

NHS Centre for Involvement Newsletter

Issue 6, February 2008

Welcome to the latest 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.

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Government news and policy

Local Involvement Networks

LINKs Bulletin - Issue 9

[Click here](#) for the latest LINKs bulletin issued by the Department of Health in partnership with the NHS Centre for Involvement in January 2008.

The NHS Centre for Involvement's role in LINKs

The Department of Health has asked the NHS Centre for Involvement (NCI) to take the lead in developing advice, guidance and support for LINKs.

Future support from the NCI is likely to include:

- development and distribution of the LINKs bulletin;
- a helpdesk to answer common questions and queries;
- an online community to make it easier for LINKs to access information and talk to each other;
- 'off the shelf' policies and procedures that LINKs can adapt to suit their needs;

- guidance covering the challenges that LINks may face (for example: techniques for engaging communities); and
- continued support from 'Expert Advisors' during key stages.

If you have a question about LINks please call the NCI on: 024 7615 0266

LINks support for voluntary and community sector organisations

Local voluntary and community sector organisations have the potential to play a major role in Local Involvement Networks (LINks); as hosts, and as active members. The Long Term Conditions Alliance (LTCA), as part of the NHS Centre for Involvement, will be encouraging the voluntary sector to engage with LINks by providing a LINks Promotion Worker to come and talk about LINks.

By developing a close relationship to LINks, voluntary and community sector organisations have the opportunity to expand on the involvement and influence already well developed by the sector.

The LINks Promotion worker is available to come along to talk at voluntary and community sector meetings and events. To find out more or to book the promotion worker to come to your event, please contact LTCA on 020 7813 3637 or via email at info@ltca.org.uk.

Working with Local Involvement Networks – LINks conference

This event has been organised by the Department of Health (DH). Stephanie Varah, LINks Implementation Co-ordinator for the DH, is hosting this conference which aims to give guidance for health and social care organisations in preparing for the governments new Patient and Public Involvement arrangements. It is being held in Birmingham on Thursday 13 March 2008 at Austin Court.

For more information and download a flyer with registration details [click here](#).

Patient-Citizen Exchange is 'Highly Commended' in NHS Networks Awards

The NHS Centre for Involvement's Patient-Citizen Exchange (PCX network) was recognised in the NHS Networks Awards 'New Network of the Year' category. The awards were announced this week online at the NHS Networks website.

For the full press release from the NHS Centre for Involvement [click here](#).

Patient and Public Involvement in Health Care Module

Patient and Public Involvement is becoming an increasing requirement in all aspects of the planning, commissioning and delivery of health services. This 5-day course, from 4-8 February 2008, run by the NHS Centre for Involvement, introduces this subject and can be taken as a non-assessed short course, a Postgraduate Award (PGA) or as part of a Masters Degree programme with Warwick Medical School.

It is designed to meet the educational and developmental needs of health care professionals and managers in the NHS, the private health sector or the voluntary sector. For more information [click here](#).

Developing the Annual Health Check in 2008/2009: Have your say

The Healthcare Commission has recently published its consultation proposals on the design of the annual health check in 2008/2009. They are seeking comments on their approach from a wide range of patient and service user representatives. You can feedback your comments through their website up until the close of the consultation period on 12 March 2008. For more information on the consultation [click here](#).

Royal College of Physicians London Patient and Carer Network

The Royal College of Physicians London Patient and Carer Network is currently recruiting new members to the Network.

The Network has been established to ensure that the interests of patients, carers and the public are fully integrated in the work of the College. Members are patients, carers and members of the general public from a range of backgrounds and across a wide geographic spread. These individuals wish to help the College develop and enhance its relationship with patients in the interests of improving healthcare.

For more information [click here](#).

Help shape the future of NHS Direct

NHS Direct provides confidential health advice and information around the clock over the phone (0845 4647), via the internet (www.nhsdirect.nhs.uk) and on digital TV (Sky Digital and Freeview). It helps literally millions of people every month.

NHS Direct is applying to become an NHS Foundation Trust, which it believes will enable it to work more closely with its users and partners to better understand their needs and help the organisation involve its entire staff in what it does.

