

NCI Newsletter – issue 12

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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.nhscentreforinvovlement.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.

Mapping Report of Accredited PPI Qualifications

One of the visions of the Learning Directorate at the NHS Centre for Involvement is to develop an educational model, which creates an accredited pathway of learning for Patient and Public Involvement (PPI).

A priority of this development was to map the learning and development opportunities and programmes for PPI, which are currently available for NHS staff and the public across the NHS in England. Part of this mapping examined all accredited PPI programmes available at further and higher education institutions. In order to do this, we explored every further and higher education institution

website in England and followed this up with letters to course leaders in order to verify the programmes.

We are pleased to announce that our findings are now available on our website at

www.nhscentreforinvolvement.nhs.uk/learningmappingreport/.

Details of PPI, health and social care courses for all levels at each institution are also listed in the appendices.

If you are aware of any other non accredited learning opportunities or have any queries about the mapping report then please contact Paul Bagley (paul.bagley@warwick.ac.uk).

All NHS staff and organisations are encouraged to register for this site. 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.

Evidence Based Digest

The Autumn 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.

Local Involvement Networks

Brenda Cook — Voluntary and Community Sector LINKs Project Worker

Update on the programme to promote LINKs to the voluntary and community sectors

Voluntary and Community Sector (VCS) organisations at all levels have shown a large amount of interest in LINKs since their set up, and this has increased over the last few months. In response to this we have taken part in many meetings across the country to help members of VCS organisations to understand how they can get involved.

We published a short leaflet in order to help sustain the interest in LINKs and to enable groups to share information within their

networks. At the same time, we have also had conversations with newly appointed Host organisations aimed at sharing our experience and helping them to engage with their local VCS. Being able to share practice across the country like this helps to model the idea of LINKs as 'networks'.

As a result of our work, a number of national VCS organisations have shared information about LINKs with local groups with an interest in specific health and social care issues. We are currently working with these organisations to strengthen this approach.



We are currently in the process of producing a series of short video clips involving LINKs participants and key stakeholders talking about the benefits of LINKs. Copies will be available soon for LINKs and Host organisations to use when they are reaching out to groups and individuals as another method of explaining LINKs.

LINKs Guides published

There are four new additions to this series of guides:

- Guide No. 14 – Annual reports
- Guide No. 15 – Checking progress

To download these guides and others from the series go to:

www.nhscentreforinvolvement.nhs.uk/linksguides/

Listening and responding to communities: a brief guide to Local Involvement Networks

A Local Involvement Network (LINK) should be up and running in every area of England by the end of 2008. The Department of Health has published this guide to help health and social care managers understand LINKs. The guide also explains how LINKs can help services respond to local needs.



To download a copy of the guide go to:
www.nhscentreforinvolvement.nhs.uk/usefulguidance/

Local Involvement Networks

Further expert advisor support available

One free day of consultancy support is available for each LINK between now and March 2009. Requests for support must be submitted through the organisation that is supporting the LINK (either the Host organisation or the Local Authority Lead if there are transitional arrangements).

Local Authorities and Hosts have said they would like further expert advisor support. This service was

previously offered to Local Authorities to help them get ready for LINKs and was provided by the Centre for Public Scrutiny (CfPS) Expert Advisory Team.

Placements will be delivered in two sets:

Set one:
Placement date: 1 September to 31 December – Requests should have been received by 30 September.



Set two:

Placement date: 1 January to 31 March – Requests to be received by 30 November.

If you wish to book an advisor, please contact CfPSadvisors@idea.gov.uk or call Ian Cole on 020 7296 6196.

Period of Transition extended

The legislation establishing LINKs includes a transitional period. It was due to end on 30 September 2008 but has been extended by 3 months to 31 December 2008.

The transition period was put in place to ensure that Local Authorities that had not appointed an operational Host from 1 April 2008 were under a duty to ensure that LINK activities could take place by other means. Although the majority of

authorities had a Host organisation in place by the end of September, the Government was aware of a small number of Local Authorities that would not have final contracts signed with the Host organisation in time.

If a Local Authority does not make arrangements during the transitional period it would be breaching the statutory duty to ensure that LINK activities take place. If

a Local Authority does not make arrangements for LINKs to be in a position to be up and running by the end of the transitional period it would also be breaching its statutory duty. This would put the authority at risk of judicial review.

The relevant regulations regarding the extension of the transitional period are available at: www.opsi.gov.uk/si/si2008/ukSI20081877_en_1



Involvement to Impact Awards — Shortlisted entrants

We will soon be announcing the shortlisted entrants to Involvement to Impact Awards 2008. There was a very high calibre of work submitted, which will make choosing the winners very challenging for our judges.

Thank you to everyone who has participated in the Awards this year.

For more information about the awards visit www.nhscentreforinvolvement.nhs.uk/i2iawards/.

What's going on in the Centre

Involving, Engaging, Empowering – PPI in Action

**NHS Centre for Involvement's (NCI) Annual Conference
Tuesday 25th November 2008
The ICC, Birmingham**

REGISTER NOW!

