

PR and Communications

# NHS Centre for Involvement Newsletter

## Issue 1, May 2007

Welcome to the first email newsletter from the NHS Centre for Involvement –  
<http://www.nhscentreforinvolvement.nhs.uk>

The NHS Centre for Involvement works with NHS staff and organisations to engage with patients and the public more effectively and implement change based on their information.

**In the newsletter this quarter:**

- **Welcome to your newsletter**
- **Minister gives view on Centre**
- **Local Government and Public Involvement Bill and Local Involvement Networks (LINKs)**
- **Service improvement - Quality assurance of major changes to service provision**
- **How we have started to help NHS staff and organisations to do improvement better**
- **What's going on in the Centre and opportunities for involvement**
- **Help us find where involvement is working well**
- **Dates for the diary and opportunities for involvement**
- **Job opportunities**
- **Help shape the future of this newsletter**

If you are reading this but you are not registered with Centre, yet would like to be please go to <http://www.nhscentreforinvolvement.nhs.uk> or call Kiley or Laura on 024 7615 0266

Alternatively, if you would like to contribute to future newsletters or would like to give us any feedback please [click here](#).

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[Welcome to your newsletter](#)

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## **Minister gives view on Centre**

[Click here](#) to hear Rt Hon Rosie Winterton MP, Minister of State for Health Services talk about the function, tools and support that the Centre can provide to you. You can also find out more information about the Centre on [About us](#).

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## **Local Government and Public Involvement in Health Bill**

The Bill is now passing through its committee stage and there are reports of the committee sessions the [parliament.uk](#) website. Although the Bill deals largely with local government issues, Part 11 makes proposals for changes in the system of patient and public involvement in health. These are centred on proposals to abolish the Commission for Patient and Public Involvement in Health and the Patients' Forums and to place a new duty on local authorities to commission support arrangements for new Local Involvement Networks (LINKs).

In preparation for LINKs, an 'early adopter' scheme is operating in 7 areas: County Durham; Doncaster; Dorset; Hertfordshire; Kensington & Chelsea; Manchester; Medway and the Healthcare Commission has 2 'test sites' in Leeds/Bradford and south west peninsula. The learning from these projects is being evaluated by the NHS Centre for Involvement.

## **Commons Health Committee inquiry into Patient and Public Involvement**

The Commons Health Select Committee has concluded its public evidence sessions. Transcripts of the sessions are on the [parliament.uk](#) website. The NHS Centre for Involvement made a written submission to the Committee and is available on the [parliament.uk](#) website, along with submissions of other people and organisations.

## **Local Involvement Networks (LINKs)**

The Department of Health has recently launched their monthly Local Involvement Networks (LINKs) bulletin. This bulletin will keep you up to date with the LINKs developments, provide you with weblinks to current policy and guidance as well as letting you know about future regional events. For more information [click here](#)

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## **Service improvement - Quality assurance of major changes to service provision**

The link below will take you to a letter from David Nicholson to SHA Chief Executives which sets out the findings and recommendations from Sir Ian Carruthers' review of service change and reconfiguration proposals. This short review will ensure that future major service changes are better managed and implemented, so that all major service changes and improvements are conducted to the standards set down by the very best.

[www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH\\_072365](http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH_072365)

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## How we have started to help NHS staff and organisations to do improvement better

### Working in Barnsley

We have just completed our first organisational development (OD) project with Barnsley NHS Foundation Trust to develop a more strategic approach to involvement and model best practice in involvement within a particular area. In Barnsley, we focused on engaging children and young people, in particular around emergency services. We found lots of good work going on and have recommended that the Trust focus now on some key challenges, including:

- Developing a strategy and action plan that makes involvement part of business planning, policy development and service improvement projects;
- Ensuring that the Board and Management Executive get clear information about the experience of patients and involvement activities;
- Giving serious consideration to a dedicated budget for involvement and the appointment of an operational lead for the work;
- Developing a network of champions at directorate and team level and building the capacity of staff, patient representatives and Governor Members to do good involvement work;
- Making sure that patients and the public are properly involved in redesigning emergency care;
- Enhancing work on joint approaches towards stakeholder engagement through better strategic partnerships.
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Click [here](#) for the Executive Summary or for the full Report

As well as the work in Barnsley, our organisational development (OD) projects are focusing on a wide range of issues. These include involvement work with the Bangladeshi community around emergency services, engaging clients and carers around improving substance misuse services, user-carer focused evaluation of learning disability services and how to improve the continuity of care for people with neurological conditions.

