

## NCI Newsletter – issue 14

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Welcome to the latest email newsletter from the NHS Centre for Involvement (NCI): [www.nhscentreforinvolvement.nhs.uk](http://www.nhscentreforinvolvement.nhs.uk).

Please forward this bulletin to members of your team and to 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](http://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.

### New NCI Executive Director: Graham English



**The NHS Centre for Involvement is delighted that, on 1 December 2008, Graham English took up post as Executive Director of the Centre.**

Graham is a consultant and coach with a 22-year career in the NHS, latterly as Chief Executive of Central Derby Primary Care Trust, which he led as a first-wave inner city PCT.

Graham has extensive experience over 25 years in managing, generating and inspiring change, as external facilitator and change agent, executive coach, Director of external change teams and as a senior leader of complex organisations.

Much of Graham's leadership experience is with the NHS as

Chief Executive of a successful first wave Primary Care Trust, followed by experience with an NHS internal consultancy which supported the dozen most hard-pressed NHS organisations to reach their performance goals, often requiring them to address key issues with their stakeholders, including local public and clinicians. He has worked with the NHS Confederation and lectured for the IHM on NHS Commissioning.

Commenting on his appointment, Graham said:

"I am delighted to be joining the NHS Centre for Involvement at this exciting time. Recent policy changes have shown how the involvement agenda sits at the heart of reform of patient and public experience of the NHS and the wider reform agenda.

"I hope my experience and beliefs will prove valuable in delivering this agenda. I very much look forward to supporting the NHS and its partners to take full advantage of this opportunity."

All NHS staff and organisations are encouraged to register on our website: [www.nhscentreforinvolvement.nhs.uk/register/](http://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 Gill ([gill.bailey@warwick.ac.uk](mailto:gill.bailey@warwick.ac.uk)) on 02476 150645 if you have questions.

## Local Involvement Networks

### 'Getting Better Together' - National LINKs Conference

5<sup>th</sup> February 2009, 9.00am, Fleming Room, Queen Elizabeth II Conference Centre, London

The Department of Health is funding a one-day conference, supported by NCI, the Healthcare Commission and the Commission for Social Care Inspection, together with the Care Services Improvement Partnership, the Local Government Association and the NHS Confederation.

The conference will give networks the chance to come together to discuss issues, such as how they can work together; learn from one another and access advice, guidance and to support and share individual, as well as collective, experiences.

The event will provide an opportunity for LINKs participants to decide upon future support needs, debate issues of common interest and to share best practice.

Delegates will be able to network, share information with other LINKs, as well as visit the exhibition area to talk to and learn from relevant support organisations. LINKs will be asked to bring along examples of their materials to share at the LINKs SwapShop - an exhibition for LINKs to share learning and good practice.

The conference is aimed at LINK participants and, as numbers are limited, only two places will be available for each LINK. LINK hosts are asked to facilitate the nomination of the two individuals

who will attend on behalf of the LINK, although the nominated individuals must register themselves. There is no charge to attend.

**The conference is open to registered LINKs Exchange members only and you must be nominated by your LINK in order to register to attend.**

Readers who are registered to the LINKs Exchange can find further details on the conference and view the agenda on the website: [www.lx.nhs.uk](http://www.lx.nhs.uk).

#### New additions to the LINKs identity toolkit

A LINKs PowerPoint template has been added as part of the LINKs Identity and Communications toolkit. There is also an updated version of the LINKs standard PowerPoint presentation, which gives general information on LINKs.

To view these additions visit the 'LINKs Identity and Communications toolkit' under 'Resources' on the LX Network website. – [www.lx.nhs.uk](http://www.lx.nhs.uk).

### LINKs Exchange membership now opened up

**As you may already be aware, the membership of the LINKs Exchange (LX) was opened up to LINKs members and the public in November 2008.**

The LX network is an online community for LINKs which aims to help LINKs access the latest advice and guidance, as well as enabling the sharing of best

practice.

The site includes resources, news and events, forums and blogs, where LINKs can discuss issues, regular e-newsletters and surveys. An archive of the Patients' Forums' national and local learning is also available as a resource.

#### NCI Annual Conference - LINKs Question Time transcript now available

The transcript of the LINKs Question Time session which took place at the NCI Annual Conference 2008 is now available to view on our website.