Recruiting a large enough membership is critical to NHS Direct's success in becoming an NHS Foundation Trust. It is relying on your support in this, so please become a member today. It's completely free. Anyone in England aged 16 or over can join

whether they use NHS Direct's services or not. Membership can take up as little or as much time as you want it to. Visit www.nhsdirect.nhs.uk/foundationtrust/membership to apply or call 0845 600 1866 for a membership application form.

Also, NHS Direct is conducting a public consultation on its plans to become an NHS Foundation Trust. The consultation runs until Monday 31 March 2008. NHS Direct is keen that as many people as possible take part in its public consultation. To find out more and give your views, please visit www.nhsdirect.nhs.uk/foundationtrust/.

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

Upcoming book reviews

The Patient-Citizen Exchange Book club is currently reviewing the following books. We will make the reviews available as soon as possible – watch this space.

Preparing for Interprofessional Teaching – The book provides a critical exploration of the theory and practice of interprofessional learning in health and social care. To view a sample chapter and for information on ordering a copy, please [click here](#).

Community Health Development in Action: Learning from the Hull and East Riding Health Zone – This book reveals the contribution that community development can make to achieving health improvement. For more information [click here](#).

'Getting Our Act Together' ... in Community Development and Health: A Local Training Handbook – This book helps health practitioners develop training opportunities with colleagues from other sectors. For more information [click here](#).

Equalities and Communities: Challenge, Choice and Change – This book is an essential guide for everyone committed to working on equalities issues. For more information [click here](#).

Case studies

This resource is now available on our websites. We encourage anyone who wants to share examples of practice to submit their work as a case study. [Click here](#) to download the submission form and email it to ppix@warwick.ac.uk.

We're continuing to develop and expand the content with examples of project work from around NHS Trusts and other health and social care organisations.

One way in which we are doing this follows on from the Involvement to Impact Awards that were presented last November. We chose three of the Award winners as sites for filming video case studies. Please look out for these in the future.

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.

4-8 February 2008: [Patient and Public Involvement in Health Care Module](#)

4 - 8 February 2008, 10 - 14 March, and 31 March - 4 April: [International Association for Public Participation \(IAP2\) – Certificate Programme in Public Participation](#)

5-7 February 2008: [Comprehensive Area Assessment \(CAA\) Roadshow](#) (5 February – Birmingham, 6 February – Northants, and 7 February – Ipswich)

6 February 2008: [Evaluating Engagement – workshop](#)

6 February 2008: [Responding to Consultations](#)

13 February 2008: [Contributing to developing an evidence base for public involvement in research](#)

14 February 2008: [Service user involvement and empowerment in mental health](#)

19 February 2008: Public service transformation - putting the citizen at the centre – An evening seminar chaired by David Walker, editor of Public magazine, The Guardian Newsroom. If you would like to attend or for more information please email gemma.dixon@guardian.co.uk.

20 February 2008: [Breakfast Briefings: Implementing LINKs](#)

20 February 2008: [Engaging the Hard-to-Reach](#)

26 February 2008: [Delivering and Sustaining the 18 Week Patient Pathway - Learning from Pilot and Early Achiever Sites](#)

27 February 2008: [Comprehensive Engagement Strategies](#)

27 February 2008: [Effective Focus Groups](#)

27 February 2008: [Best Practice Consultation with Children & Young People](#)

28 February 2008: [Effective Public Meetings](#)

5 March 2008: [Meaningful Consultation with the Older Generations](#)

11 March 2008: [Breakfast Briefings: Legal Challenges to Consultation](#)

11 March 2008: [Producing Effective Information for Patients: The Key Issues](#)

12 March 2008: [Best Practice Consultation with Faith Groups](#)

12 March 2008: [Introduction to Public & Stakeholder Consultation](#)

13 March 2008: [Working with Local Involvement Networks – LINks conference](#)

13 March 2008: [Consultation Before & After](#)

19 March 2008: [Making Consultation Meaningful – 2008](#)

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:

- 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;
- Lynda Jenkins, Dudley Council for Voluntary Service;
- Marilyn Hammick, Centre for the Advancement of Interprofessional Education;
- David Hart, Help the Hospice and Trinity Service User Groups;
- Amjad Rahi, PPI Forum of the Barts and the London Hospital; and
- Iona Burchell, Expert Patient Programme Facilitator.

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.
