Health as a Social Movement

London March 2017

National Seminar Series



Welcome

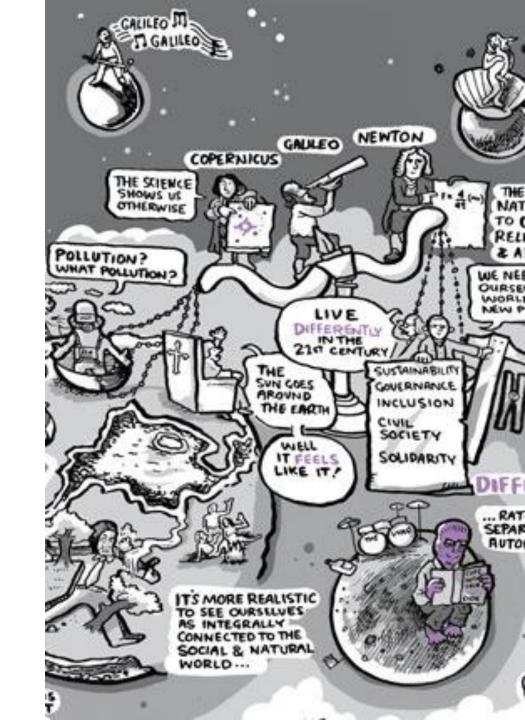
RSA

21st century enlightenment

THE ROYAL
SOCIETY FOR THE
ENCOURAGEMENT
OF ARTS,
MANUFACTURES
AND COMMERCE
(RSA)

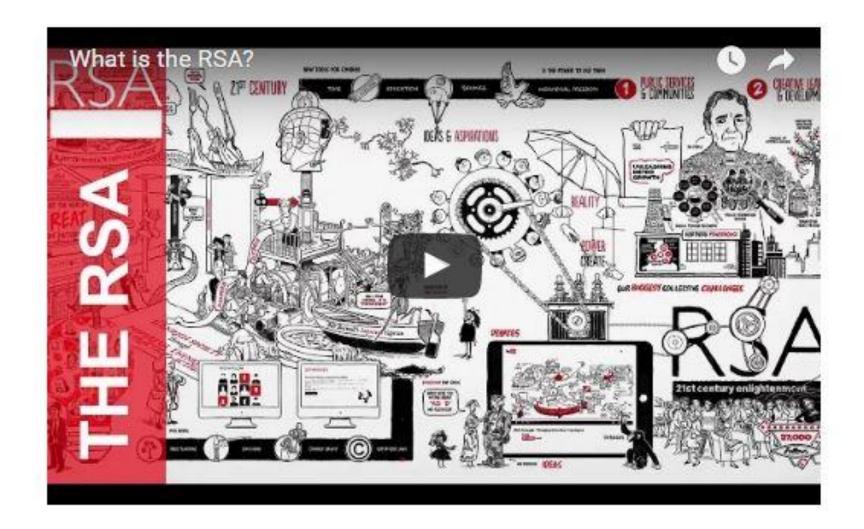
Founded 1754

Tackling a range of social challenges through research, action and ideas



WHAT DOES THE RSA DO?

FOLLOW THE LINK HERE



Overview

NHS England



21st century enlightenment

AGENDA	10.00	WelcomeWhat is a social movement?
	10.30	 Understanding social movements Learning from international examples (20 mins) Learning from the Vanguards (40 mins)
	11:30	Break, leading into
	11.45	 What are your challenges and opportunities? Tools for growing Social Movements (i) Social Moments Individual exercise and discussion
	12.30	Lunch
	13:15	 Growing Social Movements Tools for growing social movements (ii) Diffusion and spread Identifying Actions (Idea Generation) Co-ordinating actions
	14:45	Feedback and next steps
	15:00	Close

WHAT WE WILL ACHIEVE TODAY

Context

- Understanding social movements, and their role in health
- Understand emerging importance within NHSE's Five Year Forward View
- Learning from case studies (local and international)

Tools

- Introducing "Social Moments"
- Deepening understanding of Spread and Diffusion
- Help you understanding the role Networks, Norms, Narrative

Actions

 Collaborate together to produce a set of actions that could support social action for health

What is a social movement for health?

RSA



WHAT IS A SOCIAL MOVEMENT?

 What do you understand by the term social movement?

INITIAL EXERCISE

 What are the key characteristics of a social movement?

 What social movements currently exist that improve health?



Towards a social movement in health

RSAlan Burbidge

Step 1



YOUR LOCALITY

HEALTH VISION:

Health Goals / Priorities		

Understanding Social Movements

NESTA Research



Health as a social movement









Nesta...



Health as a Social Movement

THE POWER OF PEOPLE IN MOVEMENTS

Jacqueline del Castillo, Halima Khan, Lydia Nicholas, Annie Finnis

A health social movement EMPOWERS



Empathises with people + communities



Mobilises people



Pressures systems



Orbits existing systems



Waves in intensity over time



Experiments



Rages and roars



Self-governs

Social movements are one of the most effective forms of pressure on societal systems in health and care

"We cannot understand social movements unless we understand how they *spread*."

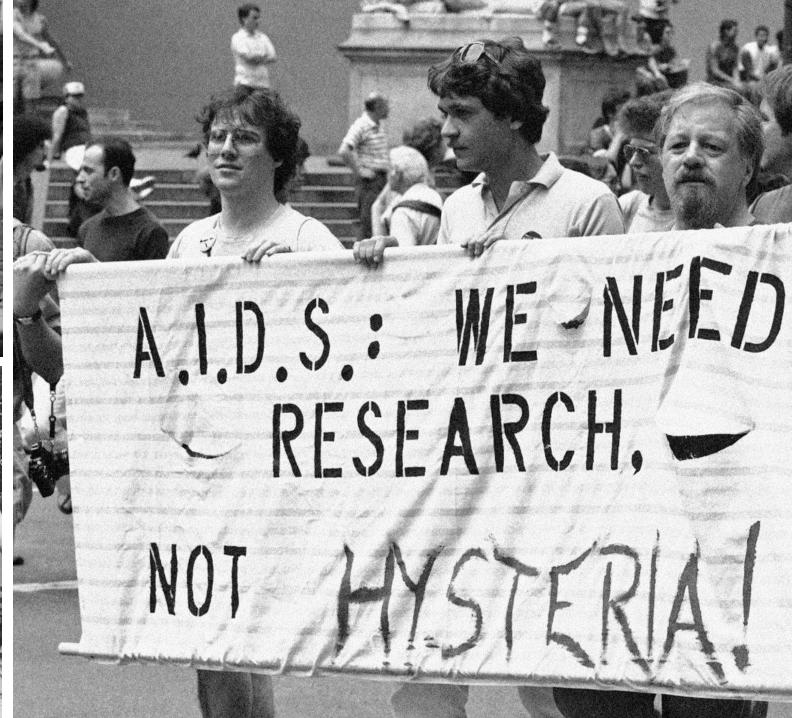
What spreads in a social movement?

VISION: what change do you want to make?

ACTIONS: what can people DO?









The doctor can make the incision, I'll make the decision.

SHIRLEY TEMPLE





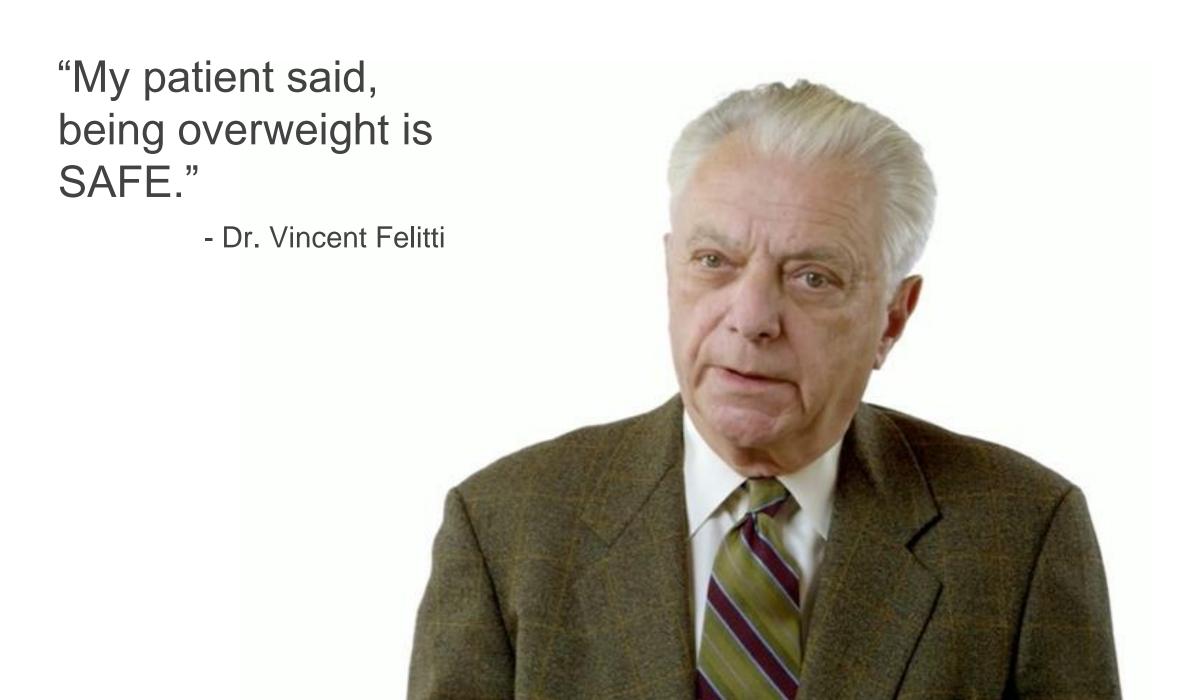
The open data movement



Impact to date

- 7 million patients
- Nationwide adoption
- A "new care standard" with patients involved in decisions
- Clinically relevant benefits
- Minimal concerns
- Experts cite the potential to improve patient safety, medication adherence, and patient recall
- Potential to save healthcare costs

