



Health Visiting : voice of service users

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Background to the Project

- 2010 ^{sd18} National Nursing Research Unit was commissioned to undertake a programme of work to support the Health Visitor Implementation Plan
- Three projects :
 - (i) literature review
 - (ii) empirical study of recruitment and retention of Health Visitors
 - (iii) empirical study on the views of users of health visiting services

Slide 2

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I would check with Jill which is best date to use here. Final proposal was signed off in April 2011, although funding decisions were prior to that.

sara donetto, 01/10/2012

Aims of the Project

- Qualitative exploration of views of families who had contact with the health visiting service as provided, in particular, at the 'universal plus' level of service provision
- To focus on this exploration within the context of the Early Implementation Sites

Research Process

- Attendance at DH project day for the all national Implementation sites
- Two sites chosen for data collection
- Attendance at meetings with managers and health visitors at each site inviting participation

Research Process (ii)

- Semi-structured interview guide was developed
- Ethical clearance obtained
- Site visits undertaken to gain an understanding of the context in which the service was being delivered : the structure of the service, the opportunities and the constraints
- Recruitment of potential user participants via health visitor colleagues at the implementation sites
- Completion of face to face (n=36) and telephone (n=8) interviews.

Data analysis and emergent themes

- Data from the interviews are currently being analysed through a process of collaborative theme generation
- Picture emerges of discerning service users who are able to differentiate between different aspects of service provision and between helpful individuals and the functioning of the service in which they work
- Initial impression of messages within the data include the importance of continuity of service provision, building trust through non-judgemental listening and 'validation' of the individual parent's experience

What's new ?

- Levels of distress, isolation and vulnerability expressed by parents
- Reciprocity is an important dimension in the relationship between health visitors and families using the health visiting service
- Evidence of families negotiating their contact with and access to the health visitor service and to other health and social care services through the health visitor

What's next ?

- Data analysis continues
- We aim to discuss and validate the data collected to date and the interpretation of this with families who agreed to take part in the project and with participating health visitors in the study site
- Themes will be further developed and refined in the light of these discussions
- Report to DH end of December 2012

Finally

- Any questions or comments ?
- Thank you for listening

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