The transcript features the detailed answers given to questions posed to the LINKs panel by delegates at the Conference. Panel members included Tim Gilling, LINKs Project Manager and Meredith Vivian, Acting Director of Patient and Public Empowerment, the Department of Health.

Please visit: [www.nhscentreforinvolvement.nhs.uk/index.cfm?Content=153](http://www.nhscentreforinvolvement.nhs.uk/index.cfm?Content=153).

To register for membership to the LINKs Exchange and get involved, please visit: [www.lx.nhs.uk](http://www.lx.nhs.uk).

## What's going on in the Centre

### NHS Operating Framework for 2009 / 2010 announced

**The NHS Operating Framework for 2009/2010 was announced at the start of December.**

The Framework outlines the operating arrangements and

priorities for the NHS for the year, and bears in mind Lord Darzi's vision of an NHS that has quality at the heart of everything it does, which was outlined in his report

'High Quality Care for All'.

The Framework has five top NHS priorities, including 'improving patient experience, staff satisfaction and engagement'.

## What's going on in the Centre

### Practical Educational Tools (PETs) soon to be launched

#### NCI will soon be launching its first set of Practical Educational Tools (PETs).

PETs are developed by NCI to support better Patient and Public Involvement and engagement.

They are designed to be used by NHS Organisations, LINKs, Higher and Further Educational Institutions and schools.

Staff from NCI's Learning Directorate develop PETs in response to direct requests or when we have evidence that there is a wide need for a particular resource.

PETs vary in extent, from 'bite-sized' to extensive educational resource packs. As a minimum, each PET will consist of:

- A lesson plan;
- A teacher guide;
- Handout(s);
- A PowerPoint presentation;
- Student and teacher evaluation forms;
- A Knowledge & Skills Framework mapping grid; and
- A version control grid.

#### The first set of PETs will consist of:

- PET 01: A brief history of PPI

- PET 02: PPI: The Policy
- PET 03: LINKs: An Introduction
- PET 04: Good PPI: What a good organisation looks like
- PET 05: Involving people in commissioning
- PET 06: Involving people in urgent care

#### As soon as they're available, the first set of PETs will be posted on our website:

[www.nhs.centreforinvolvement.nhs.uk](http://www.nhs.centreforinvolvement.nhs.uk), under the Learning Domain section, where they will be available to download and print as required.

### NCI Annual Conference 2008: Delegate Feedback



Delegates who attended our 2008 Annual Conference, held on 25 November at the International Convention Centre in Birmingham, were given the chance to leave feedback about the day on our website:

[www.nhscentreforinvolvement.nhs.uk](http://www.nhscentreforinvolvement.nhs.uk).

A number of very valuable points were raised in the feedback:

- Feedback on the venue was very good.
- A number of delegates commented that they would have liked the day to be more interactive.
- Feedback on our speakers was, overall, very good.
- There was good feedback on LINKs Question Time – a number of delegates stated that they would have liked this session to be longer, and also that they would have liked the chance to respond in the session to the answers given to their question.
- It was pointed out that it would

have been beneficial to have been given handouts at each presentation. Please note that all presentations from the day are available to download on our website:

[www.nhscentreforinvolvement.nhs.uk/index.cfm?Content=223](http://www.nhscentreforinvolvement.nhs.uk/index.cfm?Content=223).

This feedback is a great opportunity for us to gain an impression of the conference from a delegate perspective and to consider ways in which we can develop the running and content of the day for 2009.

Our thanks go to all delegates who contributed.

#### Evidence-Based Digest

Volume 2, Issue 4 of our Evidence-Based Digest is now available to view on our website:

[www.nhscentreforinvolvement.nhs.uk/index.cfm?Content=150](http://www.nhscentreforinvolvement.nhs.uk/index.cfm?Content=150).

#### December 2008 saw the announcement of the funding for Primary Care Trusts for 2009 / 2010 and 2010 / 2011.

NHS Primary Care Trusts will receive £164 billion for 2009/2010 and 2010/2011.

This means that funding will now rise to, on average, £1612 per person by 2010/2011.

In 1996/1997, funding allowed for an average of £426 per person.

