

NCI Newsletter – issue 10

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

www.nhscentreforinvolvement.nhs.uk/register/.

If you are reading this and you are not registered with Centre but would like to be, please go to the link above or contact Kiley (kiley.brown@warwick.ac.uk) on 024 7615 0266 if you have questions.

Welcome to the latest email newsletter from the NHS Centre for Involvement (NCI) www.nhscentreforinvolvement.nhs.uk.

Please forward this bulletin to members of your team and people who you think may benefit from receiving this newsletter. You may wish to print and display it on notice boards or have it published on your internal intranet sites. To download a PDF version please go to www.nhscentreforinvolvement.nhs.uk/newsletters/.

If you would like to contribute to future newsletters or give us any feedback, please fill out a contact form on our website.

Annual Survey on PPI in England

The NHS Centre for Involvement (NCI) is currently undertaking the Annual Survey on the State of Patient and Public Involvement (PPI) in NHS Trusts across England 2008. This survey has been sent to all PPI Leads and it seeks to build on previous work undertaken at the NHS Centre for Involvement.

The survey covers the following themes and key areas:

1. Your role and your Trust
2. Definitions and language
3. Strategy and action plans
4. Who and how
5. Learning and Support
6. Budget and Resources
7. Evaluating and Reporting
8. Local Involvement Networks (LINKs)
9. PPE in commissioning
10. The role of the NCI

During 2007 the NHS Centre for Involvement undertook the first national survey of Patient and Public Involvement. This baseline assessment consisted of three questionnaires:

- one for Chief Executives of NHS Trusts in England;
- one for Trust PPI Leads of NHS Trusts in England; and
- one for a sample of stakeholder organisations.

The findings of the 2007 survey and further information about this project is now available on our website at www.nhscentreforinvolvement.nhs.uk/annualsurveyonppi.

A number of documents and toolkits are being developed from the findings of this project and will be posted on our website when they are available.

If you are a PPI Lead and have not received an email inviting you to participate in the 2008 annual survey, please contact the Evidence for Practice team on ncisurveys@warwick.ac.uk.

Local Involvement Networks

Tim Gilling, LINKs Project Manager, NHS Centre for Involvement



Continuing to develop LINKs is becoming increasingly important – the transitional period ends on 30 September 2008. Any council that has not contracted their Host by this time will be breaching a legal duty and we are obviously keen to avoid this happening in any area.

LINKs are about giving local people more say in shaping health and social care services and it is important

for Local Authorities to continue to demonstrate that they are taking new initiatives forward. Councils have a crucial role to play in terms of contracting the right Host to support their LINK and then allowing the LINK itself to develop independently. Of course, the transitional period is not just about contracting a Host – Local Authorities have had a duty to make sure that LINK activities could take place since 1 April 2008. No

LINK would have been fully operational straightaway because of the need to decide on governance arrangements etc, but councils should be making sure that people and groups are being brought together and supported to get the work of LINKs underway.

Code of Conduct for LINKs

This document was recently published as part of the information that the Centre is producing to help Local Involvement Networks get up and running. Prepared by the Department of Health, this document has been informed by both best practice, as well as the views of those who use and provide services.

Designed to be used both by LINKs' representatives and service providers, the Code aims to ensure that the rights of service users and staff are respected, encourage a spirit of openness and partnership, and support a constructive relationship between a LINK, a provider and the community. LINKs need to

be able to visit services to gather the information they need but these visits should be proportionate and reasonable. This Code, if used as a guide, should help achieve this balance.

To download these documents, visit: www.nhscentreforinvolvement.nhs.uk/LINKsguides.

CSIP—LINKs Host event outcomes

A series of regional events were held in order to give LINKs Hosts the chance to meet each other and to share thoughts and ideas. The nine events were run by Care Services Improvement Partnership (CSIP) in partnership with NCI.

Guidance on the following areas was requested:

- working in the world of social care;
- models of community engagement;
- an induction pack for LINK members;
- accredited training; and

- working across Local Authority boundaries.

Information from the events will inform future advice and support for LINKs.