Adverse childhood experiences



Ten adverse childhood experiences

ABUSE

NEGLECT

HOUSEHOLD DYSFUNCTION



emotional



emotional



divorce



mother treated violently



physical



physical



substance abuse



incarcerated relative



sexual



mental illness



Unhealthy behaviours

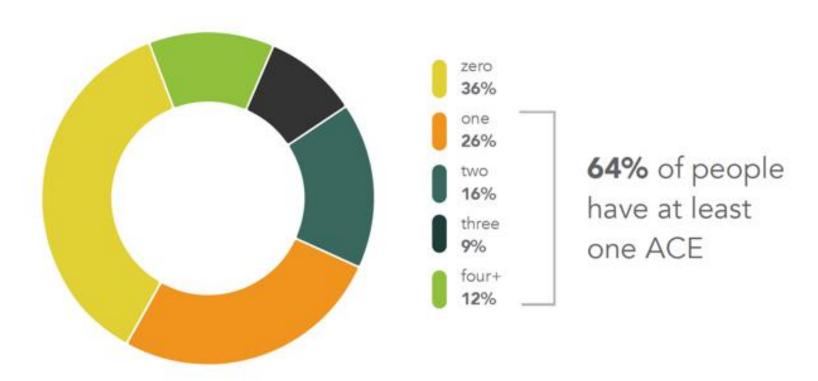




The correlations

No ACEs	1-3 ACEs	4-10 ACEs
1 in 16 are smokers	1 in 9 are smokers	1 in 6 are smokers
1 in 69 are alcoholics	1 in 9 are alcoholics	1 in 6 are alcoholics
1 in 480 use IV drugs	1 in 43 use IV drugs	1 in 30 use IV drugs
1 in 14 have heart disease	1 in 7 have heart disease	1 in 6 have heart disease
1 in 96 attempt suicide	1 in 10 attempt suicide	1 in 5 attempt suicide

ACEs are common





The economics

86%

of U.S. healthcare costs spent on people with >1 chronic condition

\$5.8 T

estimated impact of the social costs and lost earnings associated with child maltreatment in US alone

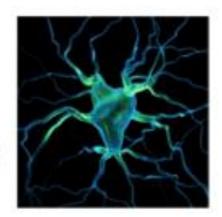
Why is this issue ripe for a movement?

- 1. Childhood trauma is still highly stigmatised
- 2. There are deep cognitive biases to break
- 3. Research uptake has been low, especially in healthcare
- 4. Pathways to solutions now exist
- 5. People are mobilizing around the issue

The Roles Neuroplasticity and EMDR Play in Healing from Childhood Trauma

~ 6 min read

Studies on neuroplasticity have become increasingly popular in the last several years. It was once thought that our brain was fixed and unchanging once we enter adulthood. Research throughout the last few decades has determined that in fact, our brain has the ability to change and create new neural pathways as well as produce new neurons. a process labeled as neurogenesis (Doidge, 2015). This finding is significant. because if the brain has this ability to change, we have the ability to change our way of thinking and possibly improve mood.



Neural pathways in the brain are strengthened with repetition. One way to describe this process is "the neurons that fire together, wire together."



"If you think this is anything less than a human rights movement, think again... the smoking fight took 60 years."

Learning from the Vanguards

New Economics Foundation & Royal Free Hospital



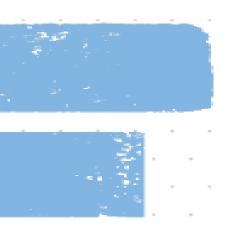




HEALTH AS A SOCIAL MOVEMENT

Theory of change and vanguard learning





About us

The New Economics Foundation exists to give people the tools they need to take real control of their lives at a time when family finances, community and the future of our planet are all severely threatened. We do this by:

- Working alongside community groups, activists and other organisations, to build a movement for economic change.
- Producing quality, challenging research and new, creative thinking.
- Supporting practical projects that improve well-being and environmental sustainability.





Our role

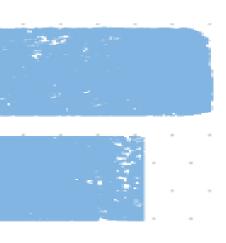
Learning and support:

- Challenge and inspire the six Health as a Social Movement sites, linking them to practical support and resources to continually improve the work that they are doing.
- Support the sites to learn from one another and share practical learning

Evaluation:

 Evidence if the sites are achieving the outcomes they have set out to tackle; to understand the actions taken, how successful these were and why.



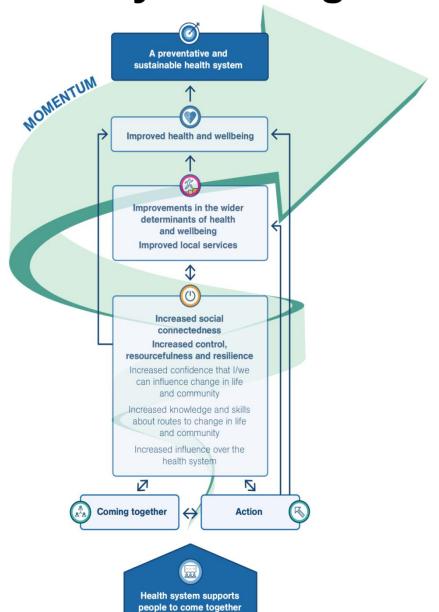


Developed through a workshop discussion with all partners.

• Aimed to:

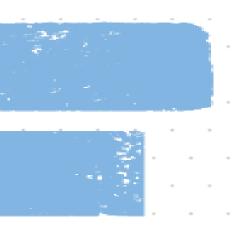
- Enable partners to come to a shared understanding of the programme, and think about how each of the different pieces of work support each other.
- Guide evaluation.
- Aid communication.

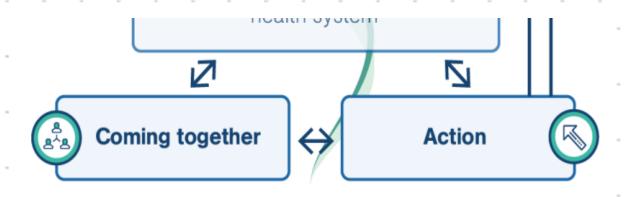




and take action



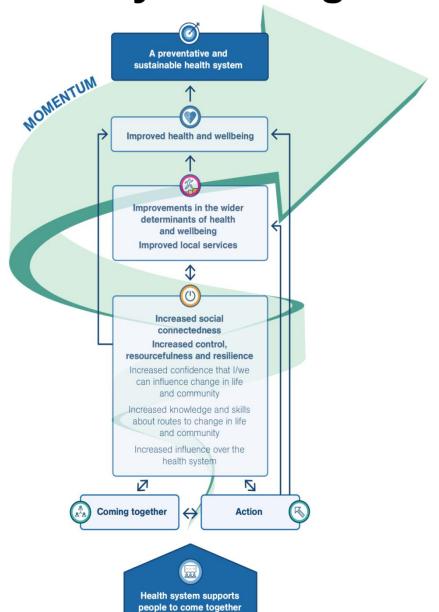






Health system supports people to come together and take action





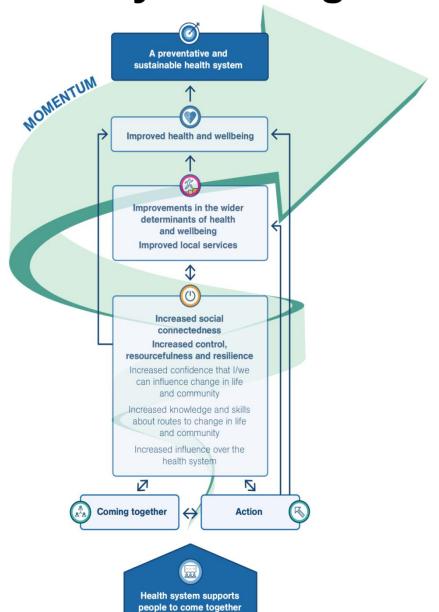
and take action











and take action





Increased social connectedness

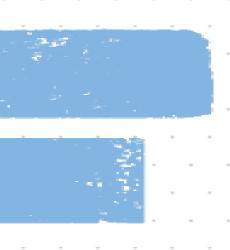
Increased control, resourcefulness and resilience