For more information about who else we are working with [click here](#).

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## What's going on in the Centre and opportunities for involvement

### Share your knowledge

With a launch date of the 16th April, the Patient-Citizen Exchange (PCX) network will be open for business. This new and exciting facilitated e-network will enable those patients and public who work in many and varied roles involved in the governance, management and delivery of healthcare.

It will be an innovative web-based community for:

- sharing best practice;
- discussing involvement related issues;

- feeding into, and helping shape, the work of the NHS Centre for Involvement; and
- cascading information and advice throughout partner organisations.

For more information [click here](#).

## **People Bank**

The People Bank will be a community of patients, carers, members of the public and NHS staff who will help shape and deliver everything that we do.

So far, twenty People Bank Partners are busy working in our Organisational Development (OD) projects. They have been recruited via stakeholder networks, such as Kikass (a children and young people's organisation), the Royal College of Physicians Patient and Carer Network, Dosti (a network of community, voluntary and faith groups in Dudley) and Speakability (a National Charity for People with Aphasia). We hosted our first People Bank learning event on the 13th March and this has generated tons of good ideas for the way the People Bank could develop.

We are now ready to offer individuals the opportunity to register their interest in joining the People Bank through our website. So, if you are interested in contributing to our communications work, research, the Patient-Citizen Exchange or OD, and you have already registered [click here](#). If not, [click here](#) to register for this opportunity. **Please note that you will have to go through an application process.**

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## **Job opportunities**

### **Director of Learning and Support**

We are looking for an outstanding Director of Learning and Support to lead and develop our strategy for integrating high quality patient and public involvement as part of a career pathway. If you would like to view the full advertisement please [click here](#).

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### **Help us find where involvement is working well**

Do you know of any areas of the NHS where good involvement has led to improvements to health services? How has involvement made a difference to how your organisation has commissioned services?

The NHS Centre for Involvement is looking for evidence based involvement case studies to demonstrate how involvement has led to real impact and change. The Centre would like to use these in a range of materials – from demonstrating notable practice to signposting other staff and organisations to where involvement really works. We will also like to use these case studies towards our PPI awards which will be presented in November. If you can help contact email [kiley.brown@warwick.ac.uk](mailto:kiley.brown@warwick.ac.uk) or [laura.nickle@warwick.ac.uk](mailto:laura.nickle@warwick.ac.uk)

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## **Dates for the diary**

### **National Conference 'From Involvement to Impact' – Nov 07.**

This conference will explore how involvement is making a real difference to services across England, Ireland, Scotland, and Wales. It will also provide you with platform to hear about the impact that the Centre has made in its first year, culminating in an awards ceremony to celebrate notable practice. Further details to follow shortly.

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### **Help shape the future of this newsletter**

We're looking for you to tell us what you want from our site, especially what would be helpful information to enable you to do involvement well. As a result the Centre is looking to form a virtual editorial panel so that we can share your views and experiences. If you'd be interested in helping the Centre shape its future newsletters, please email [kiley.brown@warwick.ac.uk](mailto:kiley.brown@warwick.ac.uk).

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### **To avoid continually logging on to the NHS Centre for Involvement website...**

To avoid continually typing in your login details, you can instruct Internet Explorer to save your name and password. In the main browser menu, click 'Tools' then 'Internet Options'. Click on the 'Content' tab and under Personal information click the 'AutoComplete' button. Make sure the boxes 'User names and passwords on forms' and 'Prompt me to save passwords' is checked. Next time you log into the site, you will be asked if you would like to save this information, and on subsequent visits, the log-in and password details will be automatically filled in as you start typing. Some networks may have disabled this feature for security reasons. If in doubt, please contact your network administrator.

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### **NHS Centre for Involvement registration criteria**

All NHS staff and organisations are encouraged to register for this site by logging their details on the registration page.

#### [Am I eligible?](#)

The NHS Centre for Involvement will support NHS staff and organisations to work with patients and the public to more effectively evaluate and develop services. Key to this process is understanding the experience of patients and the public and implementing change based on their views.

The Centre does this through identifying and disseminating examples of good practice, utilising high quality evidence based research, facilitating networks of professionals, patients and the public to help improve the development of services and supporting the NHS to embed involvement into its culture.