



NCI Newsletter - issue 19

Final edition

This is the final edition of the NHS Centre for Involvement Newsletter. As you will know, the Centre is closing at the end of August on the completion of its contract with the Department of Health.

During the three year contract, the Centre has been successful in producing a wide range of resources for NHS and other staff working in Patient and Public Involvement (PPI), as well as for voluntary and community sector organisations, Local Involvement Networks (LINKs) members and others working in PPI-related roles.

We have undertaken research projects, including an Annual Survey, within the Evidence for Practice team; have completed over 30 Organisational Development projects working with individual NHS Trusts; and produced a wide range of Learning resources.

We have acted as lead agency for the support of LINKs and produced a series of LINKs guides. We have staged three annual conferences to disseminate our work and provoke discussion and debate; and run two different Awards schemes to encourage and recognise excellence, imagination and innovation in involvement in health and social care organisations.

We ran a short series of high level debate events that focused on embedding involvement in a range

of health and social care contexts.

We have engaged with a wide range of people through our networking sites, blogs and forums and related events; through our consortium partners – the Centre for Public Scrutiny, National Voices and the University of Warwick – and through engagement with reference and advisory groups, through meeting people at events and through registered user groups who receive this newsletter and other benefits. We would like to thank all those who have engaged with us in whatever capacity, as well as our staff who have worked hard to deliver a challenging contract in a short period of time.

Now the time has come to say that the work of the Centre, as set out in the Department of Health contract awarded in 2006, is done; and both we and PPI must move on. Whatever the future holds it is surely safe to say that involvement - both as policy and practice - is now a more prominent feature of the health and social care landscape, as it is rapidly becoming in other areas of public service design and delivery, than it was three years ago.

It is our fervent hope that the work we have done in the course of this contract will lay foundations for further work that will progressively embed involvement in all areas of public services; and that this short, three-year term will prove to have been a significant and influential

period in the development of involvement policy and practice.

The Board of NCI has consistently worked to develop a range of new approaches to involvement. It therefore welcomes the formation of 'Fontis', a new social enterprise which will launch formally in the autumn.

Fontis seeks to change the relationship between public and public services (and is expecting to work across the whole public sector over time). It will work in collaboration with a membership and a series of targeted networks and has an innovative range of approaches to securing sustainable involvement.

We would like to suggest you register your interest in the work of Fontis by visiting its website or emailing register@fontis.org.uk.

Fontis can be contacted from the beginning of September at www.fontis.org.uk.

Mandy Wearne
Chair of Board

Graham English
Executive Director

NHS Centre for Involvement

Please forward this newsletter to members of your team and to people who you think may benefit from receiving it. 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.

Local Involvement Networks

Training for LINK members

On the 22nd of July 2009, The Socialist Health Association is holding a training day for LINK members, consisting of a varied programme featuring topics varying from Legislation to Conduct and Behaviour.

There will also be examples of case studies and discussion on when to 'Enter and View' (and when not to).

Speakers include, Sally Brearley (Chair of Health Link) and Martin Rathfelder (Director of the Socialist Health Association).

The training day will take place at Woburn House, Tavistock Square, London. For further details and a booking form, please copy and paste the following link:

www.sochealth.co.uk/confs/Link.htm.



Devon LINK 'Mole Patrol' offers advice on sun protection

Devon LINK has hosted an innovative event aimed at helping improve safety in the sun at the seaside in North Devon.

The 'Mole Patrol' hosted by the Devon LINK attracted plenty of concerned beach goers who were keen to get suspect moles on their skin checked out, according to a health team who conducted a beach Mole Patrol

over the weekend of the 27th and 28th of June.

The NHS team from the Dermatology Unit at Litchdon Medical Centre saw about 75 people during three-and-a-half hours - the equivalent of 5 clinics - and many more stopped to pick up advice leaflets and speak to LINK staff about health and care services.

And of the 75 people who received a mole check, Dr Karen Davies referred four for further investigation. All those referred were local people.

