

# Engaging patients and public to improve London's Healthcare

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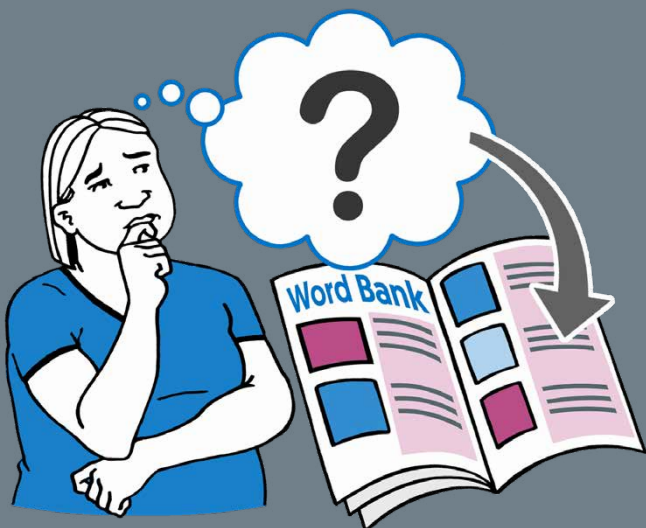
# About this document



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 36**.



# Introduction



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

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



## Contents

- 4 Welcome from Oliver Shanley
- 6 London's Health: an overview
- 8 Involving Patients: Commissioning
- 21 Involving Patients: Supporting Commissioners
- 25 Involving Patients: Leadership
- 34 Conclusion
- 35 Get Involved
- 36 Word Bank



# Welcome from Oliver Shanley



**NHS**

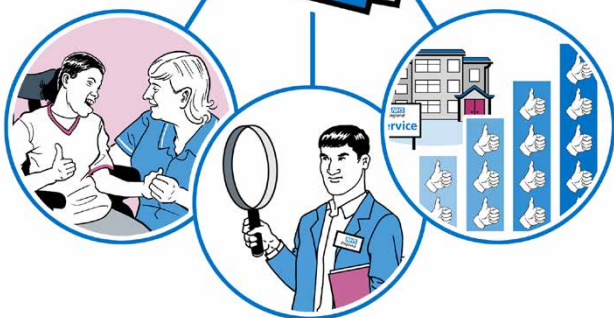
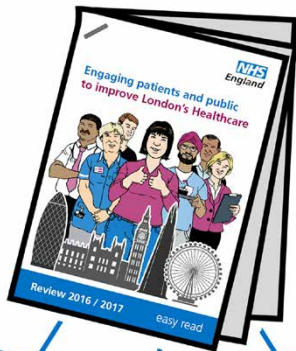


We've all been patients. This makes the care the NHS provides important to all of us.

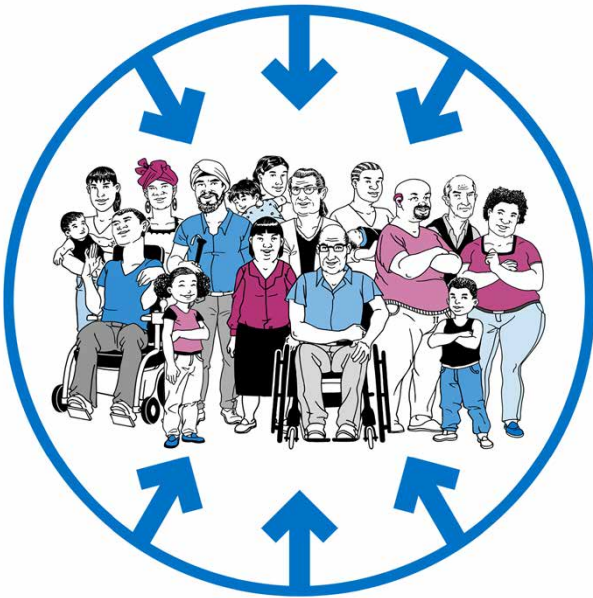
It is important that you and your loved ones have an opportunity to share your experiences, and to shape how care is planned, organised, and delivered.



