

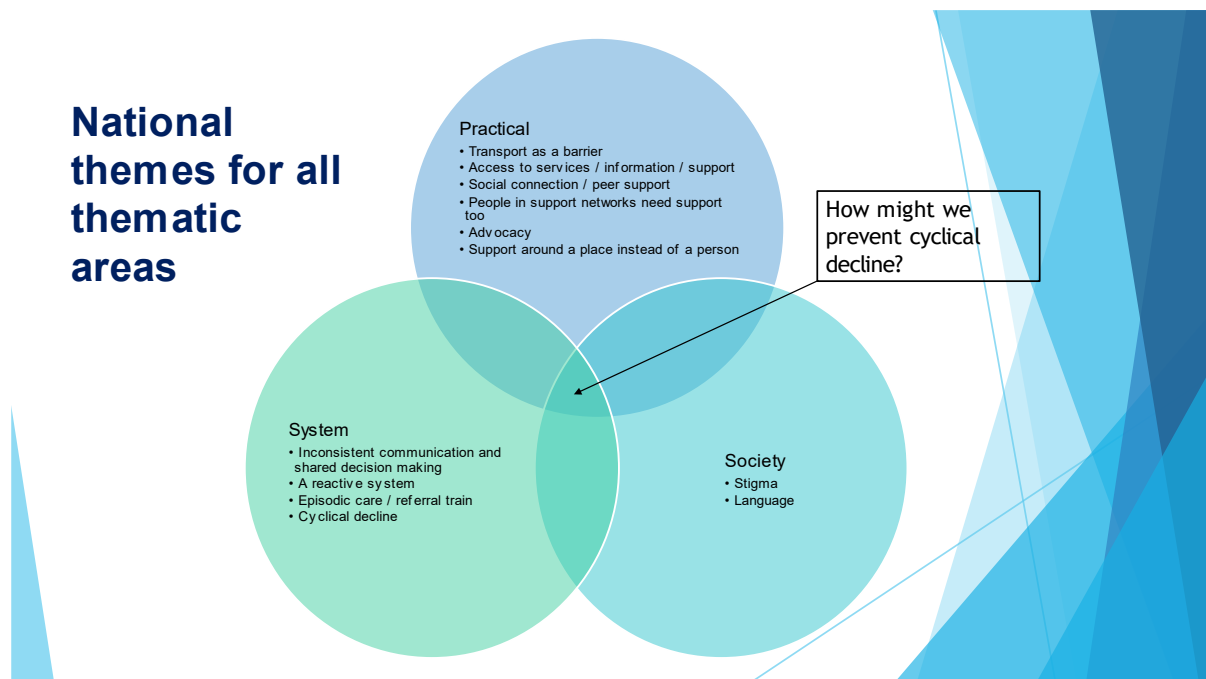
Getting It Right For Everyone (GIRFE) –Briefing

1. GIRFE pathfinders and partners are currently co-designing Getting It Right For Everyone (GIRFE) with people with lived experience. GIRFE is a proposed multi-agency approach of support and services from young adulthood to end of life care.
2. Too often, adults and their families are excluded from assessment and support processes by complex bureaucracy. GIRFE is about providing a more personalised way to access help and support when it is needed – placing the person at the centre of all decision making that affects them to achieve the best outcomes, with a joined-up, coherent and consistent multi-agency approach regardless of the support needed at any stage of life.
3. GIRFE Pathfinders and Partners are committed to co-designing GIRFE with people with lived experience across Scotland. There is not currently a budget from Scottish Government for GIRFE; all Pathfinders and Partners have engaged with GIRFE because they buy in to the vision and can see how GIRFE will positively impact the way we deliver health and social care services now and in the future. As GIRFE is practiced across the system in the future, we are keen to ensure we are looking at new ways of working and utilising current resource to improve the way we work. GIRFE is not about bringing in a brand-new initiative, it is about building on existing best practice and using co-design to change our approach and ways of working.
4. The GIRFE team is working collaboratively with teams across the Scottish Government to ensure join-up, clarity, and sharing of best practice. This includes engaging throughout the co-design process with professional advisors and policy teams working in areas such as primary care, realistic medicine, GIRFEC, Keeping the Promise, Drugs and Alcohol policy, and much more.
5. The GIRFE Pathfinders and Partners are:

Health and Social Care Partnership	Population ('000)	People in Prisons	People in Addiction services	People registered at Deep end GP Practices	Families with multiple and/or complex needs; and young people in transition from GIRFEC to GIRFE	Older people and frailty
East Ayrshire	121					
Orkney	22.4					
Fife	374					
Aberdeenshire	261					
North Lanarkshire	340					
Aberdeen City	213					
South Ayrshire (GIRFE partner)	110					
Moray (GIRFE Partner)	93					
Falkirk (GIRFE Partner)	158					

Discovery

6. As part of the discovery phase of the co-design process, we listened to people with lived experience – focusing on people in addiction services, people in prisons, older people and frailty, people registered at deep end GP Practices, and young people in transition from GIRFEC to GIRFE and/or families with complex needs.
7. Approximately 145 person-centred journey maps were submitted into the GIRFE process by pathfinder teams. Through a sensemaking process, the following cross-cutting insights were identified and are being taken forward into a national process.
8. This Venn diagram shows the key cross-cutting insights which emerged from the discovery phase of the co-design process.



