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| Project  Delivering Better Outcomes Together  Location  Devon  Topic  National Trial of a Single Route of Redress |

**Co-working the national trial cases in Devon**

Health teams and local authority (LA) teams have reviewed the way they manage national trial cases and have made positive improvements on how they manage their joint approach.

The local area recognised a need to improve their process of managing national trial appeals as the number national trial appeals in total and national trial appeals that specifically involve health services was increasing year on year.

Challenges

* Communication between health care teams and the local authority.
* Maintaining an open dialogue between teams as cases evolve.
* Cases not engaged early enough.

Actions taken

* The first step taken was to review and map a flowchart of the local management process. The flowchart helped to define the roles and responsibilities of the different teams within the CCG and local authority and helped to identify areas for improvement within the current process.
* A review of the flowchart highlighted the complexity of health services, meaning that it was difficult to ensure the right people were being engaged in a timely manner. To remove this barrier the LA funded and employed a Health and Social Care Coordinator to liaise with each health provider through single points of access.
* The DMO and the Tribunals Officer organised more regular conversations specifically around improving the management of national trial cases. They also attended training opportunities together so that any learning could be implemented to improve the local case management process.
* A strategic approach to national trial appeals in the local area was agreed, this ensured service leads were easier to engage. Health advice could now be quality assured faster by service leads prior to submission, via the single point of access in each provider, which meant for more accurate information being submitted for each appeal.
* A specialist Occupational Therapist, funded by the LA, was made available to assist with appeals which helped to speed up the assessment part of the process.

Outcomes

* All local area teams involved in managing national trial cases were more engaged throughout the process, which has prevented silo working and encouraged pro-active management of issues.
* Mapping the process has ensured that the process is followed consistently, allowing teams to bench-mark and monitor their progress to date. This also allows for continual improvement of the case management process within the local area.
* The Tribunal Officer now holds a monthly ‘heads together’ meeting with clinical leads to discuss complex cases. This meeting is also used to collect feedback on the process, both positive and negative, from health services. This forum has built trust between the different teams and ensures productive working relationships for the future.

**Top Tips**

1. Review existing processes and procedures to highlight areas for improvement.
2. Communicate early and communicate often.
3. Be clear about what is needed from each service and when its needed.

**For more information:**

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The information provided in this case study originates from a presentation delivered at the National Trial Briefing Events in March 2021 hosted by Mott MacDonald on behalf of the Department for Education. The full presentation slides can be viewed or download at | | [Event Materials and Resources - Mott MacDonald (sendpathfinder.co.uk)](https://www.sendpathfinder.co.uk/events-materials-and-resources).