This Review shines a light on good practice, identifies challenges and how we are working to improve.







Patients are at the heart of everything we do.



Thank you to all the Londoners who have worked with us this year.



Thank you.

**Oliver Shanley**

Regional Chief Nurse  
NHS England (London)

# London's Health: an overview



London's population is growing.



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



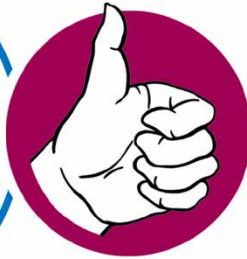
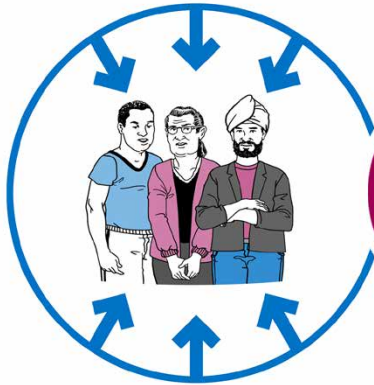
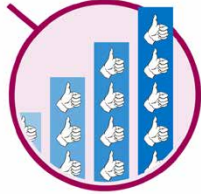
The age people are expected to live to is not the same in different areas of the city.



Our mission is to improve health care for all the people of London.



# NHS England



NHS England does 4 main things, Commissioning, Assessment and Improvement, National Policy, and Leadership.

To be successful we want to place patients and public at the heart of everything we do.

We welcome involvement from others.



This review talks about the different ways people have got involved and how you can get involved in the future.



# Involving Patients: Commissioning



NHS England 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.

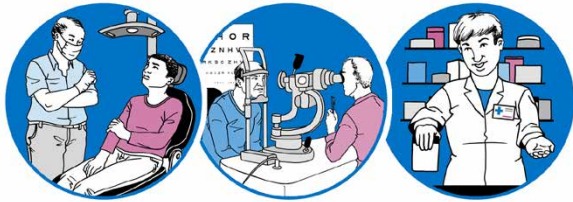
## 1. Primary Care

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

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

Patients and the public are also asked about how new practices should be built and run.



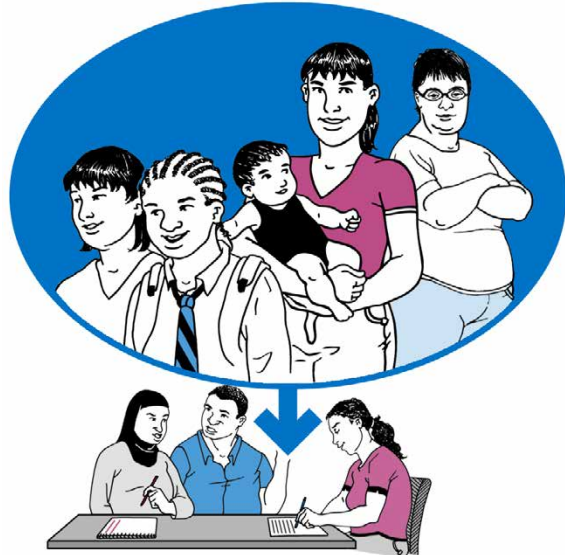


For Dental, Optometry and Pharmacy, patients and public are involved in Patient Leadership Boards.

## Looking back at 2016/2017



You asked us to improve the diversity of the Patient Leadership Board:



We now have two young adults, a mother of a young family, and a person with a learning disability sitting on the board.



We launched a Dental, Optometry and Pharmacy Service newsletter.

