

## NCI Newsletter – issue 9

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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/](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 Kiley ([kiley.brown@warwick.ac.uk](mailto:kiley.brown@warwick.ac.uk)) on 024 7615 0266 if you have questions.

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 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.

### Learning and Support at the Centre

One of our visions is to develop an educational model, which creates an accredited pathway of learning for Patient and Public Involvement (PPI) from National Vocational Qualification and Further Education level through to Post Graduate level.

A priority of this development is to map the learning and development opportunities and programmes for PPI which are currently available for NHS staff and the public across the NHS in England. Part of this mapping is to examine all accredited PPI

programmes available at further and higher education institutions. Last year we wrote to a number of institutions to scope accredited PPI courses that were available. We have recently followed this up with a further scoping of every further and higher education institution website in England.

Our findings are due to be published in Summer 2008 and will map the supply of all accredited PPI programmes.

Many of the PPI learning programmes are non-accredited and are provided in-house by NHS Trusts or through external

private providers. These can be through internal or external resources, toolkits, courses, training events or seminars. We are currently in the process of obtaining samples of this type of learning that will provide a summary of the type of learning with a signpost to further information.

The first 15 learning samples are now available on our website at: [www.nhscentreforinvolvement.nhs.uk/learningsamples/](http://www.nhscentreforinvolvement.nhs.uk/learningsamples/)

If you are aware of any other non-accredited learning please contact Paul Bagley ([paul.bagley@warwick.ac.uk](mailto:paul.bagley@warwick.ac.uk)).

## Local Involvement Networks

### Stephanie Varah, National LINKs Implementation Co-ordinator

I am extremely excited about the arrival of LINKs. For me LINKs represent a mechanism that has enormous potential to reach out to people from all walks of life. However different their background, interests or perspectives, people will have the opportunity, if they wish, to share their

views and experiences knowing that their voice can be strengthened by the formal powers of LINKs and that their feedback can lead to services being more responsive and accountable.

In my role last year as LINKs Early Adopter Project Manager I was able

to experience some of the 'grass roots' perspectives that are so important in shaping the care and health system. A great deal of valuable learning was generated from these insights and is available on the NHS Centre for Involvement website ([www.nhscentreforinvolvement.nhs.uk](http://www.nhscentreforinvolvement.nhs.uk)) for use by everyone



working on getting ready for LINKs or for anyone who is just interested in being involved.

### LINKs Guides

The Guides produced by the Centre have been well received and are in high demand.

We are continuing to produce guides and we would like to know what other information on

LINKs you would find useful. If you have ideas or questions please contact us on [info@links.nhs.uk](mailto:info@links.nhs.uk).

There are two new additions to this series of guides.

#### Guide No. 12 – Governance

The guide outlines why governance structures are important, discusses the role of different stakeholders and provides advice on setting up the right structures.

#### Guide No. 13 – Working with Volunteers

The guide to working with volunteers provides advice on how to support this group and ensure the optimal relationship.

To download these documents, visit

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

### LINKs Exchange

The LINKs exchange has been set up as a resource for professionals tasked with the implementation of Local Involvement Networks (LINKs).

Full access is currently available for Local Authority LINK Leads and Hosts.

The site may be opened up to LINKs participants later in the year, depending on demand.



### LINKs Bulletins

For the latest LINKs bulletins, April and May 2008, issued by the NHS Centre for Involvement in partnership with the Department of Health visit: [www.nhscentreforinvolvement.nhs.uk/LINKsbulletins/](http://www.nhscentreforinvolvement.nhs.uk/LINKsbulletins/)

## What's going on in the Centre

### PCX live! Events

The fourth PCX network live! event of 2008 will be held at the Hilton Hotel, South Terminal, Gatwick Airport, on Thursday 19 June 2008. The event is a chance for members to meet and network face to

face and to hear about developments in Patient and Public Involvement in South East England.

The event will include:

- the progression of Local Involvement Networks;
- involving the voluntary sector;
- round table discussions;
- panel questions;
- an Exchange Wall with offers and requests;
- a resource table; and
- exhibitions space.

