

NHS Centre for Involvement Newsletter

Issue 3, September 2007

Welcome to the third email newsletter from the NHS Centre for Involvement
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:

- **Government news and policy**
- **Progress of PPI in the NHS**
- **New Resource Library – NHS Centre for Involvement**
- **Involvement to Impact Awards**
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Government news and policy

Local Involvement Networks (LINKs)

Since our last newsletter, the Department of Health has issued the fourth, fifth and sixth editions of their LINKs Bulletins. The [fourth edition](#) focuses on social care, the [fifth edition](#) focuses on the implementation for LINKs and how stakeholders should be 'getting ready' and the [sixth edition](#) looks at the lessons learnt from Early Adopter Sites.

Please note that further information on all articles can be found by going to the [Department of Health](#) website.

Learning from the Early Adopter Programme

What we have found out so far about Early Adopter Projects across England – This report draws on the experience of the nine Early Adopter Projects and provides a brief checklist of issues and factors that other communities might want to consider when establishing their own LINK.

[Click here](#) for the full interim report. [Click here](#) for the summary document.

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 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.

Progress of PPI in the NHS

NHS Centre for Involvement has recently conducted a baseline assessment of the current state of Patient and Public involvement in NHS Trusts in England.

Our first annual census to establish a baseline of PPI activity across NHS Trusts in England has now closed. This consisted of two surveys; one of all Chief Executives across NHS Trusts in England which had a 48% response rate, and a second one of PPI Leads which had a 44.3% response rate. These were carried out during July and August.

Responses are being analysed at the moment, and we hope to be able to share the findings with everyone in the near future. Please keep an eye on the website; for further information [click here](#).

We really appreciate the time and effort put in by all of those who responded and have been able to supply us with further information. This information provides us with invaluable evidence from which to highlight best practice, form guidance and develop further research.

New Resource Library – NHS Centre for Involvement

The Centre has recently included a Resource Library on our main website (www.nhscentreforinvolvement.nhs.uk).

The resources available have been chosen to provide information, ideas and guidance on Patient and Public Involvement. Each piece of work has been identified by the NHS Centre for Involvement and our partners.

Involvement to Impact Awards 2007

We are pleased to announce that the NHS Centre for Involvement has received a strong response of over 130 entries for its *Involvement to Impact Awards*. The winners and runners up will be announced at our Annual Conference in November.

For an update, 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 Wednesday 28 and Thursday 29 November 2007 at the New Connaught Rooms, London WC2.

The conference is to be chaired by **Polly Toynbee**, political and social commentator, The Guardian. We are also delighted to announce a high calibre line up of speakers.

[Click here](#) to view the Agenda, to register your interest or for more information.

Organisational Development update

We've completed three Organisational Development projects since our last newsletter. For press releases related to these project reports [click here](#).

At **South Staffordshire and Shropshire Healthcare NHS Foundation Trust**, we reviewed involvement in learning disabilities and mental health services. For the full report on this work [click here](#).

The **Walton Centre for Neurology and Neurosurgery NHS Trust** has had previous success in implementing involvement activities; a strong theme that emerged from the project was the desire for an integrated approach to involvement. For the full report on this work [click here](#).

The **London Ambulance Service NHS Trust** worked with the NCI to develop new and innovative ways of working with the Bangladeshi population in London. For the full report on this work [click here](#).

What next?

We are close to completing two further Organisational Development projects: Suffolk Mental Health Partnership Trust, where the service level project focused on substance misuse, and United Bristol Healthcare NHS Trust, where the service level project focused on older people and ward moves.

We are also currently working with Heatherwood and Wexham Park Hospitals NHS Foundation Trust, who have recently completed their Organisational diagnostic questionnaire.

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

Patient and Public Involvement Exchange

The NHS Centre for Involvement's [Patient and Public Involvement Exchange](#) (PPIX network) launched successfully on Wednesday 8 August 2007.

The PPIX network is aimed primarily at NHS staff engaged in Patient and Public Involvement (PPI) who are actively involved in helping shape health services. We have invited individuals and organisations where PPI is the focus of their regular work.

"The PPI Exchange provides a fantastic opportunity to share experience, knowledge, resources and learning across Trusts," says Helen Atkin, PPI Lead Neuro-Rehabilitation Services, Northumberland Tyne & Wear NHS Trust.. "Its great value is that it helps PPI practitioners like myself, to feel part of a common community working to embed PPI in practice and make a difference to the NHS for patients, their supporters, staff and the public."

The PPIX network now has over 390 members. If you would like to represent your organisation and become a member, please [join here](#) or contact [Mark Thaxter](#) on 024 7615 0340 for more information.

Patient-Citizen Exchange (PCX network)

PCX network live! event

The first 'PCX network live!' event took place on Tuesday 4 September 2007 at the Botanical Gardens in Birmingham. The event focused on practical networking and shared success. There was a great turn out on the day with over 70 PCX network members present.

A full report from the event and summaries of the discussion are available on the [PCX network](#) website.

The PCX network now has over 1,200 members. If you would like to represent your organisation and become a member, please [join here](#) or contact [Paul Emmerson](#) on 024 7615 0399 for more information.

Learning and support needs survey for Patient-Citizens

The PCX network **Learning and support needs** online survey for Patient-Citizens is live. The purpose of this survey is to understand the learning and support needs of patients and members of the public engaged in involvement.

NCI has commissioned this survey to investigate the levels and detail of Patient and Public Involvement (PPI) training and support currently provided for PCX members. Equally, the NCI wants to explore the training and support needs of PCX network members, and by doing so, establishing where training and support gaps exist.

The NHS Centre for Involvement will share its findings and publish the results of survey in journal articles and in accessible formats on the PCX network site.

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 just for information.

2 October 2007: British Lung Foundation Conference - Managing Lung Health. For more information phone 0191 263 0276 or email north@blf-uk.org.

4 October 2007: [Working in partnership with patients: Meeting new challenges](#).

10 October 2007: [Comprehensive engagement strategies](#).

13 & 14 October 2007: Volunteering 2007 Conference - Diabetes UK. For more information phone 020 7424 1000 or email emily.seymour@diabetes.org.uk.

17 October 2007: [Consultation before and after](#).

18 October 2007: [Responding to consultations](#).

18 October 2007: Evaluating Engagement – A guidance tool. For more information phone Mangus Alanko on 0207 632 0138 or email magnusa@envcouncil.org.uk.

31 October 2007: [Introduction to Public & Stakeholder Consultation](#).

12 November 2007: NHS Live National Event, International Convention Centre, Birmingham

The second national NHS Live Conference of 2007, to be held at the International Convention Centre (ICC) in Birmingham on Monday 12 November, 2007 is unique day combing a range of approaches to help you to communicate your story. NHS Live events place emphasis on providing delegates with practical and easy 'tips and tactics' to use in your work.

There is no charge to attend the conference. For further information and to register your place at the event please go to the website <http://www.glasgows.co.uk/nhsliveconference/> and follow the online links.

If you do not have access to the internet please contact the conference organisers, Glasgows, on + 44 (0) 1772 767726 or email nhslive@glasgows.co.uk

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;
- Carol Rawlings, University Hospital Birmingham NHS Foundation Trust;
- Andrew Langford, Skin Care Campaign; and
- Usha Prema, Kensington and Chelsea Primary Care Trust.

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.