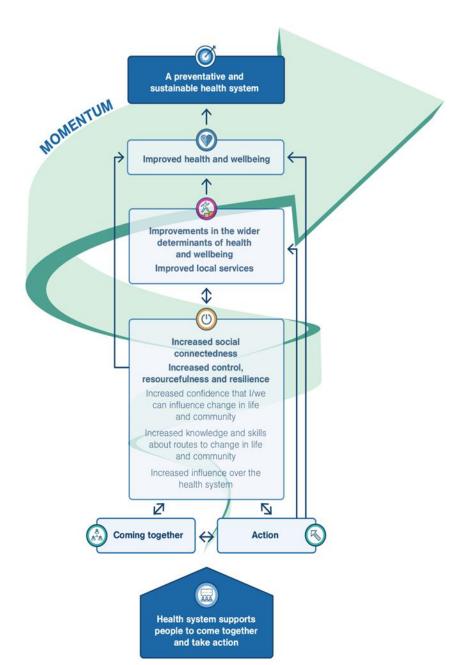
Increased confidence that I/we can influence change in life and community

Increased knowledge and skills about routes to change in life and community

Increased influence over the health system









Health as a Social Movement – Facilities Health & Wellbeing Project

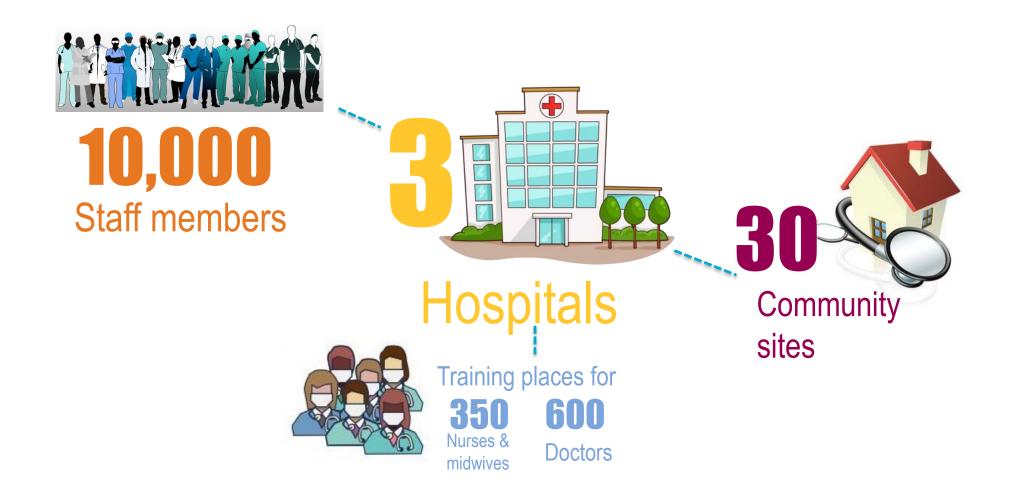
Nicola Bullen, Vanguard Project Lead/ Co-Founder/ Director For All Our Wellbeing C.I.C



Organisational context



The scale of the trust







Commitment to staff

We could not deliver quality and effective care to our patients without a healthy, fit and committed workforce: therefore, staff health and wellbeing are a priority to our trust.



Staff Health & Wellbeing Strategy

2016-2018



To maintain a **healthy** and **happy** workforce by creating a work environment which **actively supports** staff health and wellbeing, in order to provide **world class care** to all our patients.

THEMES



Physical Health

Physical activities and exercise are actively encouraged. Workplace injuries monitored and prevented.



Mental Health

Awareness of mental health issues continuously improved. Initiatives to improve staff mental health promoted.



Healthy Environment

Trust infrastructure and catering provision allow for healthier choices.



Staff assistance & support

Assistance and support are available and accessible for health and wellbeing issues affecting staff.



Partnership with staff

Staff feel valued and appreciated. Staff are empowered through jointworking with the organisation.







Vanguard project objectives



Overriding objectives

Inspire: Bringing staff together through activities and at events, building motivation and encouraging peer support for becoming healthier and happier, through wide ranging communications and health messaging

Insight: Better understanding staff ideas and priorities around their personal health and wellbeing needs, utilising evaluation and establishing metrics to learn what works

Building staff resources and capabilities: To ensure sustainability of staff health and wellbeing initiatives within the workplace

Embed/Activate: Developing and delivering bespoke initiatives alongside staff, that empower them to make long standing sustainable improvements to their wellbeing

Reach: Develop staff ambassadors/ champions, identifying opportunities for supporting health and wellbeing for trust staff and developing new ways of linking with wider communities across NHS.





Specific focus

To target a specific staff group within the trust:

Engage the unengaged within lower paid staff groups - Facilities team at the RF site. A lower paid group who had not typically participated in any of the organised health and wellbeing initiatives at trust, yet have low levels of engagement and higher than average rates of sickness, MSK problems and have expressed feelings of being ignored and overlooked as a staff group and treated badly by other members of staff.

The group is made up of c300 staff across 4 teams (Domestics, Porters, Security, Facilities admin & clerical team)





Facilities Health & Wellbeing Project

- To encourage and develop sustained lifestyle change within the Facilities' teams
- To empower staff to take responsibility for their own health and wellbeing
- To support staff to take community/ widespread action to become healthier and more active
- To put the staff at the centre of change through wide-scale ongoing face to face engagement
- A series of programmes to be designed with staff/ not for staff
- To engage Facilities in large scale change to benefit entire team,
 their families, and the wider organisation







Project delivery stages/ action



Project delivery stage 1 (Sept-Oct)

- Kick-off meeting with senior management team
- 2 x large group presentations, domestics/ porters
- 2 meetings with security teams
- 1-1 face2face meetings across all staff groups 122 staff
- Survey collection across all staff groups 91 staff
- Initial Health and Wellbeing event 220 attendees
- Interdepartmental charity Football tournament 220 staff
- Team building event 255 staff attended England 'v' Australia rugby game
- Baseline questionnaires completed 213 staff







Questionnaire results - infographics





1. What is your age?





3. Which mode(s) of transport do you use to get to work?

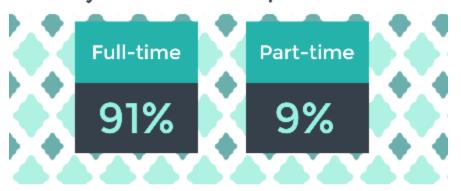








5. Do you work full-time or part-time hours?



6. Do you regularly put yourself forward for overtime?



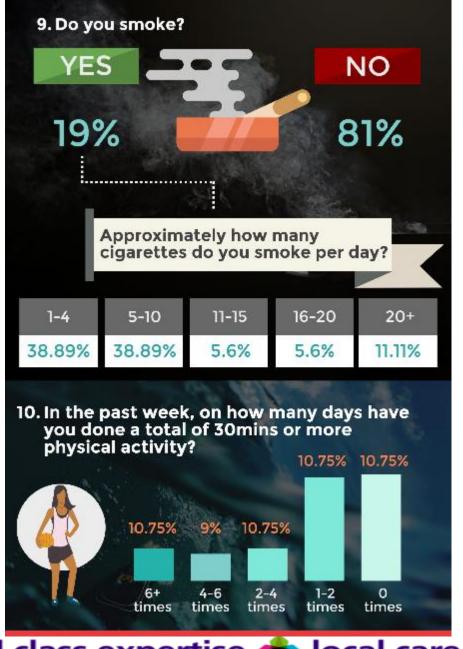
7. In general, how would you rate your health?

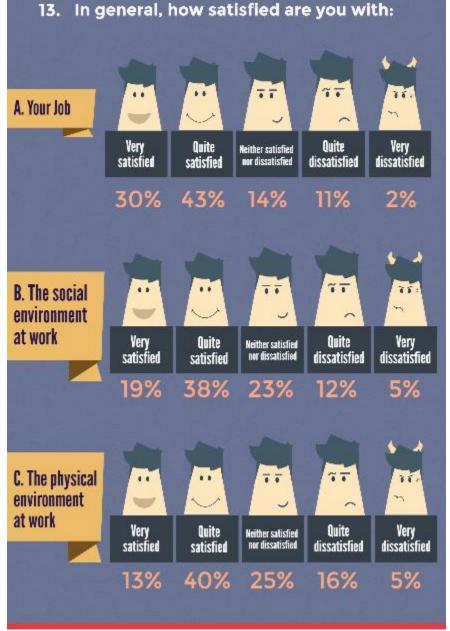
Very Good	Good	Fair	Bad	Very Bad
26%	43%	29%	2%	0%



















Project delivery stage 2 (Nov-Feb)

- Monthly newsletter produced for over 200 staff
- Weekly informal 'face to face' meetings with all teams
- Formal monthly meetings with all 4 teams
- Interdepartmental Step@TheFree team challenge
- Snowdon preparation (e.g. risk assessments/ route planning/ training walks, FAQ's, training guides) 120 staff
- Preparation for training/ roll out of RunTogether 155 staff
- Preparation and execution of 'New Year New You' trust wide event, 2200 staff in attendance across 4 sites