Ideation

9. Turning those insights into 'How Might We' questions, the GIRFE pathfinder teams engaged again with people with lived experience to co-design ideas and concepts which could help solve some of these issues.
10. GIRFE pathfinders submitted hundreds of ideas and concepts during the ideation stage of the co-design process. GIRFE pathfinders had re-engaged with people with lived experience to develop these ideas and initiatives, ensuring these built on learnings from the national insights found via the journey mapping stage.
11. The GIRFE team worked with pathfinders over several weeks to make sense of the ideas and concepts which had been submitted. This involved collating and grouping the data by themes, pulling out any duplicates, and voting on the most significant ideas or initiatives to take forward.

12. Following an in-person sensemaking day in Dundee, as well as seven virtual sensemaking sessions with pathfinders, a number of thematic groupings have been agreed to take forward. The following thematic groupings, outline the six key groupings of work which have come out of the ideation process and which pathfinders can now take forward into the prototyping stage:
 - a. **The Team around the Person**
 - b. **Community**
 - c. **Digital development and accessible information**
 - d. **Governance**
 - e. **Learning and Development**
 - f. **Stigma**

13. Due to the '**Team around the Person**' being fundamental to all the other groupings of work, and being the heart of GIRFE, this theme will be explored first in the prototyping stage. However, it should be noted that work related to the other thematic groups identified (such as Stigma, digital innovation etc) will likely also be picked up throughout the co-design process, due to the overlaps and dependencies.

14. The six thematic groupings of work can be summarised as:
 - a. **The Team around the Person** – Many ideas and initiatives centred on the team around a person, multi-disciplinary teams, care planning, support for carers and advocacy. This theme would be the heart of GIRFE, ensuring a more personalised way to access help and support when it is needed – placing the person at the centre of all decision making that affects them to achieve the best outcomes, with a joined-up, coherent and consistent multi-agency approach regardless of the support needed at any stage of life. This could include ideas such as a personal co-ordinator to support an individual to access services, a record or portal to enable easy access to your own health and social care records, and care planning around an individual.
 - b. **Community** – there were many initiatives and ideas submitted by pathfinders in relation to social projects, physical spaces, transport, skills sharing, activities, connection, wellbeing and prevention and education. A work strand around 'community' could help target the GIRFE national insights around social connection, peer support, and much more.
 - c. **Digital development and accessible information** – Many ideas and initiatives centred on the need for digital products and services, as well as projects that ensure that information is shared, accessed and available. This could support individuals to not have to share their story multiple times, for information to be shared easily between services when needed, and supporting a no wrong door approach.
 - d. **Governance**– a work-strand around governance will be crucial to ensuring the structural barriers to the system taking a GIRFE approach are removed. For example, this work-strand can look at how services are able to work

together, how staff can support people without barriers, and how co-design can be embedded in public services.

- e. **Learning and Development** – many ideas have been submitted around learning and development, with a key focus on trauma informed training, building good relationships, peer workers, and encouraging a culture where staff are able to self-reflect and challenge behaviours.
- f. **Stigma**– there were significant issues around stigma and stigmatising language within the system (e.g. ‘bed blockers’) within our national insights. Given the extent to which stigma has been shown in our insights to impact people across Scotland being able to access services, we are keen to ensure a work-strand focusing on tackling stigma across Scotland. This could include work to create a national conversation on stigma.

Prototyping

- 15. Initially, the focus of prototyping will be on the ‘Team around the Person’ theme. Pathfinder teams will work together to design national level initiatives, which can be tested in their own localities (and in others).
- 16. Within the ‘Team around the Person’ theme, the pathfinder teams and partners will prototype around My Team, My Coordinator, Peer Support, Sharing Information, My Plan and Positive First Contact.
- 17. From January 2024, a storyboarding session will run with pathfinders to start the prototyping process and agree which areas of work around ‘the Team around the Person’ will be taken forward.
- 18. Between 18 January and 6 June, three rounds of prototyping will take place, as well as testing in a live environment. This means pathfinder teams will work together and in their localities to co-design prototypes with people with lived experience (around the Team around the Person) but will come back after each round to discuss and iterate these at a national level.
- 19. From the end of June 2024, we expect to be able to share findings from their prototypes and recommendations for next steps. These can then form the first part of the GIRFE toolkit, allowing national implementation.