

Exploring the impact of Patient, Public and Community Engagement and Involvement in the design and development of the Evaluation of the Recovery Navigator Programme in the North East and North Cumbria

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Today

- Background
- The intervention
- Study design & methods
- Findings
- PPCEI input and changes



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Background

- North-East England suffers disproportionately from alcohol harms. This was made worse by the COVID-19 pandemic
- People who come into emergency departments on a regular basis from alcohol problems have high levels of need, often due to their mental ill health
- Most are not getting the support they need, which impacts on their long term recovery and causes significant cost to the NHS
- There is currently limited evidence on how to effectively support the transition from hospital to community-based support for heavy drinkers

Alcohol is the leading risk factor for early mortality, ill-health and disability among 15-49 year-olds in England

North East has highest alcohol-related death rates in England

NE England had largest reduction in mental and financial wellbeing during pandemic

The intervention

- A new role called a **Recovery Navigator** is being introduced across the North East and North Cumbria (NENC) Integrated Care System (ICS)
- Recovery Navigators will support patients in their journey from emergency care into the community
- They will support around alcohol use to those who for various reasons do not benefit from standard support
- Support will be enhanced and holistic, focusing on what matters to the patient



Study aim

This practitioner-led study aims to evaluate a new North East North Cumbria (NENC) Integrated Care Systems (ICS) model of care, Recovery Navigators, that will provide enhanced support regarding transition back into the community for a vulnerable population with high health needs.

Design

The Recovery Navigator evaluation project is a mixed-methods study with four work packages:

- **Work package 1 (WP1):** Analysis of Key Performance Indicators to quantify the work of the RN and the patient cohort they work with.
- **Work package 2 (WP2):** Analysis of routinely recorded and locally agreed data flows across multiple agencies to quantify the added value the RN potentially brings through enabling patients to uptake system-wide services.
- **Work package 3 (WP3):** Interviews with patients, carers, and staff in key services to explore views on/experiences of the RN service and perceived impact on health/wellbeing and uptake of system-wide support.
- **Work package 4 (WP4):** NHS staff survey exploring attitudes relating to alcohol care.

Methods - the initial plan


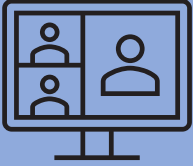
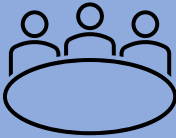
- Semi-structured interviews with approx. **n=20 staff** and **n=20 patients** from across NENC ICS
- **Staff interviews:** Focus on how Recovery Navigator role was put in place, how has it been adapted into routine care, barriers and facilitators
- **Patient interviews:** Focus on what care they received from Recovery Navigator, what worked well, what would they change
- Interviews transcribed and analysed using a two step approach:
 1. Reflexive thematic analysis approach
 2. Normalisation Process Theory

Findings

- The findings will shape the future implementation of the Recovery Navigator role across and beyond the region
- May lead to improvements in patient care
- Identify practice and policy recommendations
- Builds an evidence base for the use of Recovery Navigators in supporting individuals with heavy alcohol use and mental health needs across NENC ICS

Patient, Public and Community Engagement and Involvement (PPCEI) involvement

- Four areas of input have been established, based across the NENC ICS region

		
Group 1 & 2	Group 3	Group 4
Two regional groups including members with experience of heavy alcohol use, carers and support staff	Virtual group including carer of someone with heavy alcohol use and mental health difficulties and a member of public	Two members with lived experience will sit on the project management group

PPCEI changes

1. Interviews: Include carers

Will now interview staff (n=20), patients (n=20) and carers (n=6)

2. Study materials: More accessible

you need to understand why the research is being done and what it would involve for you. Please take time to read the information in this sheet. Talk to others about the study if you wish. Feel free to ask questions, or if you would like further information, using the contact details provided at the end of this document.

ABOUT THIS STUDY
WHAT IS THE PURPOSE OF THIS STUDY?
The aim of the research is to better understand the experiences of people who have accessed support from Recovery Navigators for alcohol use and mental health needs in the North East and North Cumbria region. We are interested in people's experiences of using this service.