Royal free hospital

Royal Free Hospital - Video





Football Tournament







Next 6month project plan



Next 6 month project plan 1

- 'See me differently' video series (Mar)
- Financial wellbeing seminars/ training program (Mar)
- 12 week Snowdon training (mid Mar)
- 'Train the trainer' healthy cooking classes (Apr)
- Run coach program (Apr)
- Hot Pod Yoga + energy exchange (Apr)
- Walk/ Run program rollout 4 hospital sites (Apr/ May)
- Superhero charity run (May)
- Wellbeing Web Portal development and roll out (May)
- Training walks for Snowdon (Apr-Jul inc)
- Snowdon events (May Jul inc) + video





Next 6 month project plan 2

- London to Brighton bike ride (Jul)
- Family fun day (Jul/ Aug)
- Annual charity football tournament (Aug)
- Champion/ Ambassador accredited training (Sept)
- Launch Wellbeing Champion committee (Sept)
- Staff 'small grants' project set up scheme (Sept)
- Targeted trust roll out linked to 'hot spots' (Oct)







Thank you



Break



Towards a social movement in health

RSAlan Burbidge

Step 2



UNDERSTANDING SYSTEMS

Where are the priorities?

 What are the drivers? (eg: lack of affordable healthy food, pressure of health services due to demographic change) Which priorities compete with each other?

What are the barriers to change?

What are the regulatory and policy binds? What are the repeating problems?

Who are the stakeholders?

Power dynamics: Who has the power? What kind of power?

YOUR LOCALITY:

MAPPING THE SYSTEM

VISION:

Health Goals / Priorities	Barriers / Challenges	Stakeholders	

YOUR LOCALITY:

WORKED EXAMPLE

VISION

A HEALTHY
TOWNSVILLE

Goals	Stakeholders	Barriers to change	
Reducing childhood obesity	SchoolsParents forumsYoung people	Availability of affordable healthy foodAdvertising	
Reducing social isolation	 Care homes & sheltered accommodation Carers Carer companies 	 Social norms related to ageing or discriminations Time pressures on carers and care homes staff Limited finance for social activities 	
Increase volunteer involvement in health system	Local CVSCCGsHealth practitioners	 Lack of awareness Caution related to risk Time commitment (volunteer management) 	
Reduce admission to acute services	Primary care staffLocal gov.CCGNHS Trusts	 Pressure on GP services Pressure on pharmacies Medical model of health 	

Tools for Growing Social Movements (i)

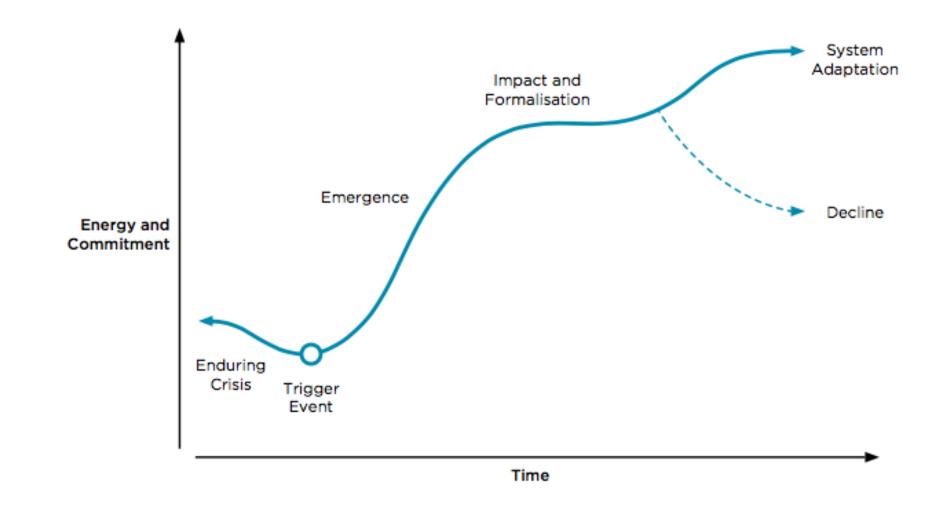
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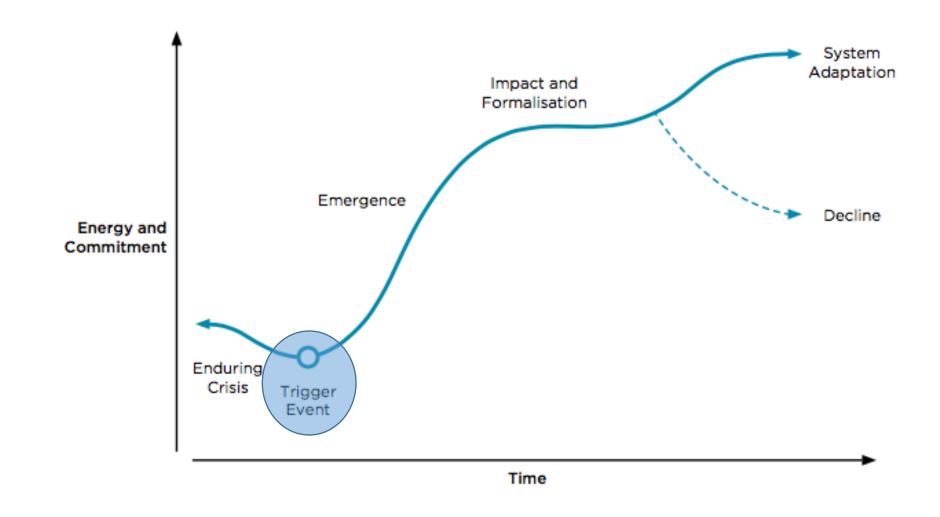
TOOLS FOR GROWING SOCIAL MOVEMENTS

- Social moments
- Adoption and diffusion
- Networks
- Norms
- Narrative

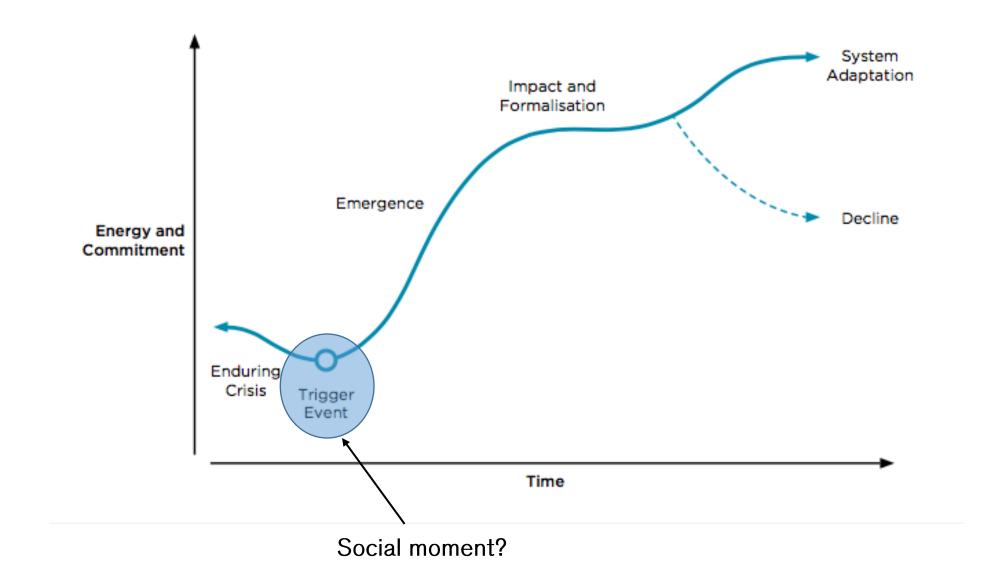
SOCIAL MOVEMENTS LIFECYCLE



SOCIAL MOVEMENTS LIFECYCLE



SOCIAL MOMENT



SOCIAL MOMENTS

Social 'Moments' are opportunities for change

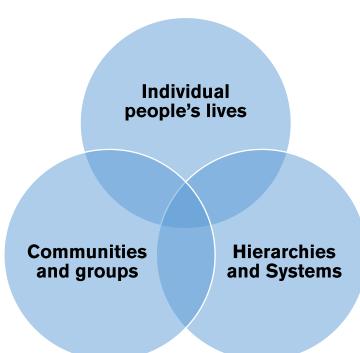
Where the existing equilibrium or paradigm is challenged

Points of **leverage** arising from...

- Disruption
- Change
- Momentum
- Destabilisation
- Chaos / Crisis
- "a shock to the system"

....yet can be both positive and negative!

WHERE SOCIAL MOMENTS ARISE



In hierarchies and systems	In communities and groups	In individual people's lives
 Where systems touch / misalign Acute system / service failure New leadership Elections Re-organisation / restructure New strategy New funding / loss of funding New legal powers etc 	 Natural disasters Deaths / accidents Regeneration / developments New infrastructure New funding / funding cuts New cultures, immigration Riot, civil disturbance etc 	 Life events births, deaths, moving home, leaving school, retiring, unemployment etc Personal accidents / health scares Unexpected events Finances, savings Holidays Etc
Leading to new ways of doing things?	Leading to community voice, engagement and activism?	Leading to new behaviours and habits?

