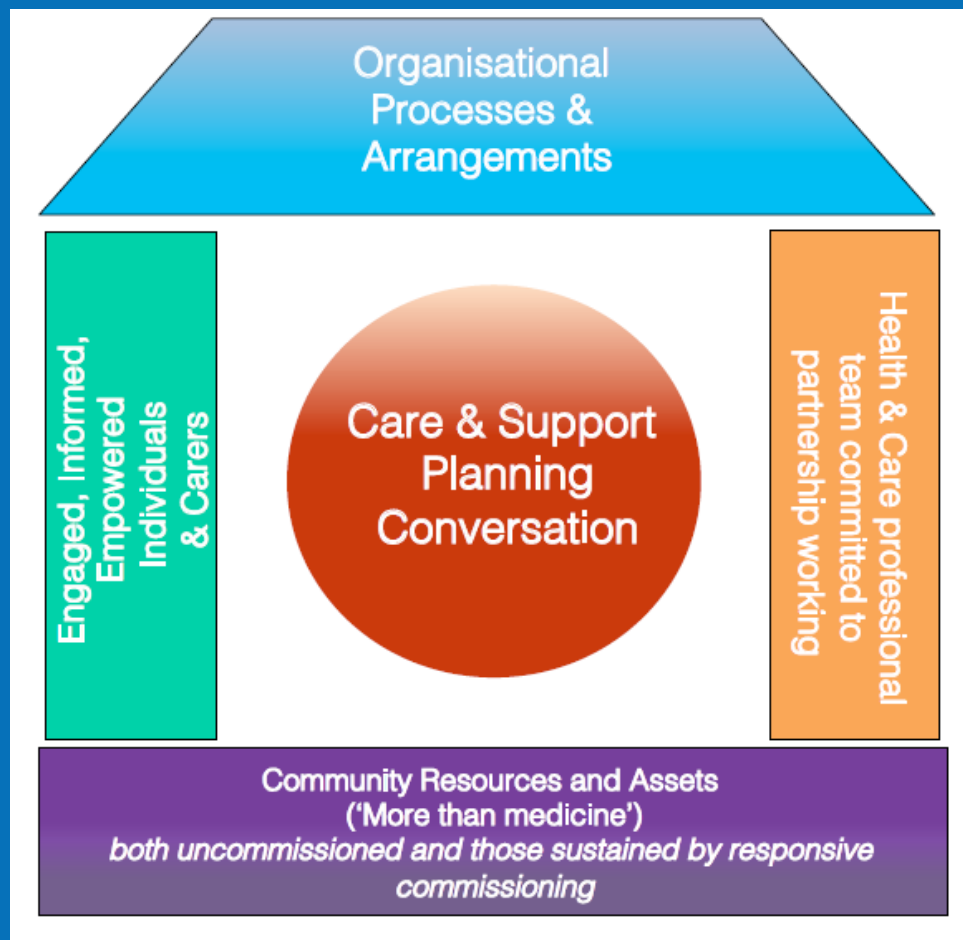
Sharing Decision-making and Informing Consent:  
People and Professionals Combining their  
Expertise

Shared power and responsibility of decision-making

Requires system and organisational change to promote required attitude, roles and skills

House of care is useful representation:

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ARE YOU COMFORTABLE WITH THE LANGUAGE BEING USED ?

DO YOU KNOW THE CYP ACT 2014 , IS BEING IMPLEMENTED THIS AUGUST 2016 ?

The 'Act ' , the secondary legislation , the statutory guidance , and emerging practise guidance , the use of the GIRFEC practice model ..What does it all mean ?

# Key elements

getting  
it right  
*for every child*

- Child centred and partnership approach
- Taking a whole child approach
- Common Language of well-being –
  - Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included
- Named Person – single point of contact
- Information sharing
- National practice model
  - Assessment, Planning and Action
- Single Child's Plan



# Making it Easy

A Health Literacy Action Plan  
for Scotland



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We want Scotland to be a health literate society which **enables** all of us to have sufficient confidence, knowledge, understanding and skills to live well, on our own terms, and with any health condition we may have.

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- What do you know already about Early Years , and the effects of Parenting on the development of young babies , children adolescents ?





# Attachment theory

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- Ainsworth
  - Deep emotional connection that infant develops with primary caregiver
  - Reflects an “internal working model” expressing the infant’s expectations of parental behaviour in meaningful situations
    - Basis for development of later relationships
- Increasingly recognised as determinant of later emotional, cognitive and social outcomes

# Adverse childhood events study

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Physical/sexual/emotional abuse

Neglect (physical/emotional)