Registration for the event is now full and we are looking forward to a successful event. If you have any questions regarding papers and presentations please contact [pcx@warwick.ac.uk](mailto:pcx@warwick.ac.uk).



### Organisational Development

We have finalised plans to work with seven more Trusts this year on Organisational Development (OD) projects.

We are looking for five further Trusts who would like to undertake projects and are in the process of identifying these. If you are interested please contact Jayne Taylor ([jayne.taylor@warwick.ac.uk](mailto:jayne.taylor@warwick.ac.uk)).

A year after the completion of a

project with a Trust, the OD team return to find out what progress has been made. The first round of these one-year reviews is currently being completed. We have been to Barnsley Hospital NHS Foundation Trust and London Ambulance Service NHS Trust is the next in line for a return visit.

Brief reports outlining the findings of the one year reviews will highlight the

progress and challenges Trusts have experienced since the completion of their OD project. These will be placed on the website alongside the original reports.

Each OD project includes a service improvement project which focuses on a specific health or care issue. Some of the areas that these projects will cover are:

- Urgent Care,
- LINKs, and
- Commisisoning.

#### OD Projects

So far this year, we have started work with the following five Trusts:

- Tower Hamlets PCT,
- West Sussex PCT,
- Stoke on Trent PCT,
- Salisbury NHS Foundation Trust and
- Worcester PCT.

We will be starting work with another two in the next couple of weeks.

## PPI News

### PPI Forum Archive

The Patient and Public Involvement Forum archive library is now available on the LINks exchange website at [www.lx.nhs.uk](http://www.lx.nhs.uk).

This archive is available to everyone; you do not need to be a member of the LINks exchange.

It includes Annual Reports, monitoring visit reports and best practice documents produced by the Patients' Forums during the four years they were up and running.

These documents have been collated on the PPI Forum archive and are

accessible to everyone on the LINks exchange site.

You access the archive by simply using the search tool on the left hand side of the LINks exchange home page – you don't have to be logged into the website.



The documents are indexed by Local Authority area. This will enable LINK Leads and Hosts to access information produced by Forums for NHS Trusts that fall within their Local Authority area.

### Armchair Involvement site goes live

In 2007 the NHS Institute for Innovation and Improvement commissioned Involve to explore the ways the public, patients and staff can use technology, such as telephones, television and the internet, to take part in health services.

The NHS Institute also wanted to explore how technology can be used to enable people to shape services.

This work has resulted in an online practical guide to how technology can be used in an easy

Armchair **Involvement**  
Engaging people in health and service transformation through technology



and flexible way by individuals, perhaps quite literally from their own 'armchair'. The future possibilities for involvement technologies are very exciting and there is a great deal

of enthusiasm across the NHS for using these tools to reach people, better understand their opinions and to encourage involvement in service improvement.

To find out more visit

[www.institute.nhs.uk/armchair](http://www.institute.nhs.uk/armchair)

### PPI in Health Care Module

Involvement is imperative for improvement – recent policy changes mean that you and your organisation cannot ignore the involvement agenda and we can help

you get better at it quickly. There are a few spaces left on the Patient and Public Involvement module which runs conveniently over the space of a week. The next course starts on 30

June 2008 and is based at University of Warwick Medical School.

For more information visit [www.nhscentreforinvolvement.nhs.uk/ppimodule/](http://www.nhscentreforinvolvement.nhs.uk/ppimodule/)



The National Centre for Involvement

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## PPI News

### Volunteer Strategy Consultation

Health Secretary Alan Johnson has launched a four month consultation to improve support for volunteers in the NHS, social care and third sector, and to encourage more volunteering opportunities.

The aim of the consultation and subsequent strategy is to:

- raise the esteem and profile of volunteering;
- help improve management and support for volunteers;
- support more robust evaluation of the outcomes and benefits of volunteering; and
- allow more coherent investment to support their involvement.