Regional networks will continue to be facilitated by CSIP. A report from the events will be shared with LINKs in the near future.

What's going on in the Centre

Reflections of a People Bank Partner — Mick Jeffs

As a People Bank partner I recently helped with a project to prepare guidance notes for people and patient involvement with research into working with stroke patients and their carers. This was a straightforward task involving the review of documents which were sent to me by email. I felt able to make some suggestions for

positive improvements and notice was taken of some of these. I recognised that the editor had to take into account suggestions from a number of People Bank and other reviewers.

I believe the final document will be very useful for all those researching stroke services. This was a task



which took me about one day to complete spread over two or three days. I had a satisfying sense of achievement and cannot wait to be chosen for another project.

Involvement to Impact Awards 2008

The NHS Centre for Involvement is pleased to announce the launch of its second annual Involvement to Impact Awards.

These Awards showcase and recognise the high quality work that is being done to involve patients and the public in NHS decision making and service development.

The focus of these Awards is to demonstrate how NHS staff and organisations have worked with patients and the public as equal partners and how this involvement has impacted health service planning, design and evaluation of new and existing services.

We welcome entries from all NHS, voluntary network and social care organisations

working together to develop services with patients and the public.

To download the entry form and more information visit www.nhscentreforinvovlement.nhs.uk/i2iawards/

Award winners will be announced at a gala dinner on the evening of **Tuesday 25 November 2008** at the ICC, Birmingham.

Evidence Based Digest

The Summer issue of the Evidence Based Digest from the NHS Centre for Involvement (NCI) is now available on our website.

To download a PDF or text version of this issue visit: www.nhscentreforinvovlement.nhs.uk/ebdigest.

NHS Centre for Involvement — 2008 Annual Conference

The NHS Centre for Involvement will be holding its second annual conference on **Tuesday 25 November 2008** at the International Conference Centre, Birmingham.

This conference will explore how involvement is making a real difference to services across the UK. It will also

provide you with platform to hear about the national developments in Patient and Public Involvement, World Class Commissioning, the start of phase of Local Involvement Networks (LINKs) and the achievements of the Centre over the past year. More information will be available on our website shortly.

PPI News

High Quality Care for all—NHS Next Stage Review final report

The final report of Lord Darzi's NHS Next Stage Review has been launched. It responds to the 10 SHA strategic visions and sets out a vision for an NHS with quality at its heart.

The report sets a new foundation for a health service that empowers staff

and gives patients choice. It ensures that health care will be personalised and fair, include the most effective treatments within a safe system, and help patients to stay healthy.

To access the report and other supporting information visit: www.ournhs.nhs.uk.



To access an online interactive magazine version of the final report visit: http://nhs.clikpages.co.uk/next_stage_review/.



What consumers want in healthcare

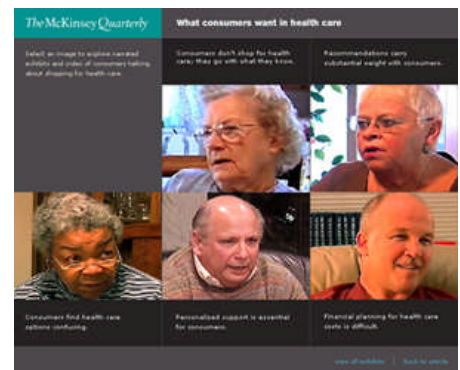
Patients are confused, concerned and uncertain about their health insurance and financing needs. They rely heavily on personal recommendations and brand recognition, according to a recent study.

As the healthcare industry shifts from the public to the private sector, patients are demanding clearer information and

personalised support. Service providers that pay careful attention to their needs, desires, and habits stands to gain a significant advantage in this market.

To access an interactive media player featuring narrated exhibits and video interviews with patients. <http://e.mckinseyquarterly.com/W0RT019199271E617270C2BAC8FCD0>

There is also a brief survey available to take as an opportunity to help inform future work on this topic.