NEVER WASTE A CRISIS

Coach Dungy, Tampa Bay Buccanneers (1996)

Howard Schultz, Starbucks (2007)

...seized the possibilities created by a crisis

"During turmoil, organisational habits become malleable enough to both assign responsibility and create a more equitable balance of power. Crises are so valuable, in fact, that sometimes it's worth stirring up a sense of looming catastrophe than letting it die down"

Duhigg, C (2012) The Power of Habit

HARNESS THE POWER OF SOCIAL MOMENTS

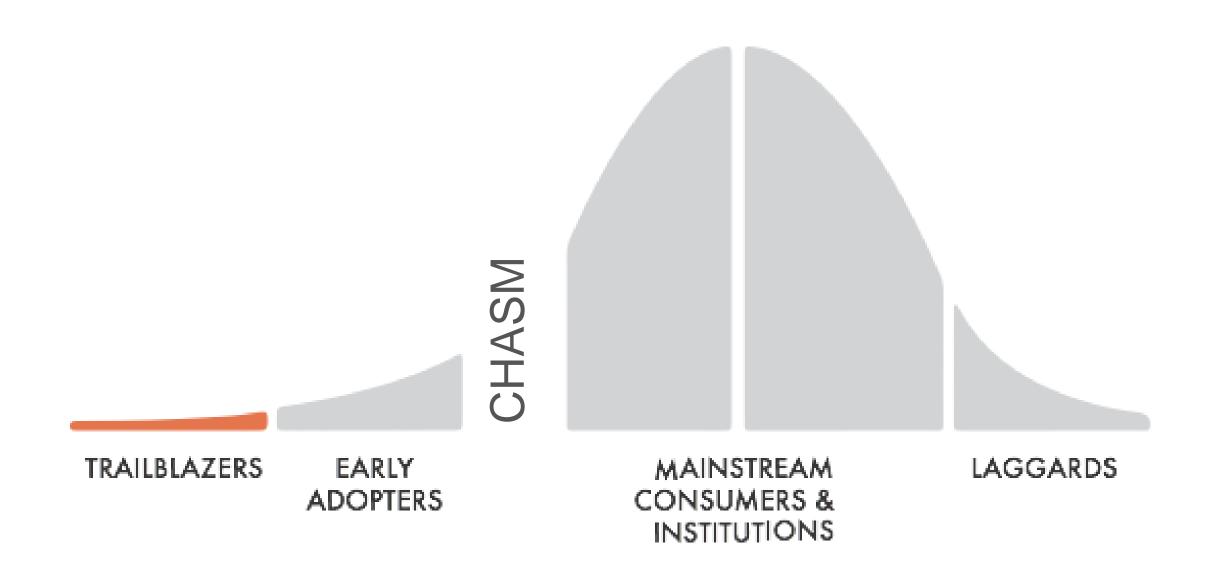
Read...

- We need to spot the 'social moments'
- Can be small or large opportunities
- Often predictable, especially around life events
- They present themselves to us each and every day
- Many and frequently all of these 'moments' pass us by

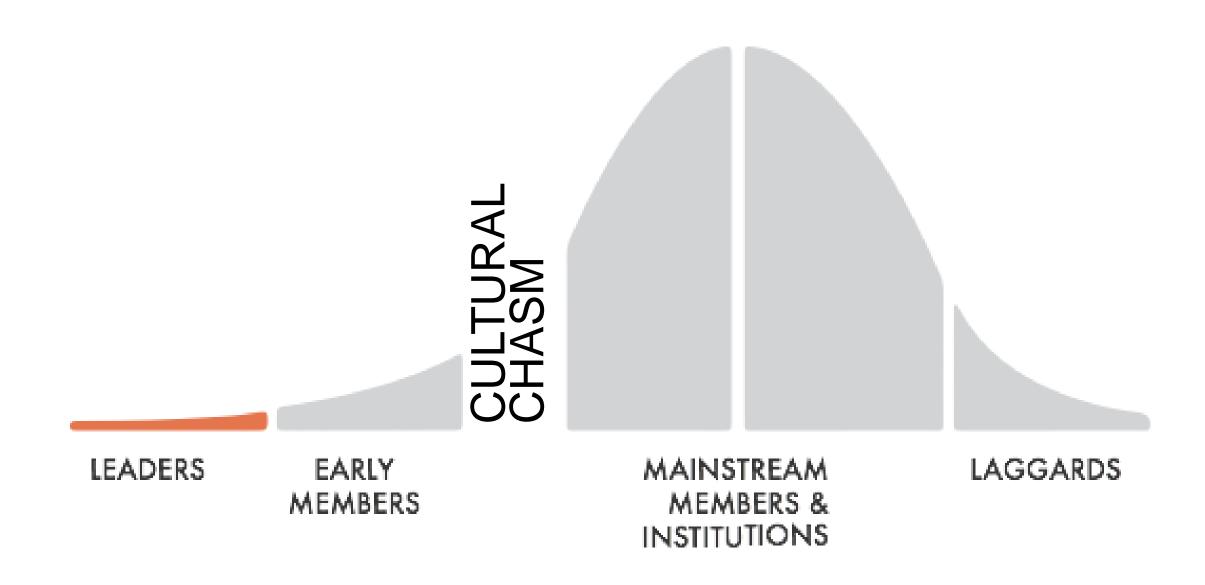
And react...

- Awareness is not the end goal, doing something with them is
- How can we harness them?
- What does this mean for the way our organisations operate?