To download the consultation document and supporting information from the Department of Health visit [www.dh.gov.uk/en/Aboutus/OrganisationsthatworkwithDH/Workingwithstakeholders/DH\\_085190/](http://www.dh.gov.uk/en/Aboutus/OrganisationsthatworkwithDH/Workingwithstakeholders/DH_085190/)

### Leading Local Change

The Our NHS, Our Future review team has published 'Leading Local Change', a document setting the context for the upcoming SHA local visions and the principles which will guide their implementation.

The document is a forerunner to the final report into the wide-ranging NHS Next Stage Review, due out in June.

The nine participating SHAs have been looking at the clinical evidence and

engaging with their local communities.

They have developed improved models of care for their regions to ensure that the NHS is up to date with the latest clinical developments and is able to meet

changing needs and expectations.

To download a copy of the document visit: [www.ournhs.nhs.uk/wp-content/uploads/2008/05/286501\\_nhs\\_next\\_stage\\_review\\_acc1.pdf](http://www.ournhs.nhs.uk/wp-content/uploads/2008/05/286501_nhs_next_stage_review_acc1.pdf)

### Centre for Public Scrutiny Conference



Public Accountability and Empowerment – A New Era for Scrutiny: Tuesday 10 June 2008.

This will be the largest conference this year dedicated to issues of scrutiny and public

accountability. As part of the Centre for Public Scrutiny's ongoing support for the implementation of LINKs in partnership with NHS Centre for Involvement, specific workshops

will be run for people interested in LINKs.

The CfPS is offering two places for the price of one when a LINKs Host and member book together.

**For more information visit**  
[www.cfps.org.uk/conference](http://www.cfps.org.uk/conference)

**The two workshops for people interested in LINKs are:**

- Building Relationships for Locally Accountable Health and Social Care
- Strategic Commissioning and Holding Commissioners to Account

## Dates for the Diary

**11 June 2008, 18 June 2008, and 19 June 2008**

Comprehensive Engagement Strategies (in association with IDeA)  
[www.consultationinstitute.org/trainingcourses/courses.asp?id=31&strtype=public&course=public](http://www.consultationinstitute.org/trainingcourses/courses.asp?id=31&strtype=public&course=public)

**11 June 2008:** Responding to Consultations

[www.consultationinstitute.org/trainingcourses/courses.asp?id=26&strtype=public&course=public](http://www.consultationinstitute.org/trainingcourses/courses.asp?id=26&strtype=public&course=public)

**12 June 2008:** Event – Better Networks for Better Health

[www.networks.nhs.uk/uploads/08/04/westfocus.pdf](http://www.networks.nhs.uk/uploads/08/04/westfocus.pdf)

**18 June 2008:** Meeting Diversity in Patient Information

[www.healthcare-events.co.uk/conf/booking.php?action=home&id=141](http://www.healthcare-events.co.uk/conf/booking.php?action=home&id=141)

**18 June 2008:** Consultation – Before and After

[www.consultationinstitute.org/trainingcourses/courses.asp?id=22&strtype=public&course=public](http://www.consultationinstitute.org/trainingcourses/courses.asp?id=22&strtype=public&course=public)

**18 June 2008:** NHS Confederation annual conference and exhibition 2008

[www.nhsconfed.org/issues/delivering-the-future-today.cfm](http://www.nhsconfed.org/issues/delivering-the-future-today.cfm)

**14 July 2008:** Ask the Experts – Involving patients and carers to improve end of life care

[www.nhscentreforinvolvement.nhs.uk/docs/Ask\\_The\\_Experts\\_Flyer.pdf](http://www.nhscentreforinvolvement.nhs.uk/docs/Ask_The_Experts_Flyer.pdf)

## 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;
- Usha Prema, Kensington and Chelsea Primary Care Trust;
- Helen Stevens, The Campaign Company;
- 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;
- Iona Burchell, Expert Patient Programme Facilitator;
- Luke Albarin, Citizens Advice, Worcester;
- Mike Llywelyn Cox, Service User Involvement representative; 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)



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