Registration is now open for our annual conference. You can register online at www.nhscentreforinvolvement.nhs.uk/conference2008/ using our easy-to-complete online registration form – secure your place now!

The focus of this year's conference is on Patient and Public Involvement (PPI) in action at the heart of service delivery across health and social care.

Involvement, engagement, empowerment – all three elements are part of the service delivery landscape and this represents a great opportunity to take stock of what is happening, to see examples of work where involvement is making a real difference to service delivery and patient outcomes. And as LINKs move into the next stage of development and implementation there will be a chance to discover how well these are working in different areas – to share best practice, to learn from other projects and to concentrate on the best that PPI can offer.

There will be a series of practice-focused workshops on the work and activities of

NCI and what the Centre can offer you in terms of information, resources, knowledge and advice. These workshops will enable you to understand how you can make the most of what the Centre has to offer and how we can help you put involvement at the centre of your work.

Interactive sessions, workshops and a panel discussion maximise your participation in the conference, and you should come away from the day feeling energised, inspired and – above all – involved.

Speakers Include:

Mandy Wearne

is Chair of the Board of the NHS Centre for Involvement and Director of Provider and Market Development at the North West Strategic Health Authority.

Neil Betteridge

was formerly Head of Public Policy and Campaigning at RADAR and is now Chief Executive at Arthritis Care.

Peter Beresford OBE

is Professor of Social Policy and Director of the Centre for Citizen Participation at Brunel University.

Sharon Henry

is Programme Director, Stakeholder Involvement at the Department of Health, Social Services and Public Safety in Northern Ireland.

Richard Wiseman

is Professor of the Public Understanding of Psychology at the University of Hertfordshire.

Why should you attend?

When you attend this conference you will gain:

- an insight into the current state of PPI and its future development,
- a real understanding of what NCI does and how we can help you to make that difference, and
- an opportunity to network with colleagues from a wide range of NHS and social care settings

Also:

- an opportunity to view the Awards poster displays
- attend the Awards
- network with colleagues.

Who should attend?

- PPI Leads
- Senior managers from Strategic Health Authorities, Primary Care Trusts, Acute Trusts, Care Trusts, Mental Health Trusts, Ambulance Trusts and other NHS bodies
- Directors and Heads of PPI
- LINK members and Hosts
- PALs Networks
- Members of Health Overview and scrutiny Committees
- Patients' Associations
- Advocacy Groups
- Condition-focused groups

What's going on in the Centre

Involvement to Impact Awards 2008 — evening ceremony

The 2008 Involvement to Impact Awards evening offers you the opportunity to be present at a ceremony to recognise excellence in PPI practice in a wide range of categories.

The Awards represent a key opportunity to celebrate success, to gain awareness of how other people are making PPI work for them in their health or social care

setting and to gain experience of a wide range of PPI applications.

The evening starts with a drinks reception where you will be able to meet the shortlisted entrants, view the poster displays and discuss their work with them, as well as network with PPI colleagues from across the country.



For further information about the ceremony and prices go to the online registration at:
www.nhscentreforinvovlement.nhs.uk/conference2008/

Reflections of a People Bank Partner — Jennifer Bostock

I was asked to participate in a project for West Sussex Primary Care Trust (PCT) on Patient and Public Involvement (PPI) in primary care commissioning, one of the Organisational Development projects that the NHS Centre for Involvement manages. I enjoyed the work, meeting the people, attending the meetings, and researching this important area. What I wasn't expecting though was the powerful position being the only 'patient rep' on the steering group would give me. Although I have a professional background in the NHS and academia, I was doing this work as a 'patient' and rather than feeling undervalued and unheard in the group of PCT professionals, I found myself

adorned with powers I never had as a professional. There seemed an almost unwritten rule that my comments and questions ought to be listened and attended too. Being an 'outsider' meant that I could escape the politics and bureaucracy that often seem to strangle NHS staff, and I could ask those awkward but crucial questions, and make those seemingly whacky but rational suggestions that professionals simply don't make.

One example came during the meeting – the group was stuck for ideas on how to generate more public involvement from older people. The group went through the usual round of suggestions – advertising,



word of mouth, leaflets, etc. eventually I said 'why don't we pop outside and ask the people playing bowls if they would participate?' After a few nervous giggles and sighs from around the room, I said it again. I'm not saying that this suggestion was an answer to the problem, nor was it the only one I made, but I think it highlights how liberated one is when engaged in these projects as a patient, or a member of the public and how we can say those things that professionals only dare to think.

PPI News

NHS Choices Updated

NHS Choices is being updated, with new features, expanded content, and significantly enhanced navigation. The service is designed to help people make the most of their own health and get the best out of the NHS.

NHS Choices is a long-term project, which will continue to evolve over the next 18 months with new features and content added via a series of planned new releases. The new service is flexible and will continually improve and adapt in response to

feedback from those in and outside of the NHS.