# Looking forward to 2017/2018



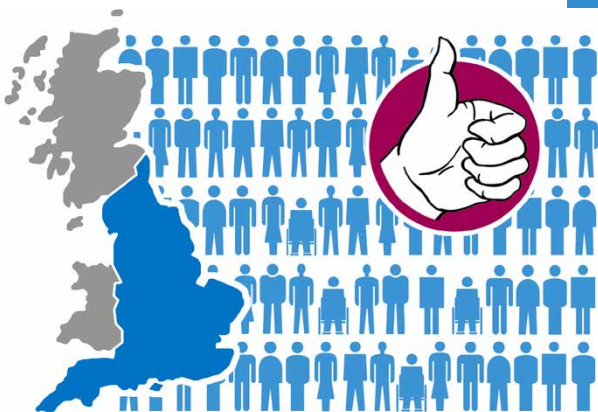
Patients sitting on the leadership board will be involved in the choosing of services.



Patients will also be involved in commissioning GP services.



## 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.

## Looking back at 2016/2017



We wanted to reach out to more veterans and families affected by mental health and emotional trauma.



We have set up 6 new peer groups and 3 new self support groups. The groups support network members.

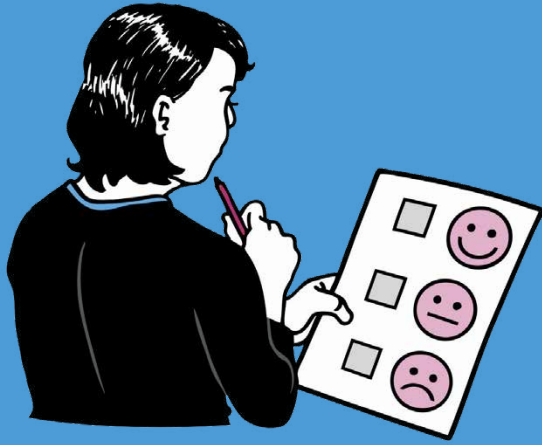


We also developed mental health First-aiders Training.

## Looking forward to 2017/2018



We want to set up a mental health subgroup for Post Traumatic Stress Disorder and alcohol and substance abuse.



We are planning a national patient Experience Survey.

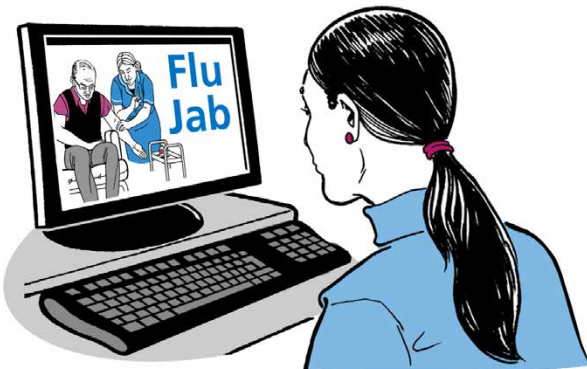


## Early Years and Immunisation

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



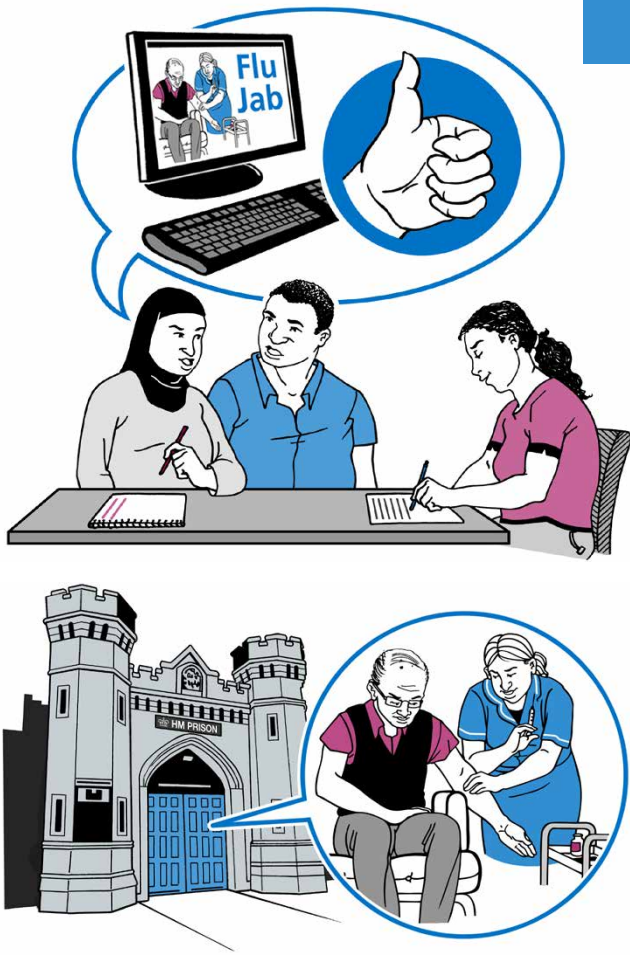
We involve patients and the public through vaccination reviews, e.g. parents feedback on their child's vaccination.