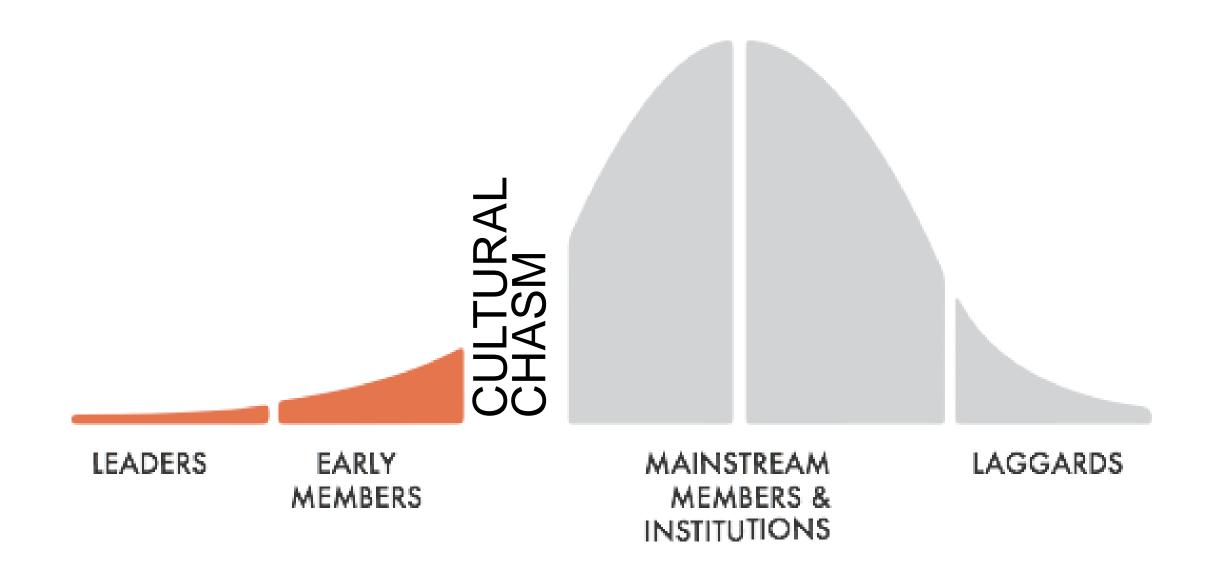
Diffusion of innovations



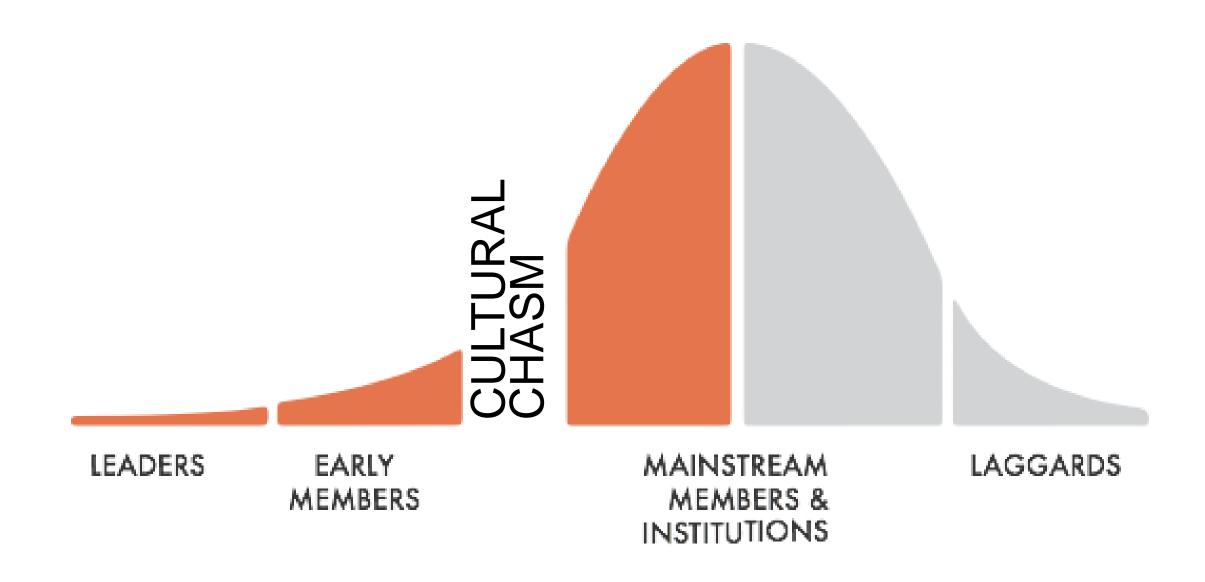
Diffusion of social movements



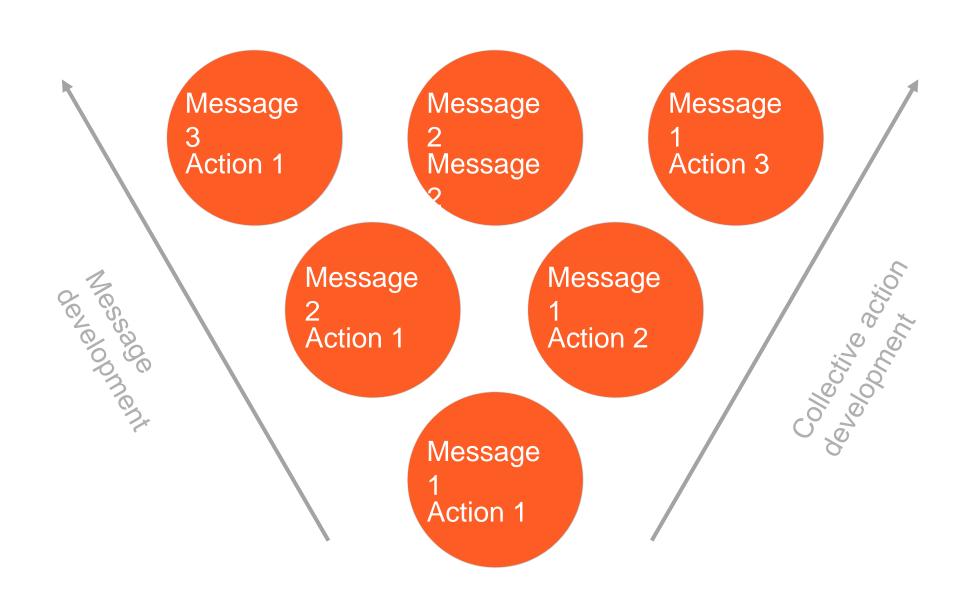
Diffusion of social movements



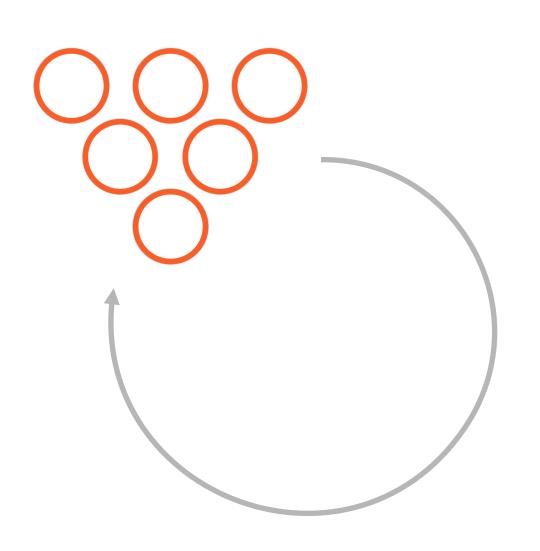
Diffusion of social movements



The bowling pin strategy



Dynamic positioning



#1: What is your vision for your social movement?

#2: Who are you trying to recruit to your movement?

#3 How will you frame the message to reach them?

#4 What collective action do you want your members to take?

ELEMENTS INFLUENCING DIFFUSION

RSA



ELEMENTS INFLUENCING DIFFUSION

INDIVIDUALS

1. Change Agents

Who are the innovators?

2. Expert Opinion Leaders

Those with Authority, status, credibility

3. Boundary Spanners

Those with ties across social or organsiational networks and boundaries

4. Champions / Early Adopters

Influenced by / following lead of those in your network

COMMUNITY

1. Social Networks

Influenced by structure and quality of your social network

2. Peer Opinion

Identify the true opinion leaders

3. Homophily

People like me (in terms of background, culture)

COMMUNITY

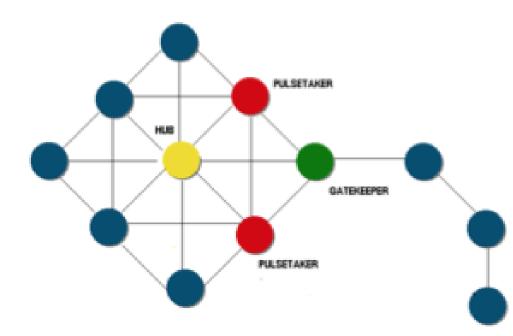
THE POWER OF SOCIAL NETWORKS

Hubs are people who are highly and directly connected with many people; communicating and disseminating knowledge throughout the organisation

Gatekeepers link people and customers together acting as information gateways and brokering knowledge between critical parts of the organisation

Pulsetakers are subtle, having the maximum influence using the minimum number of direct contacts; they work through indirect means

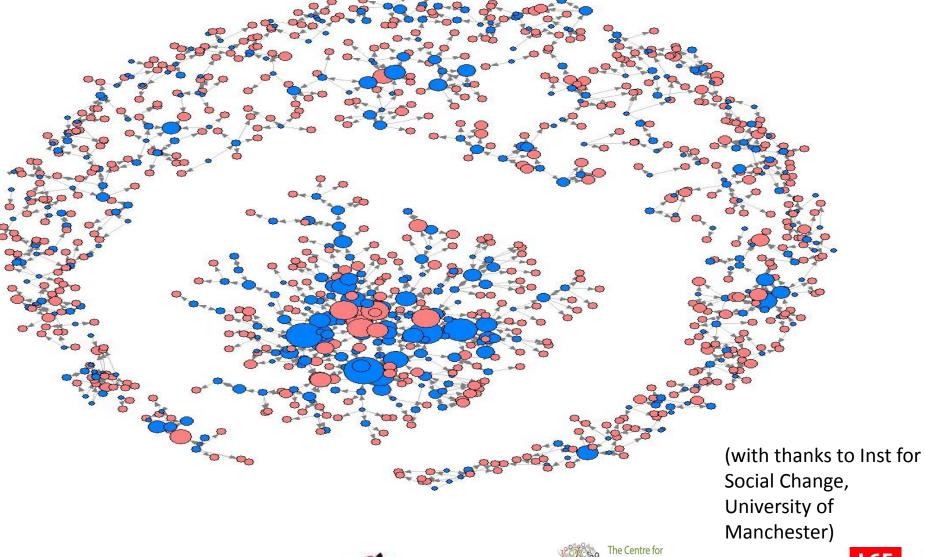
Together these network positions account for the stability and flexibility of organisational culture



@ 2005 Netform, Inc. @ 2005 Karen Stephenson

People's support systems are interconnected...

Blue= respondent,
Pink= named person.
Size= times
mentioned













Case Study: Murton Mams, East Durham





Focus groups were held with single mothers, who said they needed a relaxing social club



'Murton Mams'
social group meets
weekly and provides
mutual social support and
recreation for mothers
in the village





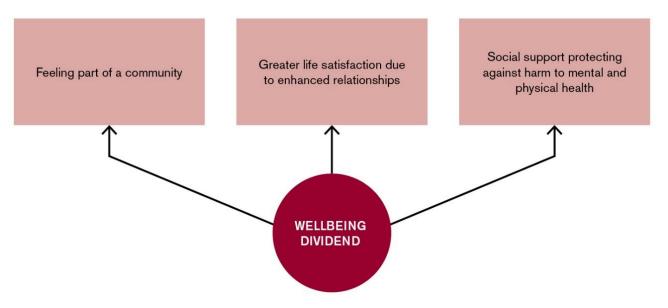


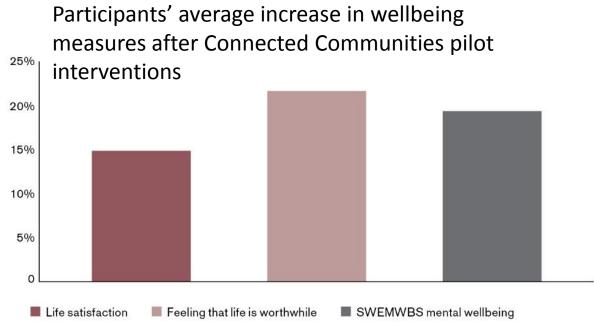






A wellbeing dividend















COMMUNITY

THE POWER OF SOCIAL NETWORKS

Networks are the invisible connections forming communities; a strong community is therefore one that is highly networked.

