

PR and Communications

NHS Centre for Involvement Newsletter

Issue 2, June 2007

Welcome to the second 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.

In the newsletter this quarter:

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Involvement to Impact Awards 2007

The NHS Centre for Involvement is now taking submissions for the first annual Involvement to Impact Awards. The 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.

All entries are welcome from NHS, voluntary sector and social care organisations working together to develop health services in a way that impacts on how they meet needs of patients and the public.

The closing date for entries is 31 August 2007 and the winners will be announced at an Awards ceremony at the NHS Centre for Involvement's conference in November.

For more information, and to enter, go to
www.nhscentreforinvolvement.nhs.uk/I2IAwards2007/

Involvement to Impact Conference

The NHS Centre for Involvement will be holding its first annual 'Involvement to Impact' conference on 28-29 November 2007 at the New Connaught Rooms, 61-65 Great Queen Street, Covent Garden, London WC2B 5DA.

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 national developments in Patient and Public Involvement, the impact of regulators on PPI and the achievements of the Centre in its first year.

[Click here](#) for more information and to register your interest.

Progress of PPI in the NHS

As part of improving the way that involvement is integrated into the redesign and delivery of NHS services, the NHS Centre for Involvement is asking all PPI Leads to take part in a voluntary survey to understand how well involvement is integrated into the work of their organisation.

This online survey is a tool that will provide part of the evidence to help shape PPI activity, highlight areas of best practice, and inform 'on the ground' activity in all NHS organisations across England.

As this is the first national survey of PPI activity in the NHS, the Centre is keen to ensure that activity is recorded. This will not form a basis for ranking Trusts on their level of PPI activity, but rather act as a mechanism to inform, celebrate, and record good practice.

A separate survey has been sent to Chief Executives for completion. Given the current legislation going through Parliament and the potential establishment of Local Involvement Networks (LINKs), these results will help inform the direction of involvement in NHS organisations.

The findings of the survey will form a report into PPI which will be sent across the NHS in England. The NHS Centre for Involvement is also keen on disseminating examples of best practice in PPI across the NHS and beyond.

To further this aim the Centre is establishing an online library of good practice. If you would like to highlight activities undertaken by your organisation which you believe should be included in our library please fill in the contact us form on our website.

[Click here](#) for more information. If you have any questions about the survey please do not hesitate to contact [Paul Bagley](#), Researcher.

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.

For more information or to submit your work please contact [Kiley](#) or [Laura](#) on 024 7615 0266.

Government news and policy

Local Government and Public Involvement in Health Bill

The measures to replace Patient and Public Involvement Forums with Local Involvement Networks (LINKs) are set out in the Local Government and Public Involvement in Health Bill which is currently before Parliament. The House of Commons has now completed its consideration of the Bill and was introduced to the House of Lords on 23 May 2007. The date for when the Bill will be passed by Parliament and become law is subject to the parliamentary timetable, and is therefore uncertain at this stage. [Click here](#) to follow the progress of the Bill.

Government Response on Patient and Public Involvement

The 'Command Paper' which gives the Government's response to the Health Select Committee's report into Patient and Public Involvement has now been published. [Click here](#) to download a PDF version.

Local Involvement Networks (LINKs)

The latest monthly Local Involvement Networks (LINKs) bulletin, focusing on commissioning, is now available. 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. [Click here](#) to download a PDF version of the bulletin.

New patient champion to drive action to end waiting

A new champion to put patient views at the heart of efforts to transform the NHS and deliver the Government's target to reduce waiting times by 2008 was announced by Andy Burnham, Health Minister on 4 May 2007. [Click here](#) for the full story.

Organisational Development update

Since our last newsletter, we have been working with **South Staffordshire and Shropshire Healthcare NHS Foundation Trust**, the **Walton Centre for Neurology and Neurosurgery NHS Trust** and the **London Ambulance Service NHS Trust** to develop Patient and Public Involvement at a local level. By developing a partnership with these organisations, it has allowed us to look at involvement at both a strategic and service improvement level.

At the **strategic level**, we carry out an organisational diagnostic to find examples of good practice in involvement within each NHS organisation, and also identify priority areas for improvement. Focusing on organisational systems, processes and resources, the diagnostic looks at how involvement can be mainstreamed across an organisation to become part of everyday practice. **At a service improvement level**, a specific piece of work is designed to model best practice in involvement around a priority issue or with a specific patient/user group.

To reflect the outcomes of the work that has been carried out with these organisations we have created a number of 'development products' such as:

- organisational diagnostic guidance for projects (preview into organisations current **PPI** work);
- a standard model of how we work with NHS organisations;
- an online survey tool (word version);
- an Organisational Development process flowchart; and
- standardised PowerPoint presentations of the Organisational Development work.

[Click here](#) for full reports and recommendations for each of these Trusts.

What next?

Over the coming months we will be acting as a strategic advisor to six other NHS organisations to help design and deliver their OD projects. These organisations include:

- Suffolk Mental Health Trust – looking at substance misuse;
- United Bristol Healthcare Trust – looking at issues surrounding older people and bed moves;
- Dudley Primary Care Trust – how PPI impacts on commissioning of health services;
- Heatherwood and Wexham Park NHS Foundation Trust – focussing on BME groups, cardiac and communication;
- West Kent Primary Care Trust; and
- Newcastle Primary Care Organisations.

What's going on in the Centre & opportunities for involvement

Patient-Citizen Exchange (PCX network)

The NHS Centre for Involvement's [Patient-Citizen Exchange](#) (PCX network) launched successfully on Monday 16 April 2007.