We have also been using social media, e.g. promoting the flu vaccine during winter.



## Looking back at 2016/2017



We included patient and public feedback in our immunisation awareness campaign.

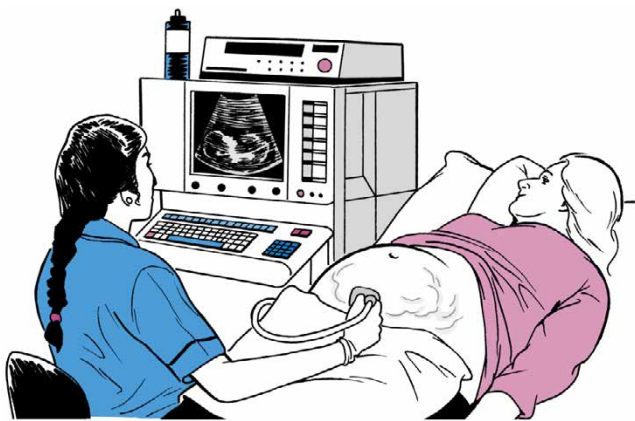
We worked in partnership with Health in Justice to improve vaccination services in prisons.

## Looking forward to 2017/2018



We will complete an online survey of community pharmacists on the 2016 flu campaign.

We will review our governance process to make the best of our patient and public representatives.



## Screening

The Screening Team is commissioned to look after screening for Antenatal and newborn screening, adults and young people, and cancer screening.



We involve patients on nine of the ten performance boards that over see our work.



Patients also worked with us to write questions for bidders and review bids for breast screening services.



## Looking back at 2016/2017



Patient experience is now an item on the agenda at all screening programme boards.



We look at compliments and complaints at performance meetings for all services and what action has been taken.

## Looking forward to 2017/2018



We want to develop a report template to make sure patient feedback is the same for all cancer screening.



We will recruit more patient representatives to our boards.



We want to improve access to Cancer Screening for people with mental health conditions.





### 3. Health in the Justice System



We commission healthcare in London's Justice System including prisons and youth offender institutions.

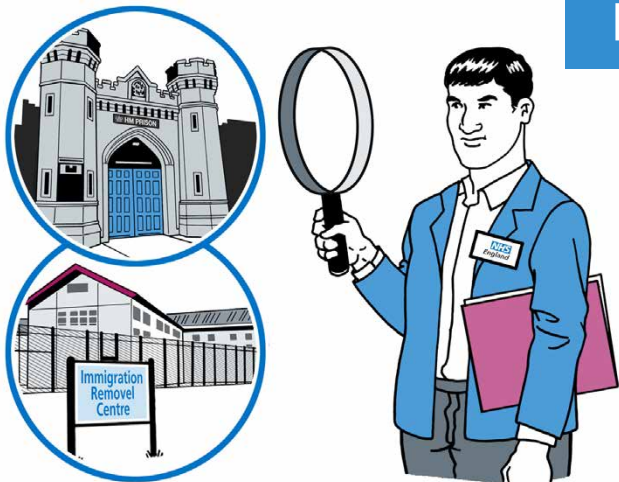


We involve people with experience of the criminal justice system in a sub-group that was set up to support prison services.