Funding in the NHS has trebled since 1997.

The funding will be mainly controlled by the PCTs themselves, as 80% of the NHS budget will be directly allocated to PCTs.



## PPI News

### PPI Learning Module

**The Warwick Medical School is running another five-day learning module on Patient and Public Involvement in Health Care from 9th to 13th February 2009.**

The module will involve lectures, guided reading, structured debate, simulation and group exercise. It will develop and enhance students' understanding of the potential contribution that NHS patients and the public can make to the improvement of health services, and give students the knowledge and skills to maximise their effectiveness in applying this

learning within their workplace. This module provides a flexible and unique method of learning designed to meet the educational and development needs of health care professionals and managers in the NHS, the private health sector or the voluntary sector.

This is an important area of study, and will support

organisations to achieve their obligations for increasing Patient and Public Involvement in the planning and evaluation of health care.

Please visit [www2.warwick.ac.uk/fac/med/study/cpd/module\\_index/pc930/](http://www2.warwick.ac.uk/fac/med/study/cpd/module_index/pc930/) for further details on the course, including how to apply.

### Become a blogger for Time to Change

**time to change**

Time to Change, a programme committed to ending discrimination faced by people who experience mental health problems, is looking for bloggers to share their story on their website.

Please visit [www.time-to-change.org.uk/experiences-views/blog](http://www.time-to-change.org.uk/experiences-views/blog) if you would like to get involved.

### PPI in Out of Hours (OOHs) and Urgent Care: Urgent Healthcare Solutions Conference 2009

**Urgent Healthcare Solutions, in conjunction with the NHS Centre for Involvement and supported by the Department of Health, will hold its next conference on Thursday 19th March 2009 at the Holiday Inn, Birmingham City Centre.**

Presentations and discussions will include:

- understanding the opportunities and benefits of Patient and Public Involvement in Urgent Care as set out in the guide from NCI and the Department of Health;
- understanding the role of market research & the use of focus groups in redesigning

services;

- using digital patient stories in learning from the experiences of service users;
- the benefit of measuring patient experience and how this can be done;
- the role of non-executive directors in ensuring a patient's voice is heard; and
- how to engage with patient groups when changes are planned.

This conference is aimed at all those with an interest in understanding the importance of PPI in Urgent Care.

It is anticipated that the audience will include patients and service users, PCT and SHA senior managers involved in commissioning Urgent Care Services as well as chief executives, directors and senior managers from OOHs and Urgent Care providers.

To book your place, please email: [michelleovenden@googlemail.com](mailto:michelleovenden@googlemail.com) or call 07901 643652 for a booking form.

**For further information on this conference, including details of speakers, please visit:**

[www.urgenthealthcaresolutions.co.uk/Default.aspx?tabid=568](http://www.urgenthealthcaresolutions.co.uk/Default.aspx?tabid=568)

### Involve announce Big Lottery Funding project

Involve (public participation specialists), the National Council for Voluntary Organisations (NCVO) and the Institute for Volunteering Research (IVR) have been awarded Big Lottery funding for a two-and-a-half year project to explore why people do and do not participate in social and civic activities.

The project, due to start in April 2009, will study how and why people get involved and stay involved in different forms of participation in their communities during their lifetime.

To leave a comment on this, please visit [www.involve.org.uk/involve-announce-blf-project/](http://www.involve.org.uk/involve-announce-blf-project/).

## PPI News



### Rethink Politics: Voter Registration Campaign

Rethink, part of Time to Change, is launching a voter registration campaign as part of their aim to get an extra 5,000 people affected by mental illness onto the Electoral Register by the end of 2009.

Rethink's 'Politics

Champions' (individuals committed to encouraging the empowerment of people with severe mental illness and their carers to participate in the Democratic process) are driving the campaign to support those affected by mental health issues to register and have a political

'voice'.

To find out more about the campaign, or to see how to become a Rethink Politics Champion, please visit:

[www.rethink.org/how\\_we\\_can\\_help/campaigning\\_for\\_change/rethink\\_politics/take\\_action.html](http://www.rethink.org/how_we_can_help/campaigning_for_change/rethink_politics/take_action.html)

### Become a Dignity Champion

The Dignity in Care Campaign was launched in November 2006, and aims to stimulate a national debate around dignity in care and create a care system where there is zero tolerance of abuse and disrespect of older people.