The PCX network provides an online network for the many patients and members of the public who are actively involved in helping to shape health services. We have invited all organisations where patients and the public are formally involved in healthcare in many and varied ways to register with PCX.

These include:

- NHS Board members and governors;
- National voluntary organisations;
- Local voluntary and community groups;
- Patient and Public Involvement Forums;
- Local groups or networks of patients and the public; and
- Local Authority Health Overview and Scrutiny Committees.

The PCX will enable the NHS Centre for Involvement to develop an ongoing dialogue with patients and the public, through their organisations, to ensure that the NHS Centre for Involvement is responsive to current views and concerns, and disseminates the latest research and best practice. Members will also be encouraged to use the site to support each other by sharing their experience and knowledge.

Since its launch, the PCX has featured blogs from Elisabeth Buggins, Chairman of NHS West Midlands, and Chris Dabbs, Chief Executive of the Community Health Action Partnership. The Forums have seen discussions on patient dignity, LINKs and the expert patient programme. There is also a comprehensive calendar of forthcoming events, news items and useful resources.

The PCX network now has over 900 members. If you would like to represent your organisation and become a member, please [join here](#) or contact [Kiley](#) or [Laura](#) on 024 7615 0266 for more information.

People Bank

The [People Bank](#) is a community of patients, carers, members of the public and NHS staff who will help shape and deliver everything that we do.

Recruitment to the People Bank went online at the beginning of April and it has attracted a stream of applicants. The quality of the applicants has been amazing: the experience, skills and experiences of those so far interviewed is unbelievably high and we are quite honoured that such talented individuals wish to work with us.

We have already offered work to 13 more people and our aim is to recruit a further 20 people by the end of June. This will mean that we have recruited 50 people to the People Bank over our first year.

Furthermore, it means that the Organisational Development, Communications and Patient-Citizen Exchange will all be able to benefit from the skills of our new People Bank Partners.

Following this campaign, we will look for opportunities for yet more individuals to work with us in the other areas of the Centre, such as Research and Learning and Support.

Patient and Public Involvement Exchange

Following the success of the Patient-Citizen Exchange, the Centre is developing another Exchange network. This will be aimed primarily for NHS staff engaged in Patient and Public Involvement (PPI). It will be a one stop shop for information and resources and forums for discussion and sharing good practice.

Following a brief survey of a number of NHS staff working in PPI, it became clear that the functions the site should have are very similar to those provided by PCX network. With this in mind, and apart from a few changes, the site will initially mirror PCX. Future developments will enable the site to meet the needs of NHS PPI Leads. The aim is that the site will change in relation to the changing needs of its audience.

The site will launch at the end of July and will be called the Patient and Public Involvement Exchange and it will be accessed via www.ppix.nhs.uk. Registration for the site will be via the Centre's website and it is hoped that the site will become a valuable resource, primarily for NHS staff with an interest in PPI.

Dates for the diary

5 July 2007: Getting ready for LINKs - Exeter, University of Exeter. One of a series of the Department of Health's 'Getting ready for LINKs' regional events.

9 July 2007: Health Economy Strategy Event - Appointments Commission. This event has been designed for Chairs & Non-Executive Directors of the West Midlands NHS Trusts, Primary Care Trusts and Ambulance Trusts - and will give you the opportunity to hear about the West Midlands Strategic Health Authority outlook and health economy strategy.

9 July 2007: Local Democracy and the NHS. Organised by the Socialist Health Association, the event is focused on talks about the proposals to introduce local democratic accountability into the National Health Services.

29 August 2007: Introduction to public and stakeholder consultation. Designed primarily for those who are new to consultation & public participation, but useful also for those who need to check that their understanding of basic concepts and processes are sound. Provides a comprehensive view of relevant Government initiatives, a thorough grounding in basic concepts and a comprehensive end-to-end overview of a consultation process.

4 September 2007: PCX live networking event. We are delighted to announce that the first PCX live event will be held on Tuesday, 4th September 2007. Set in the beautiful surroundings of Birmingham's Botanical Gardens, the event will be focused on practical networking and shared success.

11 September 2007: NAVCA Annual Conference. NAVCA (National Association for Voluntary and Community Action) is holding it's Annual conference at Keele University - the theme of the conference is "Breaking the exclusion cycle: can the voluntary and community sector help build a more equal society?"

12 September 2007: Comprehensive Engagement Strategies. This course addresses the issue for Councils to develop a 'comprehensive engagement strategy'.

13 September 2007: Working with Seldom Heard Groups. Overcoming the challenge of working with different hard to reach groups, and ensuring that seldom heard are listened to. Suitable for all organisers of significant public consultations, as well as Equality and Diversity specialists in the public sector.

Newsletter Editorial Panel

Following our request in our last newsletter, we now have an editorial panel that will be helping the Centre think through the issues that need to be explored in the world of PPI.

The panel now includes:

- Clare Woodford, Carers UK; and
- Carol Rawlings, University Hospital Birmingham NHS Foundation Trust.
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We are also in the process of recruiting several of our People Bank Partners to be included in this process as well.

There are still opportunities to join the panel email [Kiley](#) or [Laura](#) if you are interested in joining and contributing.

Please remember to let us know what you want from our site, especially what would be helpful information to enable you to do involvement well.

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.

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. 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 call [Kiley](#) or [Laura](#) on 024 7615 0266 if you have questions.

We would ask that you forward the bulletin to all members of your team who may benefit from this information. You may wish to print and display this bulletin on all relevant notice boards or arrange to have it published on your internal intranet sites.

Alternatively, if you would like to contribute to future newsletters or would like to give us any feedback please fill out a [contact form](#) on our website.

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.