We trained 'Commissioning Technicians' to help plan services.

### Looking back at 2016/2017



We completed a quality check of all London prisons and Immigration Removal Centres.

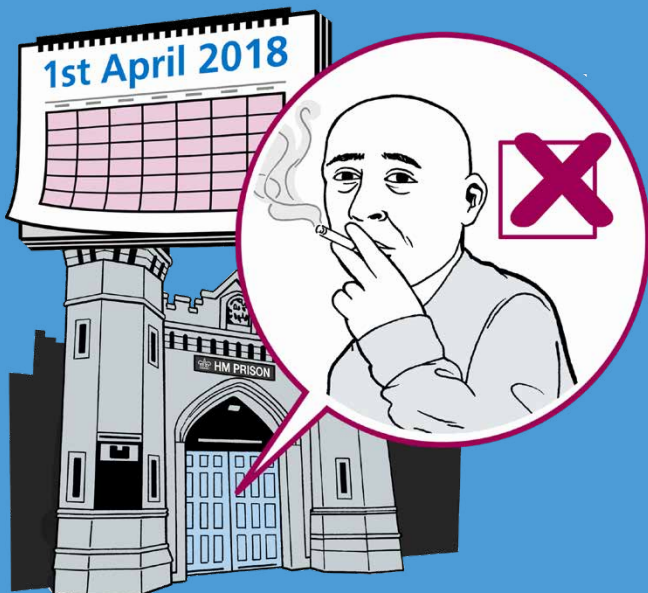


We wanted to increase the number of 'Commissioning Technicians' but this has been postponed.

## Looking forward to 2017/2018



Involving service users in supporting a smoke free transition.



All London prisons should be smoke free by 1st April 2018.

## 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.



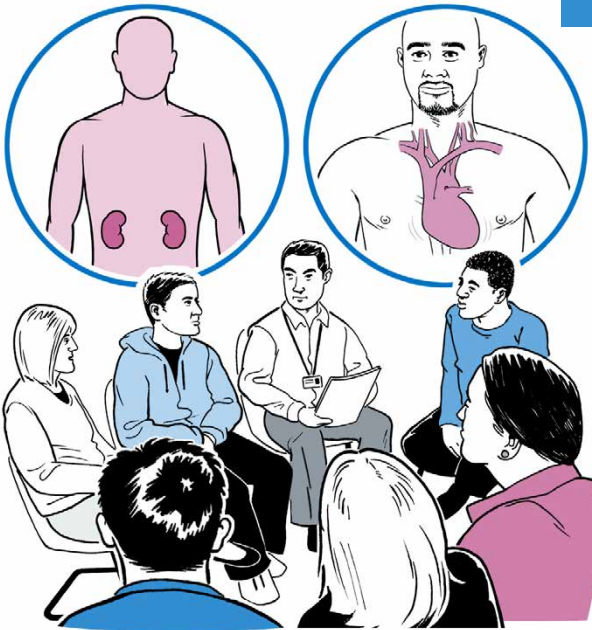
Patients and public are involved through one to one meetings, focus groups, and wider public reviews.



Clinical Reference Groups bring clinicians, commissioners, and public health experts together with patients and carers to improve services.



## Looking back at 2016/2017



We have patient representatives on a steering group for renal and cardiac services in south London.