It is led by the Government in partnership with many organisations that provide and commission care and protect the interests of those using care services and their carers.

In support of this campaign, people across the country are signing up as 'Dignity Champions'.

A Dignity Champion is someone who believes that being treated with dignity is a basic human

right, not an optional extra. Champions are all committed to taking action, however small, to create a care system that has compassion and respect for those using its services. Each Dignity Champion's role varies depending on their knowledge and influence and the type of work they are involved in.

Dignity Champions include health and social care managers and frontline staff, doctors, dieticians, porters, care workers in care homes, MPs, councillors, members of LINKs, and people from voluntary and advocacy organisations.

People who use care services, their relatives and carers as well as members of the public are becoming Dignity Champions.

For more information on the Dignity Care Campaign, and how to become a Dignity Champion, please visit:

<http://networks.csip.org.uk/dignityincare>

The website contains several resources, including how to put forward a nominee for the People's Award for Dignity in

Care Services Improvement Partnership **CSIP**

**Networks**

Care, a category of the Health and Social Care Awards 2009, and also a link to the Dignity in Care discussion forums.

### [www.theyworkforyou.com](http://www.theyworkforyou.com)

As you may be aware, there is a website that can keep you updated with any news / goings on in Parliament that are relevant to your areas of interest.

[www.theyworkforyou.com](http://www.theyworkforyou.com) allows you to subscribe to receive updates via email whenever a certain word or phrase, for example 'Local Involvement Network', is brought up via online question or Parliamentary debate. You can also search by topic or by MP. For example, the Parliamentary Under-Secretary for Health Services at the Department of Health, Ann Keen, recently gave online answers to questions related to LINKs funding and also patient representation in the health service in Stoke-on-Trent.

If you would like to register to the website, please visit [www.theyworkforyou.com](http://www.theyworkforyou.com).

## TheyWorkForYou.com

## PPI News

### Launch of the ‘Good to Go Toolkit for Embedding PPI in Workforce Development’

The launch of the ‘Good to Go Toolkit for Embedding PPI in Workforce Development’, designed by Staffordshire University, NHS West Midlands and NHS Stoke-On-Trent, will take place on

**6th March 2009 at Tiddington Hall, Stafford.**

This is a practical resource for PCT and other staff that contains a selection of tools and materials

for embedding PPI in workforce development.

‘Good to Go’:

- Demonstrates practical examples of PPI in workforce development;
- Highlights the organisational and strategic changes required to mainstream PPI in workforce development; and
- Facilitates a culture where PPI

in workforce development is the norm.

Places are £40 and all attendees will receive a free copy of the Toolkit. **There will be some free places for patients and the public.** Places will be given on a first come first served basis.

**If you would like to book a place at this event, please email Barbara Brown:** [b.j.brown@staffs.ac.uk](mailto:b.j.brown@staffs.ac.uk).

### NHS Hull Membership: Proposed Conference

**NHS Hull is looking to host a one-day conference exploring the impact and development of a Membership Scheme for people living in Hull.**

NHS Hull is one of the first PCTs to offer a Membership Scheme to its local population, which will, with appropriate supporting internal systems and processes, enable NHS Hull to underpin its

commissioning decisions with detailed knowledge of the priorities of local people.

They are proposing that the conference would feature a series of workshops and presentations on specific topics within five outlined themes, such as ‘What are the impacts of a membership model?’ and ‘Good practice in engagement / involvement.’

It is anticipated that the conference will take place in Hull in May or June 2009 (exact date TBC).

If you are interested in attending, please forward your name, contact details and number of places you would require to **Lorraine Firth:** [Lorraine.Firth@hullpct.nhs.uk](mailto:Lorraine.Firth@hullpct.nhs.uk) / 01482 344779.



