

Personal health budgets *update*



Winter 2012



A pilot programme involving around half the primary care trusts in England has been testing out personal health budgets in the NHS. An in-depth study with twenty of these sites formed part of a wider evaluation exploring how best to implement personal health budgets, and who will benefit most from them. The pilot programme ended on 31 October 2012.

Personal health budgets to roll out following pilot evaluation

People will soon have the freedom to design their own NHS care, as Care and Support Minister Norman Lamb announced the roll out of personal health budgets on 30 November 2012.

It follows the end of the three-year pilot, and publication of an independent evaluation led by the University of Kent which found that quality of life and psychological wellbeing for people with personal health budgets significantly improved, with some even seeing a drop in their attendance at hospital. Benefits seemed to be felt more strongly by people with the highest health needs.

The evaluation found that personal health budgets worked better where

people were given more choice and control. People reported positive impacts for themselves and their families, and talked about the change in their relationship with healthcare professionals.

The findings also show that personal health budgets are cost effective, particularly for people who get NHS Continuing Healthcare or use mental health services. The report said:

- Where people had a higher budget, NHS savings were made as well as quality of life improving. This was partly due to budget holders making different choices that also cost less – e.g. training care staff to carry out health tasks like changing dressings.

- Some of these new ways meant people bought care and support which the NHS doesn't offer. NHS commissioners will need to plan for this.
- In-patient costs fell, suggesting budget holders had fewer stays in hospital.

The evaluation sets out the need for culture change and a shift in relationships between professionals and patients, which will take time to embed. People will need the right support, including clear information. The report says that personal health budgets could be a vehicle to promote integration of social care and health care and that there is good potential for this.

You can read the full evaluation report on the [Learning Network](#).

Roll out announced ●

Good practice toolkit ●

Evaluation response ●

Pilots and beyond ●

Stories from the pilot ●

Milestones ●

Staying up-to-date ●





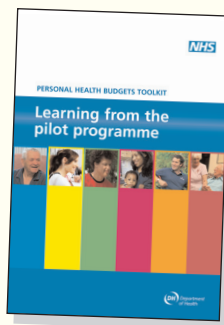
Good practice toolkit

"Personal health budgets:

Learning from the pilot programme"

brings together learning from the Department of Health's pilot sites and shows

how personal health budgets can be implemented well.



The [online toolkit](#) is available on the personal health budgets Learning Network. It comprises a range of good practice guides and information on specific topics from providing information to developing leadership, and is organised into two sections:

- How personal health budgets work
- Making personal health budgets happen.

The toolkit is primarily a resource for people working in the NHS; some sections are aimed at particular groups, like frontline practitioners or finance managers. The toolkit may also be of interest to providers, and people who are eligible for a personal health budget and their families.

Government response to the evaluation

The Government's response to the evaluation report confirms its commitment to personal health budgets. Roll out will initially be targeted at people who are already getting NHS Continuing Healthcare, with up to 56,000 people to have the right to ask for a personal health budget by April 2014. Clinical commissioning groups will also be able to offer budgets to more people with a long term condition who may benefit.

Commenting on the evaluation report, Care and Support Minister Norman Lamb said:

"Independent analysis has now shown that personal health budgets can put people back in control of their care and make a significant difference to their quality of life. It's inspiring to hear the human stories of success that these budgets have brought to people. The evaluation shows that those with the greatest needs benefit most from personal health budgets. That's why we are giving people on NHS Continuing Healthcare the chance to get one first. And, I hope more people who could benefit will be given the option of one."

The results of the evaluation support rolling out personal health budgets

beyond the pilot. However, there is still much to learn about implementation for large numbers of people. The Government also announced:

- Existing pilot sites will still be able to offer direct payments for health care and regulations will be renewed to enable them more widely (see p5).
- A practical toolkit that pulls together the wider learning from the pilot and will give NHS professionals the information they need going forward (see box opposite).
- £1.5 million funding to support early rollout until April 2013, when delivery responsibility will transfer to the NHS Commissioning Board.
- Building on the learning of the 70-plus pilot sites, regional learning hubs will help the rest of the NHS to introduce personal health budgets by the 2014 goal. Nine areas 'Going further, faster' will demonstrate how to mainstream personal health budgets, including integrated health and social care personal budgets. The sites are in Tees, Manchester, Hull, Nottingham City, Oxfordshire, NENE and NHS Corby Clinical Commissioning Group in Northants, Lambeth, Dorset and Kent and Medway.

Roll out announced •

Good practice toolkit ●

Evaluation response ●

Pilots and beyond •

Stories from the pilot •

Milestones •

Staying up-to-date •



Pilots and beyond

by Zoe Porter, Department of Health delivery programme lead

So it's the end of the pilot programme; where does this leave us? Pilots are great for trying out something new in a containable way, and the evaluation gives us an impressive evidence base to show what works and what doesn't. Equally important is that pilots identify leaders who can make personal health budgets more than just a 'project'.

We now have hundreds of people who know what it's like to get a personal health budget, and we're honoured to work with a growing number who want to shape them. Their experience is crucial. The peer network, supported by In Control and led by Jo Fitzgerald, is one place to find this help, with sites across the country investing in similar groups.