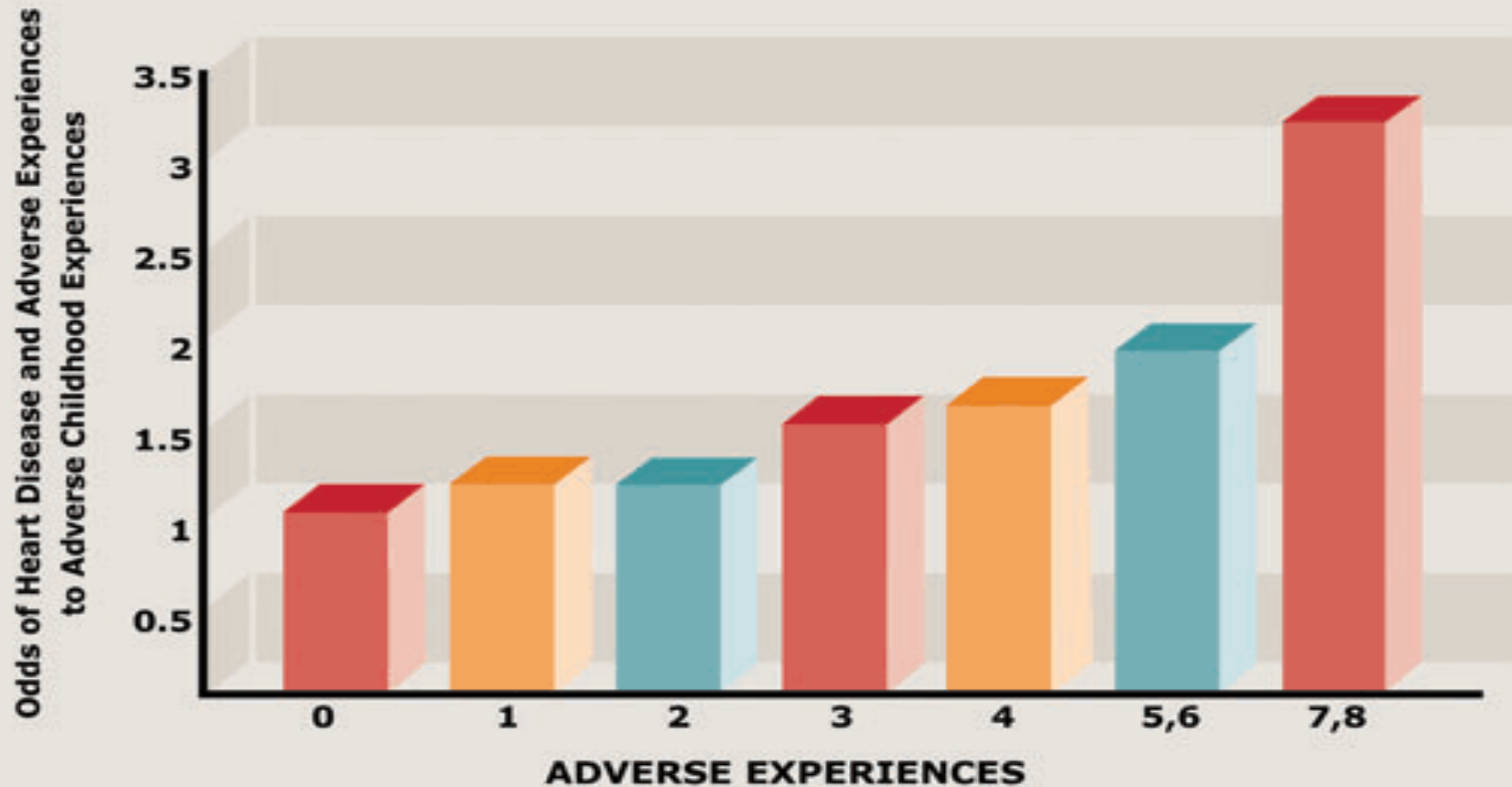
Domestic substance abuse

Domestic violence

Parental mental illness

Parental criminality

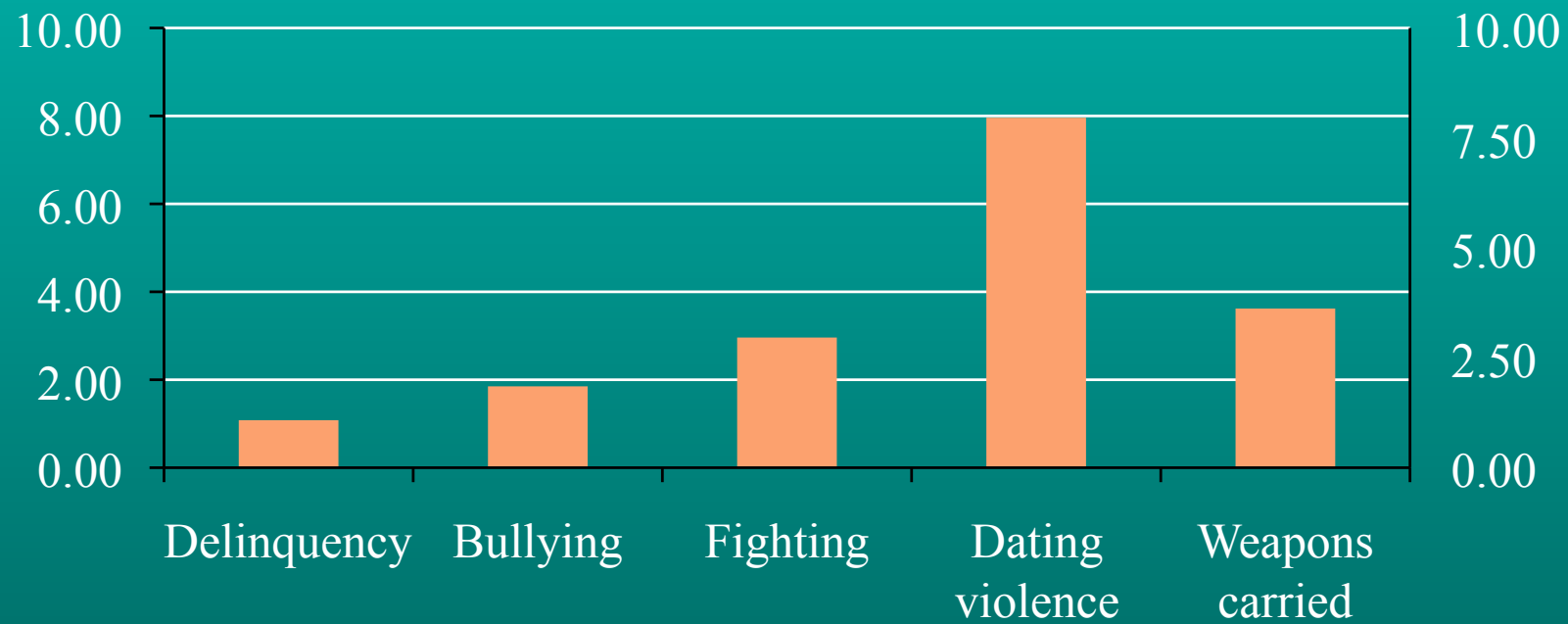
# Risk of heart disease and early adversity



# Adverse childhood events

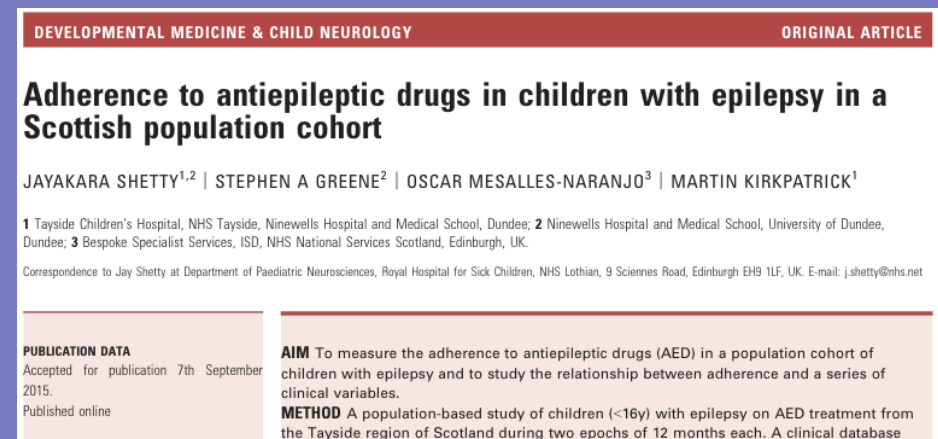
## risk of perpetrating violence

Boys experiencing physical abuse



# Medication and health literacy - Scottish context

- Adherence to medication in chronic illness = 30% to 70%
- How well do children take anti-epileptic drug medication?
- Adherence Index
- 31% of children had AI >90%
- 25% had AI <50%



# Medication and health literacy

- Improved medication adherence
  - Less clinic appointments
  - Less new, more costly drugs
  - Health improvements
- Better understand impact of literacy skills on adherence
- Design interventions to improve this

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# Conclusions

- Pilot work on health literacy demonstrates important issues for children's health
- Health literacy “dynamic” is different for children
- Pilot interventions to look at improving patient experience and DNA rates
- Understand better the impact of poor literacy upon medication adherence
- Potential changes in the way we prescribe, explain and dispense medication?

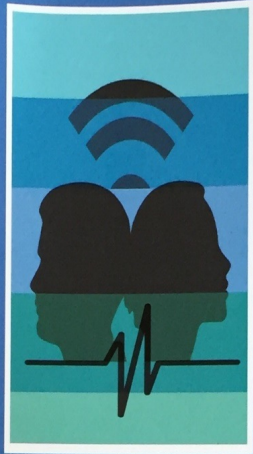
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- Strength- based
- Trusting
- Considerate
- Working collaboratively
- Building working relationships
- Offer practical support
- Exchange information
- Monitor risk



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Our Health, Our Place, Our Voice  
Teacher Toolkit



Our Health, Our Place,  
Our Voice

Teacher Toolkit Guide



ALISS

- Govan High School Pilot Project in 2015
- Small group of pupils learned how to improve health & wellbeing in communities
  - Series of Pilot Activities
    - Valuable feedback
  - A guide for teachers and organisations
    - Bank of resources
  - To empower young citizens
- Improve health & wellbeing in communities

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- Any questions ?
- And now the exciting stuff .....!!