Connection has to do with who is connected to whom (network structure).

When a group is constituted as a network, there is a particular pattern of ties that connects the people involved.

CONTAGION

Contagion pertains to what, if anything, flows across the ties (network function).

One fundamental determinant of flow is the tendency of human beings to influence and copy one another.

Each and every one of these ties offers opportunities to influence and be influenced.

This is the power of social norms.

THREE DEGREES OF INFLUENCE

'Three degrees of influence' rule.

Everything we do or say tends to ripple through our network, having an impact on our friends (one degree), our friends' friends (two degrees), and even our friends' friends' friends (three degrees).

Do the maths...

MESSENGER EFFECT

- We are heavily influenced by who communicates the message. Three characteristics of a successful messenger.
 - Perceived authority or expertise (eg GP)
 - Someone like me (which is why celebrity messengers often don't work)
 - Someone I trust (e.g Cialdini shows we don't believe what people we don't like say, even if it's true)



HEAD



HEART



POWER OF STORIES AND NARRATIVE

Stories are an important method of spread

(Herndon, Kaufman, Larkin & McGahan)

How are you enabling people to tell stories?

ORGANISATION

WHAT DOES THIS MEAN FOR THE WAY WE WORK?

Dissemination

"MAKE IT HAPPEN"

Formal, Planned, Regulated, Managed

Vertical (Hierarchical)

More structured approach E.g. Comms, Training, Marketing, public engagement, social media, consultation etc

'NPM'

ORGANISATION

Diffusion

WHAT DOES THIS MEAN FOR THE WAY WE WORK?

"LET IT HAPPEN"

Informal, Unplanned

Horizontal

Unpredictable, emergent

Adaptive, self-organising

More behavioural approach

Power of networks

Diffusion

"LET IT HAPPEN"

Informal, Unplanned

Horizontal

Unpredictable, emergent

Adaptive, self-organising

More behavioural approach

Power of networks

"HELP IT HAPPEN"

Negotiated, Influenced, Enabled Co-production

Dissemination

"MAKE IT HAPPEN"

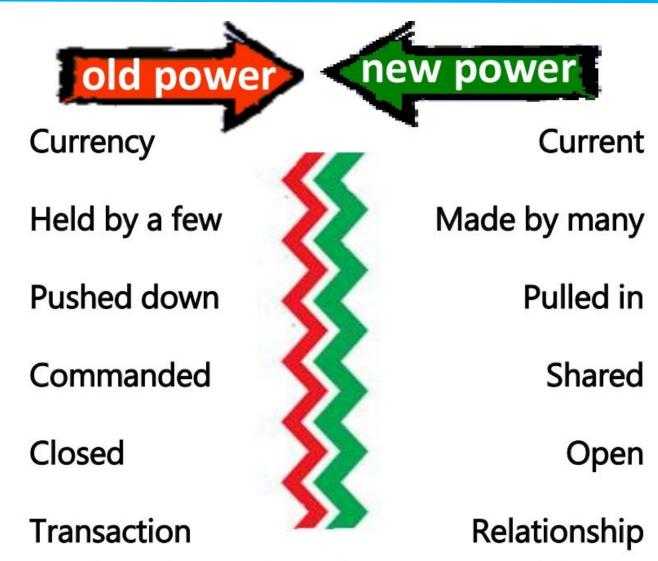
Formal, Planned, Regulated, Managed

Vertical (Hierarchical)

More structured approach E.g. Comms, Training, Marketing, public engagement, social media, consultation etc

'New Public Management'

NEW AND OLD POWER



Jeremy Heimens TED talk "What new power looks like" https://www.youtube.com/watch?v=j-S03JfgHEA



Towards a social movement in health

RSA

Step 3



UNDERSTANDING SYSTEMS

Where are the priorities?

 What are the drivers? (eg: lack of affordable healthy food, pressure of health services due to demographic change) Which priorities compete with each other?

What are the barriers to change?

What are the regulatory and policy binds? What are the repeating problems?

Who are the stakeholders?

Power dynamics: Who has the power? What kind of power?

Where are the opportunities?

 What is the appetite for change? Which levels can be pulled? Where should we set challenges to proactively make change? What are the social moments?

YOUR LOCALITY:

OPPORTUNITIES AND ACTIONS

VISION:

Health Goals / Priorities	Barriers / Challenges	Stakeholders	Opportunities and actions

ACTION PLANNING

WORKED EXAMPLE

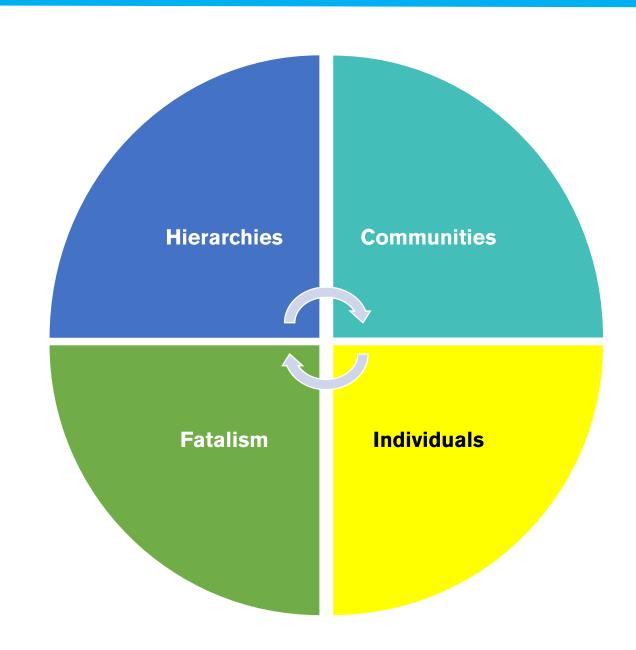
VISION	

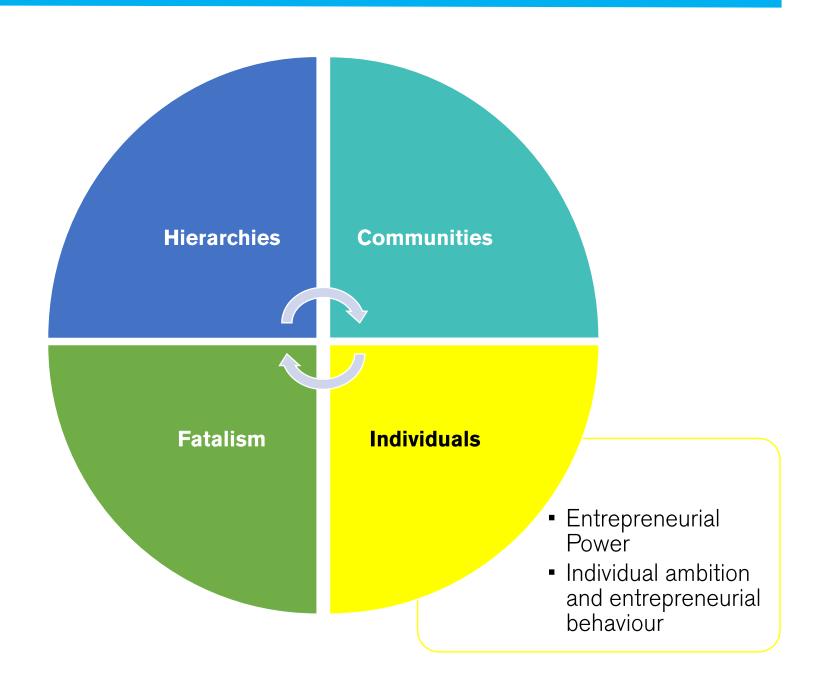
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Reducing childhood obesity	SchoolsParents forumsYoung people	Availability of affordable healthy foodAdvertising	Sports Days
Reducing social isolation	 Care homes & sheltered accommodation Carers Carer companies 	 Social norms related to ageing or discriminations Time pressures on carers and care homes staff Limited finance for social activities 	Targeted support for the recently bereaved
Increase volunteer involvement in health system	Local CVSCCGsHealth practitioners	 Lack of awareness Caution related to risk Time commitment (volunteer management) 	Step Up To Serve campaign
Reduce admission to acute services	Primary care staffLocal gov.CCGNHS Trusts	 Pressure on GP services Pressure on pharmacies Medical model of health 	Press campaign 'Over bed-blocking'

