Involving patients and public to improve London’s Healthcare
This document was made by CHANGE, a charity led by people with learning disabilities.

This document uses easy words and pictures. You might want to read through it with someone else to help you to understand it more.

There is a Word Bank at the back of the booklet to help with hard words. Any underlined words can be found in the Word Bank on page 27.
Introduction

This document is about how NHS England is working to involve patients and the public to improve the health care services in London.

It gives you information about the different areas of health services which need work, and the ways people can get involved.

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Welcome from Anne Rainsberry

I want to thank everyone across London who has helped make health services in London work for everyone.

We have spent the last year listening to your opinions about how we can make the NHS better for patients.

We are still working towards the aims of the NHS Five Year Forward View (our plan for health up to 2020), which show how to improve the relationship between patients and the NHS.
This review shows how we have put your words into action.

Thank you.

Anne Rainsberry
Regional Director
NHS England (London)
London’s Health: an overview

London’s population is growing.

The age people are expected to live to is not the same in different areas of the city.

Children and Adults in London have a wide range of health needs.

NHS England needs to know about these needs so we can plan services.
We want to work with patients and the public to get this information. We welcome involvement from others.

This review talks about the different ways to help and get involved.

NHS England does 3 main things, Commissioning, National Policy, and Leadership.

This review talks about how to involve patients in these areas.
Involving Patients: Commissioning

NHS England commissions, plans, and pays for a range of services. The next four sections look at how patients and the public are involved in commissioning these services.

1. Primary Care

Primary care is the care given by GPs, chemists, optometrists, and dental services.

Patients and public are involved in GP commissioning when letters are sent out asking for feedback, public meetings, drop in sessions and online surveys.

Patients and public are also asked about how new practices should be built and run.
For Dental, Optometry and Pharmacy, patients and public are involved in Patient Advisory Boards.

In 2016 / 2017 the Primary Care Commissioning Team is working on involving patients and public by:

- Involve more young people and parents on the Dental, Optometry and Pharmacy Patient Advisory Board.
- Ask more patients to look at commissioning applications and sit on interview panels.
• Include more patients at NHS England commissioning group meetings.

• Build relationships with NHS England Communications Team to improve the way we reach out to patients and the public.

2. Public Health Services

Public Health work is what we do to improve the health of the population as a whole rather than just for individual people.

NHS England work with Public Health England to help people stay healthy and protect them from threats to their health.
Armed Forces Healthcare

NHS England has a dedicated team of commissioners which look after services for the Armed Forces community.

Patients and public are involved in commissioning through the London Armed Forces Network.

This network gives ex-forces staff, families and other people connected to the Armed Forces a place to meet and give feedback on the services.

In 2016 / 2017 an Armed Forces Network group is being set up help with commissioning services.
Early Years and Immunisation

The Early Years and Immunisation Team is commissioned to provide vaccinations against diseases for very young children, the elderly and adults with chronic conditions.

Patients and public are involved in commissioning through vaccination reviews with parents, interviews with mothers about vaccinations and research with partnership organisations.

In 2016 / 2017 we have a plan to improve patient experience by looking at what patients at GPs surgeries are saying about their experience.

Screening

The Screening Team is commissioned to look after screening for Antenatal and newborn screening, adults and young people, and cancer screening.
Patients and public are involved in commissioning through performance boards for breast and cervical screening.

In 2016 / 2017 the screening team wants to get more people involved with the performance boards.

3. Health in the Justice System

The Health in the Justice System team commissions services in different places across London including prisons and youth offender institutions.

Patients and Public are involved in commissioning through a sub group set up to support prison services.
In 2016 / 2017 the Health in the Justice System team aims to train members of the subgroup to train other people to be sub group members, involving more people.

4. Specialised Services

Specialised services look after patients with complex or rare health conditions and who are treated in a small number of hospitals.

NHS England Specialised Commissioning team looks after patient and public involvement.