For more information, please copy and paste the following link: www.thisisnorthdevon.co.uk/braunton/Mole-Patrol-guard-boost-safety-sun/article-1126597-detail/article.html.

Hampshire LINK is launched

The Hampshire LINK was officially launched at three venues during June.

A local DJ, Steve Power, was at the Concorde Club at Eastleigh to launch the Local Involvement Network, which will give residents a chance to comment on how

health and social care services are run. Professor Jonathan Montgomery and Richard Samuel of the Hampshire Primary Care Trust and from Hampshire County Council Adult Services spoke at the events, which involved group discussions on health and social

care in Hampshire.

So far the Whiteley-based organisation has managed to recruit 460 members.

For more information, please copy and paste the following link: www.communityvoicesonline.org/LINKs/about.aspx?id=42.

What's going on at the Centre?

PPI Guides from our Learning team

The first in a set of PPI Guides are now available on our website.

The NCI was commissioned to produce a series of PPI Guides, which focus on how PPI can be developed and embedded into the eight clinical pathways identified in the NHS review report 'High Quality Care for All' 2008:

- Urgent and Emergency Care;
- Mental Healthcare;
- End of Life Care;
- Maternity and New Born Care;

- Children's and Young People's Health Services;
- Planned Care;
- Staying Healthy; and
- Long Term Conditions.

The series of guides is designed to assist in delivering care that is fair, personalised, effective, safe and accountable through the benefits of PPI.

Each guide is tailored to present key recommendations and supportive information, specific to the clinical pathway. Good

practice examples and case studies are used to illustrate the findings. The guides series offers practical advice and guidance on systems, methods and plans to assist your organisation in the development and facilitation of a sustainable and effective approach to PPI.

To view the first in the series of guides, please copy and paste the following link:

www.nhscentreforinvolvement.nhs.uk/index.cfm?Content=220.

What's going on at the Centre?

Involvement Awards 2009

The Involvement Awards 2009 took place on 2nd July 2009 as part of the NCI Summer Conference. The Awards celebrated innovation and imagination in PPI undertaken by NHS, Voluntary Sector and Social care organisations.

Awards were offered in two categories - Provider and Commissioning - with a winner and runner-up named in each.

The final shortlist judges were Joan Saddler, Director of Patient and Public Affairs, Department of Health for the Commissioning category and Paul Hodgkin, Founder and Chief Executive of Patient Opinion, for Provider. The judges were looking for projects which could demonstrate innovation and the real impact and sustainable change that PPI has had on services.

Provider Category:

The winner for the Provider Category was **NHS Leeds Community Healthcare/ HMP Leeds** with their project: 'Implementing Patient Involvement within a Prison Healthcare Setting'. This project was commended for its commitment and enthusiasm for providing outstanding services to the prison community through active engagement and involvement.

A very close runner up in this category was **NHS West Hertfordshire** with their project - Prisoner engagement at HMP The Mount. Again this demonstrated active involvement and innovation with a seldom heard group.

Commissioning Category:

The winning organisation for the Commissioning Category was NHS Manchester. Their project, 'Talking



Health', demonstrated a good reach across the whole population and a clear legacy from the process of engagement. There was good evidence of sustainability across complex areas of work and an innovative approach to points resulting in public health prizes. There was also total organisational strategic development on Patient and Public Engagement (PPE) at all levels and a range of highly effective partnerships both across and outside the organisation.

Yorkshire and Humber Specialist Commissioning Group, NHS Barnsley, were again a very close runner-up with their 'Involvement for Improvement' project. This project clearly demonstrated sustainable delivery of PPE within a very challenging environment. It employed innovative ideas in working with a seldom heard group, and included a good range of PPE ideas and activity that was informed by both users and staff.

The two winning organisations each received a prize fund of £5000 to disseminate their work to a wider audience.

Further details of the Awards, including the full list of shortlisted entrants, are available on our website. Please copy and paste the following link: www.nhscentreforinvolvement.nhs.uk/awards2009.