Healthcare Commission announces plans for 2008/09 assessment of NHS Trusts

The Healthcare Commission has published its plans for the 2008/09 annual health check of NHS Trusts, following consultation with the NHS, professional bodies (eg Royal Colleges), members of the public and voluntary groups.

The overall structure of the health check, which has been in place for three

years, is largely unchanged for 2008/09.

The annual health check enables patients and the public to compare performance over time and identify where improvement has been made.

To find out more about the annual health check visit

www.healthcarecommission.org.uk



England's healthcare watchdog

PPI News

Supporting World Class Commissioning

Patients expect the very best health services, and all NHS healthcare organisations are committed to ensuring they get them. But how do commissioners know what services will best meet the needs of local people?

The Information Centre for health and social care has produced a short film and a booklet on how its products and services can help to support World Class Commissioning.



To view this video and to download an informational booklet visit:

www.ic.nhs.uk/commissioningfilm

60 years of research in the NHS benefiting patients



The Department of Health, in partnership with the National Institute for Health Research, has published a report to commemorate 60 years of NHS research. The report outlines some of the major advances in medical

knowledge, research, treatment and patient care that have marked the first 60 years of the NHS.

Also, there are new plans in place to ensure that patients, from every part of the country, with any illness or disease, are made aware of research that is of particular relevance to them.

They will also be able to take part in clinical trials if they meet the criteria.

The report, '60 years of research in the NHS benefiting patients', can be found at:

www.nihr.ac.uk/publications.aspx



Consultation on the NHS Constitution



The proposed NHS Constitution published on 30 June 2008, marks 60 years of the NHS. It focuses on safeguarding the core principles and values of the NHS for the next generation, whilst setting a clear direction for the future. It reaffirms rights to NHS services, free of charge and with equal access for all.

The new Constitution aims to empower both staff and patients, containing clear pledges on the ways in which the NHS will strive to improve the working environment. It has been developed with active engagement from staff, patients and the public.

The Department of Health are consulting widely on the contents of the Constitution and how to put it into practice.

NHS Constitution Consultation

To access and download the draft Constitution and the consultation document, visit the Department of Health website at the following address:

www.dh.gov.uk/en/Consultations/Liveconsultations/DH_085812

Deadline for responses is **17 October 2008**.

Dates for the Diary

23 July 2008: NICE's Annual General Meeting and Question Time Session
Banbury, Oxfordshire

www.nice.org.uk/newsevents/events/otherevents/other_events.jsp

27 August 2008: Making Consultation Meaningful
Glasgow

www.consultationinstitute.org/trainingcourses/courses.asp?id=23&strtype=public&dateid=148

01 September 2008: Six Sigma for healthcare course
Newcastle

www.rss.org.uk/main.asp?page=2964

04 September 2008: Empowerment 2008 – CLG White Paper
Manchester

www.consultationinstitute.org/tcievents/events.asp?id=102&strtype=public



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LINKs Bulletins

For the June/July 2008 bulletin visit:
www.nhscentreforinvolvement.nhs.uk/LINKsbulletins.

Please note: there will not be a LINKs bulletin in August. Starting in September, the bulletin will be available from the beginning of each month.

Newsletter editorial panel

Our newsletter editorial panel helps the Centre think through the issues that need to be explored in the world of PPI.

The panel now comprises:

- Carol Rawlings, University Hospital Birmingham NHS Foundation Trust;
- Andrew Langford, Skin Care Campaign;
- Usha Prema, Kensington and Chelsea Primary Care Trust;
- Helen Stevens, The Campaign Company;
- Marilyn Hammick, Centre for the Advancement of Interprofessional Education;
- David Hart, Help the Hospices and Trinity Service User Groups;
- Amjad Rahi, LINK steering group member, London Tower Hamlets;
- Iona Burchell, Expert Patient Programme Facilitator;
- Luke Albarin, Citizens Advice, Worcester; and
- Brendan McInerney, Barton and Tredworth Community Trust Centre.

Please remember to let us know what you want from our site, especially what would be helpful information to enable you to better involve patients and the public.

Email: nhscentreforinvolvement@warwick.ac.uk