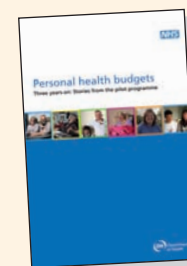
Project managers from all pilot areas are immersed in making personal health budgets happen. They deserve much of the credit for the programme's success so far. Their expertise and commitment will make personal health budgets possible for many sites that have pledged to become 'learning hubs' will share their knowledge, plus nine 'going further, faster' sites will scale up personal health budgets to show how they can become mainstream. Introducing something as new as this isn't easy and requires a genuine change in the relationship between the NHS and patients.

Many **health professionals** and people from all backgrounds in care and support planning and brokerage roles have learnt first hand what it takes to shift more power to people, and what the benefits can be. Their experiences will be invaluable in communicating what personal health budgets are about, and in exploring what this means for clinical practice. You can see some of these people in our [new films](#). Allies from other **organisations and groups** will help us shift perception and grow understanding.

It's clear this change isn't just about redesigning processes, but changing culture and relationships, and the way we all think about how the NHS supports people to manage their long term conditions. Just as personal health budgets start with people and their strengths, families and communities, so taking the next steps to introduce them more widely will be dependent on the skill, drive and tenacity of existing and emerging leaders across the NHS and well beyond.

Stories from the pilot

In our new DVD "Three years on: Stories from the pilot programme" seven people in the final year of the pilot tell us about their personal health budgets experience.



The films, introduced by Minister of State for Care Services, Norman Lamb, include perspectives from the budget holders' family, carers and health professionals. There is also a film aimed at health and social care professionals, which includes interviews with GPs and nurses.

We hope these films illustrate the kind of choices people can make if they have a personal health budget, and the positive impact it can have on their health and lives. The Department of Health sincerely thanks everyone who has been involved in the films and all the other interviews during the pilot.

View or download the films on the stories page of the online [Learning Network](#).

The DVD is available free to the NHS and local authorities from mid December via the [DH orderline](#), or by calling 0300 123 1002 and quoting product code PHBDVD2.

Roll out announced •

Good practice toolkit •

Evaluation response •

Pilots and beyond •

Stories from the pilot •

Milestones •

Staying up-to-date •



Milestones...

What an eventful four years it has been. From our first expression of interest event to the announcement of national rollout, here's a look back at some personal health budgets milestones:

2012

- **November** – national rollout announced by the Government
- **November** – final independent evaluation report published
- **October** – pilot programme ends
- **October** – mandate to NHS Commissioning Board includes personal health budgets
- **June** – 71 sites in total participating in the pilot programme
- **June** – 55 sites approved so far to pilot direct payments
- **May** – personal health budgets in DH 2012-13 corporate plan

- **October** – first DVD of people's stories launched
- **October** – right to ask for a budget from April 2014 announced for NHS CHC
- **July** – third interim evaluation report published
- **July** – recruitment to the pilot complete: 2,600 people in total
- **June** – Government response to NHS Future Forum supports extension of personal health budgets
- **February** – part of cross-Government mental health outcomes strategy

- **November** – adult social care vision includes personal health budgets
- **November** – part of DH 2011-15 business plan
- **July** – first sites get powers to give direct payments
- **July** – part of NHS White Paper, "Equity and excellence: Liberating the NHS"
- **July** – "Direct payments for health care: information for pilot sites" published
- **July** – first interim evaluation report
- **March** – direct payments regulations laid in Parliament

2011

- **December** – part of NHS Operating Framework 2012/13
- **October** – fourth interim evaluation report published

2010

- **December** – personal health budgets in Government's response to NHS White Paper
- **November** – second interim evaluation report published

2009

- **May** – pilot sites announced
- **January** – 'First Steps' published and expressions of interest for pilot sites invited.

Roll out announced •

Good practice toolkit •

Evaluation response •

Pilots and beyond •

Stories from the pilot •

Milestones •

Staying up-to-date •



Staying up-to-date

Regional rollout events

Aimed at NHS staff involved in introducing personal health budgets – whether commissioner, manager in NHS provider services or practitioner – with a view to helping the NHS gear up to offer them. Contact your SHA personal health budgets lead to attend.

18 Dec	Taunton; Lyngford House Conference Centre
9 Jan	London; Paddington Basin
23 Jan	York; York Racecourse
Jan/Feb 2013	Manchester; Manchester Conference Centre

Direct payments consultation

One way of managing a personal health budget is a direct payment for health care, currently only lawful within pilot schemes. Our aim is to extend direct payments by updating the regulations. A public consultation will launch in the near future, consulting on the details of the changes to the regulations.

Learning Network



The online [Learning Network](#) provides information, news and learning about personal

health budgets in the NHS, including the new good practice toolkit and stories. The Network is also home to a learning community for professionals, so if you work for an NHS or local authority organisation sign up to the private area of the website to talk, share and learn.

Follow [@KymatDH](#) on twitter.com for the latest news from the Learning Network.



Join the [LinkedIn group](#) "personal health budget".



NHS Choices



A new section on [NHS Choices](#) provides information to patients and the public about personal health budgets. It takes people through getting started and managing a budget. The pages also feature a 'video wall' of personal stories; and an interactive cartoon that follows personal health budget holder 'Sandie' as she creates her care plan.

Peoplehub



The peoplehub network aims to connect people with direct experience of personal health budgets, empower them with clear and accurate information and provide an opportunity for their voices to be heard. On the [peoplehub website](#) you can download information sheets, read blogs by people with budgets and share your experiences via the forum or direct messaging.

Roll out announced •

Good practice toolkit •

Evaluation response •

Pilots and beyond •

Stories from the pilot •

Milestones •

Staying up-to-date •