Winners and Runners-up 2009

Commissioning Category



Commissioning Winner:
NHS Manchester



Commissioning Runner-up:
Yorkshire and Humber Specialist Commissioning Group, NHS Barnsley

Provider Category



Provider Winner:
NHS Leeds Community Healthcare and HMP Leeds



Provider Runner-up:
NHS West Hertfordshire

Congratulations go to all those who were shortlisted and the winning organisations.

PPI news

Primary Care Trusts report a change in culture in engaging patients and the public



The Picker Institute has published a report showing the findings of its February 2009 survey, which aimed to assess the impact of the Department of Health's World Class Commissioning (WCC) framework on Patient and Public Engagement in Commissioning.

60 out of 152 Primary Care Trusts responded to the survey, which followed the Picker Institute's previous 2007 survey, 'Patient and Public Involvement

in PCT Commissioning' (the full report of which can be found at: www.pickereurope.org/Filestore/PIE_reports/project_reports/PCT_commissioning_survey_report_FINAL_for_the_web.pdf).

The Primary Care Trusts responding to the survey reported significant changes in the last two years to the way in which they organise Patient and Public Engagement in commissioning, which the Picker Institute states is the 'beginning of a cultural shift'.

To view the *making patients' views count* full press release outlining the survey report, please copy and paste the following link:

www.pickereurope.org/Filestore/Press_releases/2009/PPE_in_commissioning_09_survey_news_release.pdf, or to view the full survey report, please go to: www.pickereurope.org/Filestore/PIE_reports/project_reports/PCT_Commissioning_Survey_2009_FINAL_TO_LYNX_with_cover.pdf.

Welsh health service national advisory board invites public to its first meeting

The Welsh health service's national advisory board met for the first time on the 29th of June, with members of the public invited to attend.

The creation of the board is one of the several significant reforms to the country's health service that were announced during the past year.

The agenda and board papers for the meetings were published in

advance on the Welsh Assembly Government website (<http://wales.gov.uk>) – minutes of the meetings will be published shortly.

Health minister Edwina Hart, who chairs the board, said: "By holding the national advisory board meetings in public, wherever possible, and publishing papers and decisions, people will have a greater

understanding for the decision-making process, which I believe will give them more confidence in the NHS. I hope to hold these meetings at least every three months and intend to hold them in different parts of Wales to make it easier for people in all parts of Wales to attend."

For more information, please visit: www.wales.nhs.uk/newsitem.cfm?contentid=12327.



Report on involving BME and 'seldom heard' communities workshop now available

National Voices A full report of a workshop hosted by National Voices looking at how to achieve meaningful involvement in health and social care policy with black and minority ethnic (BME) and 'seldom heard' communities is now available on the National Voices website.

The event, held on the 3rd of April 2009, was attended by 22

organisations that provide support and/or services for these communities. The workshop sessions produced much shared learning from experience of involvement, pointers to develop an involvement strategy on how to engage people and organisations from BME and 'seldom heard' communities, and suggestions that will inform further research and work in this area. The workshop was hosted

in partnership with the Council of Ethnic Minority Voluntary Organisations (CEMVO) and facilitated by Ronny Flynn from the Race Equality Foundation.

To read the full report, please visit: www.nationalvoices.org.uk/sites/default/files/BME%20Event%20Report.pdf.

PPI news

Health bodies call for more patient participation groups

A national campaign has called for an increase in the number of patient participation groups (PPGs) in England

The campaign is a joint initiative from the National Association of Patient Participation (NAPP), NHS Alliance, British Medical Association (BMA) and Royal College of General Practitioners (RCGP), and is supported by the Department of Health.

The organisations have joined forces to raise awareness of PPGs as an ideal mechanism for general practices to engage with their local population, to encourage more widespread

take-up by practices and patients and to promote an understanding of the benefit of PPGs.

The launch marks an important milestone in the evolution of PPGs, which have been in existence for more than 25 years.

Dr Graham Box, chief executive of NAPP, said: "All PPGs have the common aim of helping ensure GP practices remain accountable, dynamic and responsive to their local populations' non-clinical needs.