Patients and public are involved through one to one meetings, focus groups, and wider public reviews.
Clinical Reference Groups bring clinicians, commissioners, and public health experts together with patients and carers to improve services.

In 2016 / 2017 the Specialised Commissioning team is aiming for patients and public to be more involved in their local areas.

The team is also aiming for more involvement in services such as HIV.
Involving Patients: Supporting Commissioners

This section looks at how involving patients and public can improve Nursing and Midwifery.

The Nursing Directorate

The Nursing team commissions Nursing and Midwifery across London and makes sure the services are of a high quality.

Patients and public are involved through:

- Events in London where patients are able to give feedback.
• Yearly training of seven patients who give feedback to the Local Supervising Authority on nursing and maternity care.

• Care and Treatment Reviews (CTRs) for all patients with a learning disability who are able to be moved from a hospital into a community setting.

• Asking patients to sit on Independent Review Panels.

• A patient safety team that advises commissioners on being open with patients and their families when something has gone wrong with their care.
• Getting the views of individual patients and carers.

The Nursing team has plans to improve involvement of patients and public through more people being involved in improving maternity services.

The team also wants to involve more people in patient groups.
Involving Patients: Leadership

This section looks at national and local partners who provide leadership to the commissioning system.

1. The Clinical Senate

The London Clinical Senate brings together health and social care professionals, with patients, carers and the public to look at things that help improve London’s health services.

The London Clinical Senate is one of twelve in England.
In 2015 / 2016 the Senate set up two programmes to help improve healthcare in London.

1. Self-care for young adults with long term conditions

2. A programme to treat tobacco dependence

In 2016 / 2017 the London Clinical Senate will:

- Support the Patient Public Voice Group to agree what they think before Forum meetings so they can have their opinions heard during the talks.
• Make sure that planning for Forum meetings includes a Patient Public Voice Group.

2. Strategic Clinical Networks

The London Clinical Networks bring together people who use, give and commission services to improve the quality of care.

Clinical Networks help to make services the same in different areas by sharing information.
Patients and public are involved in clinical networks and people are recruited to join the network.

Involvement includes membership of the group, chairing working groups and helping to look at and check information.

3. Healthy London Partnership

Healthy London Partnership is where health and social care organisations work together to support better health in London.

The partners are working towards making London a healthy city to live in by 2020.
The partnership has 13 programmes including cancer, young people, mental health, and the homeless.

Patients and public are involved through events, surveys, interviews and focus groups, road shows, and evidence hearing sessions.

All of the programmes have recruited members of the public to their steering groups and boards.

In 2016 / 2017 the Healthy London Partnership will be working on:

- Workshops on crisis care
- The Great Weight Debate
- Feeding back on NHS Go from its first year
- Mental health road map
- NHS 111 evaluation
This review shows that services can be made better when patients and carers are involved.

As the population’s needs have changed we have worked with groups and individuals to work out how to meet these new challenges.

This review is a summary of how we have improved involvement with Londoners.

We know there is more to do and that next year we need to show we have improved even more.
NHS England want to make sure that public and patient voices are at the heart of shaping our healthcare services.

There is information on how to get involved at the new Involvement Hub:

www.england.nhs.uk/participation/

Or you can contact us directly via email:

england.LDNqualityhub.nhs.net
@nhsenglandLDN
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**Word bank**

**Antenatal**

The time during pregnancy and before birth.

**Clinician**

A person who is involved in looking at and treating a patient, for example a doctor or a nurse.

**Commissioning**

Health Service Commissioning is planning, agreeing, paying for and looking after services.
Forum Meeting

A meeting that is open to the public.

Optometrist

A person who is qualified to examine a person’s eyes and prescribe glasses and lenses.

Patient Public Voice

Various ways for patients and public to get involved in decision making, including reference groups, surveys, workshops and consultations.
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**Patient Advisory Board**
A group of patients that come together to advise on health related issues.

**Performance Board**
A group of people who come together to look at how well a service is doing.

**Vaccination**
Giving someone a small amount of weakened disease to help the body fight against the disease.