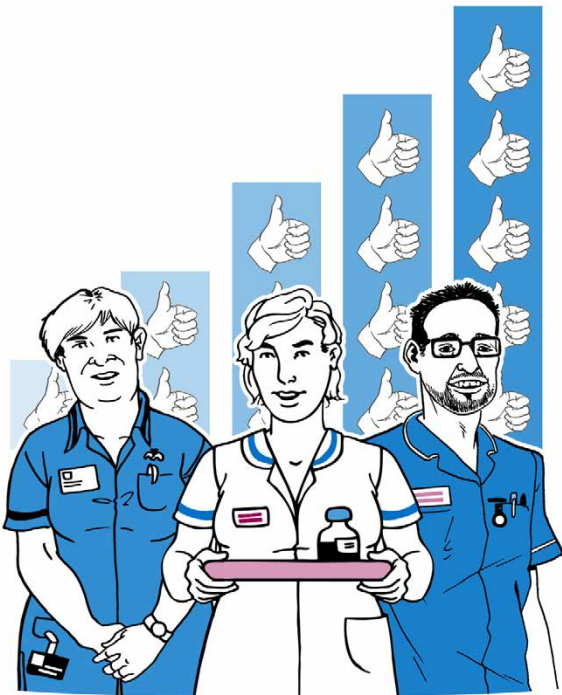
Two patients living with HIV were part of a group set up to change patient information leaflets.

## Looking forward to 2017/2018



We will be creating patient and public involvement opportunities in North London as well as South London.

# Involving Patients: Supporting Commissioners



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



## The Nursing Directorate

The Nursing team is there to make sure people have a positive experience of health care and are cared for in a safe environment.



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



This quality work includes Patient safety, Safeguarding, Transforming Care in London, Continuing Healthcare (CHC) and Participation.



Within the Nursing team is the Patient and Public Voice team.



They lead on planning for patient and public participation in NHS England.



Patients and public are involved through:

- A person with a learning disability sits on the London Transforming Care Board.





- Involving family members in the review of patients with learning disabilities.



- 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.

## Looking back at 2016/2017



We have looked at and changed the NHS England policy on how patients and public can get involved in commissioning services.

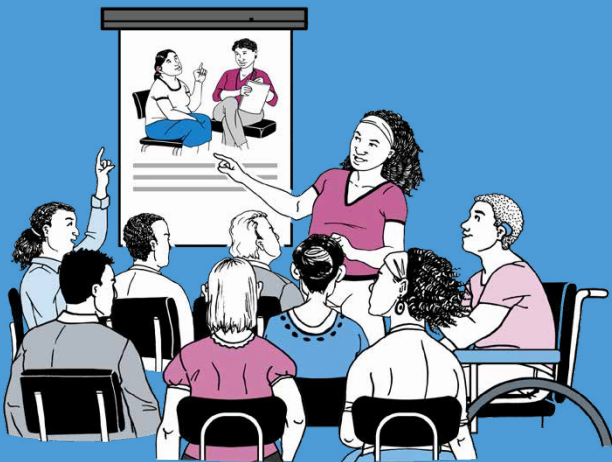


We worked to develop a new plan across the UK on how to record the involvement of patients and the public.



We published an Easy Read version of our patient and public participation Review.

## Looking forward to 2017/2018



We will develop training for NHS England and London CCGs of how to better involve patients and public in decision making.



Set up good working relationships with patient and public groups across London.

# Involving Patients: Leadership

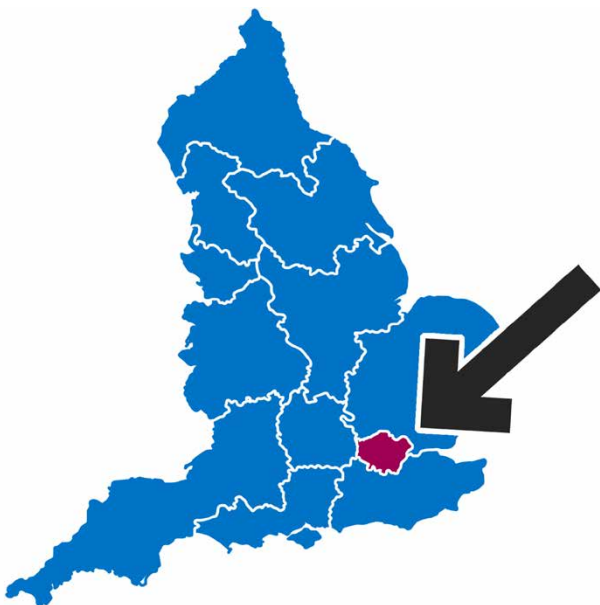


This section looks at national and local partners who provide leadership to the commissioning system.