The National Centre for Involvement

Address:	Phone: 02476 150266
7 Vanguard Centre	Fax: 02476 150401
University of Warwick	Email: <a href="mailto:nci@warwick.ac.uk">nci@warwick.ac.uk</a>
Coventry CV4 7AL	Website: <a href="http://www.nhscentreforinvolvement.nhs.uk">www.nhscentreforinvolvement.nhs.uk</a>

## 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.

- **20 January 2009:** ‘Implementing the National Stroke Strategy and the NICE Guidance’  
76 Portland Place, London: [www.healthcare-events.co.uk/conf/booking.php?action=home&id=215](http://www.healthcare-events.co.uk/conf/booking.php?action=home&id=215)
- **5 February 2009:** ‘Addressing Health Inequalities through Primary Care: Taking action through learning, planning and providing’ – Conference  
The Royal College of General Practitioners, London: [www.rcgp.org.uk](http://www.rcgp.org.uk)
- **20 January 2009:** ‘High Quality of Care for All through Quality Indicators and Metrics’  
76 Portland Place, London: [www.library.nhs.uk/commissioning/ViewResource.aspx?resID=297960](http://www.library.nhs.uk/commissioning/ViewResource.aspx?resID=297960)
- **21 January 2009:** Lean and Six Sigma  
4 Hamilton Place, London: [www.ihm.org.uk/events/view/292](http://www.ihm.org.uk/events/view/292)
- **21 January 2009:** ‘Care Pathways’  
Manchester Conference Centre, Manchester: [www.ihm.org.uk/events/view/293](http://www.ihm.org.uk/events/view/293)

## Dates for the diary

- **22 January 2009:** Patient Reported Outcome Measures (PROMs) – SECOND NATIONAL CONFERENCE  
Manchester Conference Centre, Manchester:  
[www.healthcare-events.co.uk/conf/booking.php?action=home&id=219&confbook=0c073a421c15a8116b8c56446abfc62](http://www.healthcare-events.co.uk/conf/booking.php?action=home&id=219&confbook=0c073a421c15a8116b8c56446abfc62)
- **22 January 2009:** Measuring and Monitoring Outcomes in Mental Health – Part of the Mental Health 2009 Conference Series  
Manchester Conference Centre, Manchester:  
[www.healthcare-events.co.uk/conf/booking.php?action=home&id=223](http://www.healthcare-events.co.uk/conf/booking.php?action=home&id=223)
- **22 January 2009:** Monitoring the LINKs Host's Contract – Yorkshire, Humber and North East Regions  
Park Inn Hotel, York
- **27 January 2009:** 'Care Bundles'  
76 Portland Place, London: [www.healthcare-events.co.uk/conf/booking.php?action=home&id=232](http://www.healthcare-events.co.uk/conf/booking.php?action=home&id=232)
- **28 January 2009:** 'Care Pathways in Mental Health'  
4 Hamilton Place, London: [www.healthcare-events.co.uk/conf/booking.php?action=home&id=221](http://www.healthcare-events.co.uk/conf/booking.php?action=home&id=221)
- **4-5 February 2009:** 'Clinical Audit and Improvement'  
Savoy Place, London: [www.healthcare-events.co.uk/conf/booking.php?action=home&id=150](http://www.healthcare-events.co.uk/conf/booking.php?action=home&id=150)
- **5 February 2009:** 'Getting Better Together' – National LINKs Conference  
Fleming Room, Queen Elizabeth II Conference Centre, London: [www.lx.nhs.uk](http://www.lx.nhs.uk)
- **12 February 2009:** 'Service User Involvement and Empowerment in Mental Health' – Mental Health NINTH ANNUAL CONFERENCE  
4 Hamilton Place, London: [www.healthcare-events.co.uk/conf/booking.php?action=home&id=230](http://www.healthcare-events.co.uk/conf/booking.php?action=home&id=230)
- **23 February 2009:** 'Process Mapping, Analysis and Redesign' – SEVENTH ANNUAL CONFERENCE  
Manchester Conference Centre, Manchester:  
[www.healthcare-events.co.uk/conf/booking.php?action=home&id=234](http://www.healthcare-events.co.uk/conf/booking.php?action=home&id=234)

## 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;
- Helen Stevens, Sheffield Primary Care Trust;
- 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;
- Rachel Gregson, The Campaign Company;
- 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](mailto:nhscentreforinvolvement@warwick.ac.uk)

**Website:** [www.nhscentreforinvolvement.nhs.uk](http://www.nhscentreforinvolvement.nhs.uk)