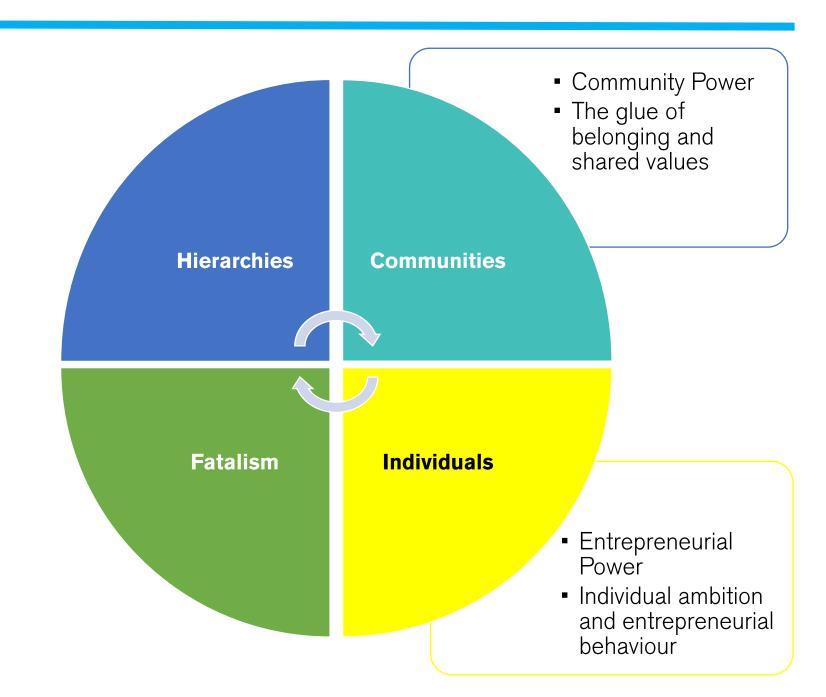
Growing Social Movements: Co-ordinating Actions

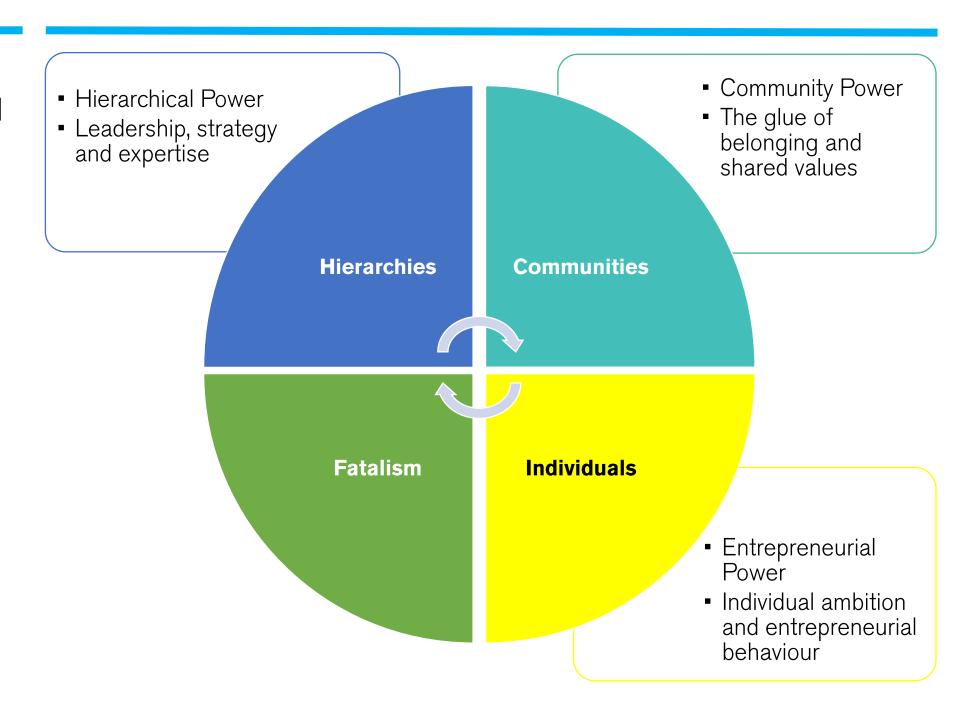
RSA

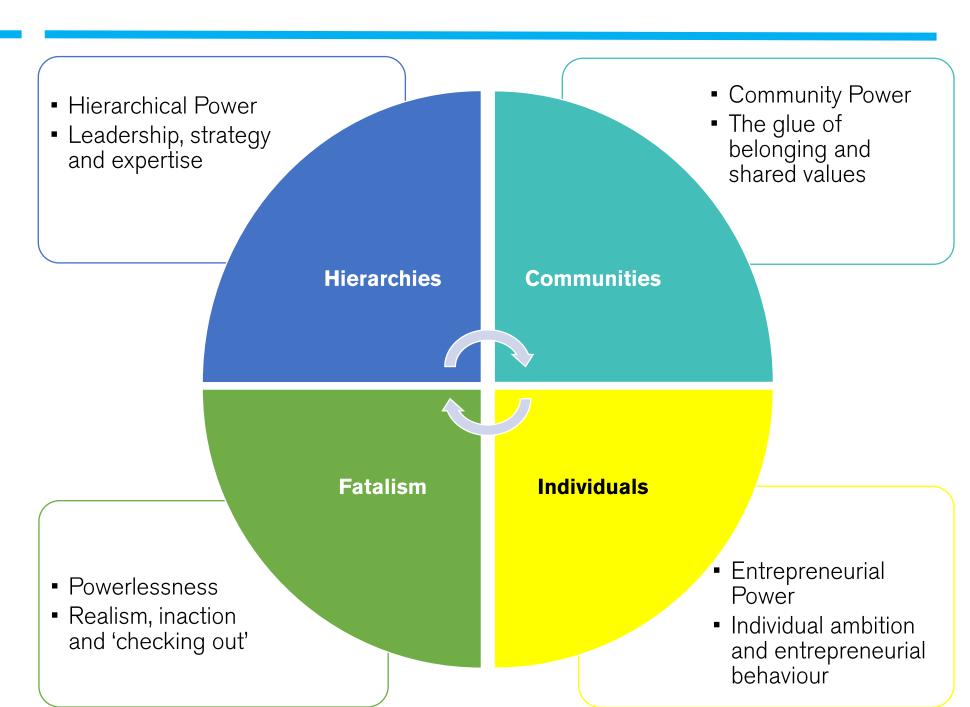












AN OVERVIEW

	Systems, Hierarchy	Communities, Groups	Individuals, People
Emphasis on co-ordination through	leadership, strategy and expertise	the glue of belonging and values	individual ambition and competitive endeavour
At its best	Clear, consistent strategy, transformative, at scale, purposeful Listens, trusts, empowers Ethical and brave	Altruistic, values-based, co-ordinated, collective, collaborative, community, norms, tribes Commitment to vision External focus, celebrates achievement	Responsible, accountable Empowering others and self Energised, ambitious, creative, resourceful, dynamic, agency and control
At its worst	Communities done-to, paternalistic, professionals know-best Top down, bureaucratic, lack of choice and voice Inflexible, inefficient, illegitimate, poor leadership, lack of vision	Actively fighting against vision, strategy, approach Discursive, moored, factional Internal focus, wrapped up in in-fighting or other such distractions	Disempowering, undermining, not engaging in community Irresponsible, short-termism Defensive, reactive, conflictual

INTERACTIONS



Towards a social movement in health

RSAlan Burbidge

Step 4



YOUR LOCALITY: ACTIONS For **Health Goals /** Other **For Groups** For Individuals Hierarchies / ideas priorities **Systems CO-ORDINATING ACTIONS VISION**

SOCIAL MOVEMENTS IN YOUR LOCALITY

WORKED EXAMPLE

	ACTIONS			
Health Goals / Priorities	For Hierarchies, Systems	For Communities	For Individuals	Other ideas
Increase HIV testing	Encourage NHS Trusts to share information + resources with voluntary sector (e.g. Terrance Higgins Trust) relating to those living with HIV Public messaging campaign	Capacity build support groups of people with lived experience (particularly outside urban areas)	Display awareness E.g Wearing Red ribbons - Raising awareness E.g. Social media posts	Campaign for drug companies reduce costs of testing kits
Decrease knife violence	Increase fines for illegal sale of knives	Support family groups i.e. 'Mothers Against Violence'	Knife amnesty take up	

WHAT DOES THIS ALIGNMENT ACHIEVE?

Systems	Communities	Individuals
Public Value	Social Capital	Individual Agency

= Wellbeing?

Wrap-up

RSA

21st century enlightenment

WHAT HAPPENS NEXT?

- Write up from these sessions
- · (Manchester, Birmingham, Newcastle, London) disseminated to all
- Content on the RSA website
- https://www.thersa.org/action-and-research/rsa-projects/public-services-and-communities-folder/health-as-a-social-movement
- Opt-in for RSA Fellowship (Engage events around the country to follow)

Next year focus:

- nef impact within the Vanguards
- Nesta the institutional response to social movements
- RSA spreading change with and beyond the Vanguards

Close

Contact Us

Rowan.Conway@rsa.org.uk

Ian.Burbidge@rsa.org.uk

Tom.Harrison@rsa.org.uk