The first significant changes are taking place in November. Many of the important changes are being made in response to the wide consultation that has been undertaken.

For information about the updates you can download the NHS Choices newsletter on the Department of Health website:

www.dh.gov/en/Publicationsandstatistics/Bulletins/nhschoicesbulletin/index.htm

Consultation on a regime for unsustainable NHS providers

This consultation sets out the Government's proposals for a statutory regime for unsustainable NHS providers, and invites comments by 3 December 2008.

Most NHS organisations deliver high-quality care, and Lord Darzi's report *High Quality Care For All* set out ambitious plans to drive and enable further improvement, as well as the commitment to delivering services

through the NHS Foundation Trust model.

In any system that delivers services, a minority of organisations will under-perform. Most of those will be able to recover this position and improve, but some will fail and will need direct intervention to ensure that service continuity is given priority and that over time good local services are developed. The Prime Minister made it clear that

the Government will take decisive action in the public interest against failing services and this applies to NHS services as to all others.

For more information and the consultation document: www.dh.gov.uk/en/Consultations/Liveconsultations/DH_087835.

Email the consultation team unsustainable@dh.gov.uk.

Perfect match for the NHS – Online advertising service will improve commissioning opportunities

A new website will help Primary Care Trust commissioners identify suitable health and social care services and make it easier for suppliers to find business opportunities within the NHS.

From October, all NHS commissioners will be

required to use 'NHS Supply2Health' to post information about tenders and contract awards. This will help suppliers understand exactly what PCTs are looking for and respond effectively.

Health Minister Ben Bradshaw launched the

new service and expressed the Government's aim to make it easier to do business with the NHS. He said that 'in a complex health market we realise it's not easy to find the perfect match.'

Visit the website at: www.supply2health.nhs.uk.

PPI News

National Voices – Placing users at the heart of policymaking

The new umbrella organisation National Voices is set to change the way that health and social care policy is made by ensuring that the voices of patients, carers and service users are heard at the heart of government.

The unique initiative was launched with a first conference attended by voluntary organisations from all over England. National Voices Co-Chair, Jeremy Hughes, explained that the National Voices conference

would set the style for the organisation – “listening, reflecting and interacting.”

National Voices will fill the gap between national voluntary organisations, members and supporters and the people who make policy. In the past, service users have not always been able to make their voices heard, and policy-makers have found it difficult to find out what people really have to say about services. Key figures from the

Department of Health will have to account for their policies and commit to acting on feedback. By bringing the voices of users together under the National Voices umbrella they will allow for direct contribution to policy.



For more information visit the National Voices website: www.nationalvoices.org.uk

NICE sees new members for its independent advisory committees on the use of health technologies

The National Institute for Health and Clinical Excellence (NICE) is recruiting new members to join its three independent advisory Appraisal Committees. The Appraisal Committees consider and interpret evidence on the clinical and cost effectiveness of health

technologies and formulates recommendations on their use. Members of all Committees are drawn from the NHS, healthcare professionals, patients and carers, and the academic world. They will be helping the Institute take some of the most difficult decisions in public life.

There are currently vacancies for the following:

- Consultant Physician
- Clinical Pharmacologist
- Health Economist
- NHS Management
- Consultant Surgeon
- Psychiatrist
- Professions Allied to Medicine
- Nurse

For more information about the Committees and how you can apply go to: www.nice.org.uk/getinvolved/joinnwc/healthandotherprofessionals/MemberTechnologyAppraisalCommittee.jsp.



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Dates for the diary

A selection of events and training that you may find useful are listed below. Please note: the NHS Centre for Involvement has not organised any of the below events and this list is for information only.

16 October 2008: NHS Alliance Annual Conference 2008, Bournemouth
www.nhsalliance2008.co.uk

17 October 2008: Deadline for responses to the Consultation on the NHS Constitution
www.dh.gov.uk/en/Consultations/Liveconsultations/DH_085812

21 October 2008: Healthcare Commission regional workshops for LINks Hosts, Newcastle
www.lx.nhs.uk/calendar

12 November 2008: Innovation Live, London
www.innovationlive08.co.uk

18-20 November 2008: The Future of Public Services: 2nd Herbert Simon Academy, Manchester
www.mbs.ac.uk/research/hsi/newsevents/academy.aspx

24-25 November 2008: TeleMed 08: Optimising Patient Centred care - The role of eHealth, London
www.rsm.ac.uk/academ/teg101.php

25 November 2008: Involving, Engaging, Empowering – PPI in action, NHS Centre for Involvement annual conference 2008, Birmingham
www.nhscentreforinvolvement.nhs.uk/index.cfm?Content=204

3-4 December 2008: NICE 2008: Excellence in action, 10th anniversary conference, Manchester
www.nice.org.uk/newsevents/events/niceannualconference/nice_annual_conference.jsp

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;
- 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

Email: nhscentreforinvolvement@warwick.ac.uk

Website: www.nhscentreforinvolvement.nhs.uk