WHO IS ORGANISING THIS RESEARCH?
This research is being organised by a team of researchers in the Population Health Sciences Institute at Newcastle University. The project is funded by the NIHR Three Schools' Mental Health Programme. The study sponsor is Newcastle University and the study has received ethical approval from xxxxxxxx Research Ethics Committee (reference xxxxxx).

DO I HAVE TO TAKE PART?
No. It is up to you to decide whether you would like to take part or not. Your care will not be affected whether you choose to take part or not. Your GP practice will not be informed whether you choose to take part in the study. If you decide not to take part, you do not have to give a reason.

ABOUT THE INTERVIEW
WHAT WILL I BE ASKED TO DO IF I TAKE PART?
Being involved in the study will mean taking part in a one-off interview with a researcher. The interview will last approximately 20 minutes. It will be a conversation focused on your experiences of accessing support for alcohol use, and the support you received from your Recovery Navigator. There are no right or wrong answers; we are interested in your personal views and experiences. You can choose how you would like to hold the interview. This can be face to face, over the telephone, or online using videoconferencing software like Zoom or Skype. We will arrange a time that is convenient for you for this to take place.

Before the interview you will be asked to sign a consent form to show you have agreed to take part. You will also be asked to complete a short 'Personal Details Form'. This will include questions about the hospital where you first seen a Recovery Navigator, and some background information such as

Recovery Navigator Evaluation Project

PATIENT INFORMATION SHEET

If you would like to be involved, you or your Recovery Navigator can contact
☎ 07563 375 888 or ✉ RNEvaluation@newcastle.ac.uk

Why have I been invited to take part?
Our team at Newcastle University would like to invite you to take part in this research. This is because you have been supported by a Recovery Navigator to help with alcohol use.




Do I have to take part?
No. It is up to you whether you want to take part. Your decision will not change your care at all. **You can change your mind at any time without giving a reason.**

What will taking part involve?
Taking part will involve a short interview with a researcher from Newcastle University. We will spend **20 minutes** talking about your experiences. We will ask you about:

- How your Recovery Navigator has supported you
- What you feel worked well
- What could have been done better
- How we can improve in future

If you decide to take part, with your agreement, your Recovery Navigator will pass your contact details to a member of the research team. We will ask you to sign a consent form and complete a brief form about yourself.

We will arrange a day, time and place for you to talk with us. This could be done:

 **In person**  **Telephone**  **Online**

The interview will be audio recorded. You will receive a £20 voucher by way of thanks for your time.










What are the benefits and risks of taking part?
Your comments may improve how future patients are supported by Recovery Navigators.

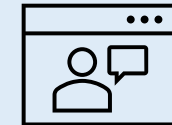
We understand this is a sensitive topic. If you feel uncomfortable, you can stop at any time without giving a reason.

What will happen to my data?
Our conversation will be typed up. Only the research team will see this. We will write our reports in a way that no-one can work out that you took part in the study.

All information provided during the interview will remain confidential unless serious concerns are raised about the risk to safety of yourself or others. For those under probation, we may need to inform your Recovery Navigator about any concerns. We would let you know if we needed to do this.

For more information, please see our full information sheet or contact Dr Emma-Joy Holland:
☎ 07563 375 888
✉ RNEvaluation@newcastle.ac.uk



Video version pending...



Acknowledgements

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Study team

- **Sarah Hulse** - North East and North Cumbria Integrated Care System (c/o North East Commissioning Support)
- **Prof Eileen Kaner** - Newcastle University/NIHR ARC North East
- **Dr Amy O'Donnell** - Newcastle University
- **Domna Salonen** - Newcastle University
- **Dr Kat Jackson** - Newcastle University
- **Ryan Swiers** - South Tyneside and Sunderland NHS Foundation Trust
- **Anna Pickford** - North East Commissioning Support
- **Dr Floor Christie** - Sunderland University
- **Dr James Crosbie** - South Tyneside and Sunderland NHS Foundation Trust
- **Prof Simon Coulton** – University of Kent
- **Prof Matthew Hickman** – University of Bristol
- **Prof John Macleod** - University of Bristol



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