"Practical, easy to set up and easy to join, PPGs are implementing real, positive change in their communities – from establishing schemes to helping transport the elderly to and

from the practice to introducing counselling or bereavement services, and running fundraising events to buy new equipment for the practice.

"We hope to see a significant rise in the number being set-up over the coming months, with the help of the national campaign, as more GPs, practice managers and patients are made aware of their value."

For more information, please copy and paste the following link: www.managementinpractice.com/default.asp?title=Healthbodiescallformorepatientparticipationgroups&page=article.display&article.id=16879.

Improving patients' experience in hospital event

The King's Fund is holding a one-day event - 'Improving patients' experiences in hospital: yes we can!' on the 13th of October 2009 at The King's Fund, London

Lord Darzi's report High Quality Care for All establishes patients' experience of care, alongside safety and clinical effectiveness, as a fundamental aim in healthcare. This practical one-day conference will explore the steps staff and managers can take to transform patients' experience of care in hospital.

The conference will:

- look at lessons that can be

learned from hospitals where things have gone wrong;

- examine methods for supporting staff and enabling patients' voices to be heard; and
- consider the policies and processes that can help hospital managers and staff ensure services are centred on what patients want and need.

In a series of discussion sessions delegates will:

- explore the vision for hospitals that are patient-centred, clinically effective and safe
- identify incentives for improvement

- learn the practical steps and processes to support patient centred care, and organisational and behavioural change
- question what is in it for clinicians, managers and support staff?

Prices for this conference start from **£140**.

For more information please visit The King's Fund website:

www.kingsfund.org.uk/learn/conferences_and_seminars/improving_patients.html

or call The King's Fund events team on 020 7307 2584.



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for Involvement

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Dates for the diary

8th September 2009: 'A Practical Guide to Delivering High Quality of Care for All through Quality Accounts', 4 Hamilton Place, London

www.healthcare-events.co.uk/conf/booking.php?action=home&id=315

16th September 2009: 'A Practical Guide to Delivering Personalisation', Manchester Conference Centre, Manchester

www.healthcare-events.co.uk/conf/booking.php?action=home&id=313

17th September 2009: 'A Practical Guide to Delivering High Quality Care for All through Quality Indicators and Metrics' Manchester Conference Centre, Manchester

www.healthcare-events.co.uk/conf/booking.php?action=home&id=318

23rd September 2009: '[Achieving Excellence in NHS Procurement](http://www.emapconferences.co.uk/nhsprocurement/)', Central London

www.emapconferences.co.uk/nhsprocurement/

29th September 2009: 'Essence of Care: moving forward', 20 Cavendish Square, London

www.healthcare-events.co.uk/conf/booking.php?action=home&id=322

1st October 2009: 'Measuring the Patient Experience', Birmingham

www.emapconferences.co.uk/patientexperience/

6th October 2009: 'NHS Quality vs UK Economy', America Square Conference Centre, London EC3N

www.emapconferences.co.uk/nhsquality/

7th October 2009: 'A Practical Guide to Delivering High Quality Care for All through Quality Indicators and Metrics in Mental Health', 76 Portland Place, London

www.healthcare-events.co.uk/conf/booking.php?action=home&id=329

13th October 2009: 'Fundamentals of Marketing', Central London

www.emapconferences.co.uk/nhsmarketing/programme/day1/index.jsp

14th October 2009: 'Patient Reported Outcome Measures (PROMs)', 4 Hamilton Place, London

www.healthcare-events.co.uk/conf/booking.php?action=home&id=320

21st October 2009: 'A Practical Guide to Measuring and Monitoring Patient Experience: Through Indicators, Metrics and Measures', 76 Portland Place, London

www.healthcare-events.co.uk/conf/booking.php?action=home&id=325

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; and
- Brendan McInerney, Barton and Tredworth Community Trust Centre.

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

Email: nci@warwick.ac.uk

Website: www.nhscentreforinvolvement.nhs.uk