## 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 2016/2017 topics the senate looked at included:

- Better births – improving maternity services.
- 7 Day services.
- Out of Hospital care.

## Looking back at 2016/2017

We have improved our senate meetings.



There was more support for members to talk about the topics before meetings so members can be better involved in influencing the conversation.



## Looking forward to 2017/2018



We would like to recruit more members and involve members in the planning of meetings.



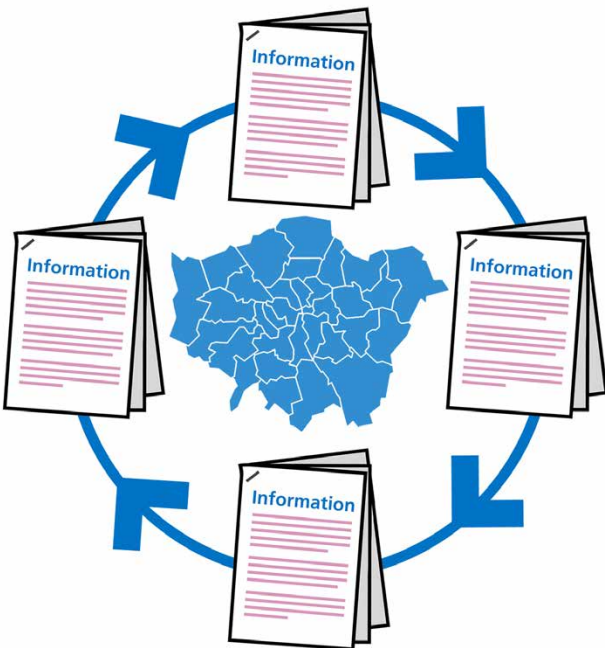
We will develop participation training.

## 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.

Clinical networks focus on areas such as mental health, maternity, diabetes and dementia.







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

## Looking back at 2016/2017



We are working to make sure patients have the same experiences of health care across London.



We made sure that patients' voices are heard and are important to our work.

## Looking forward to 2017/2018



We want to involve more patients that have used maternity services.



We also want to involve vulnerable women and people from ethnic minority groups in London.



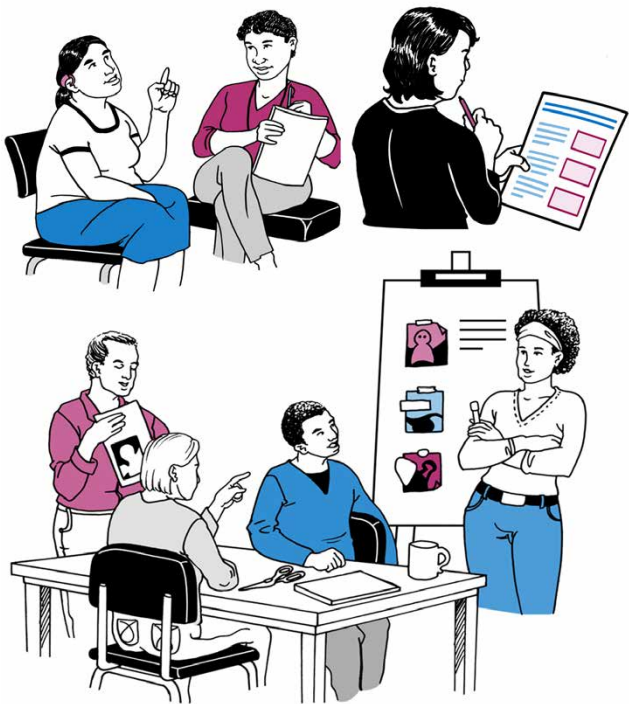
### 3. Healthy London Partnership



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



The partnership follows the goals set out in the Better Health for London: Next Steps and the national Five Year Forward.



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.







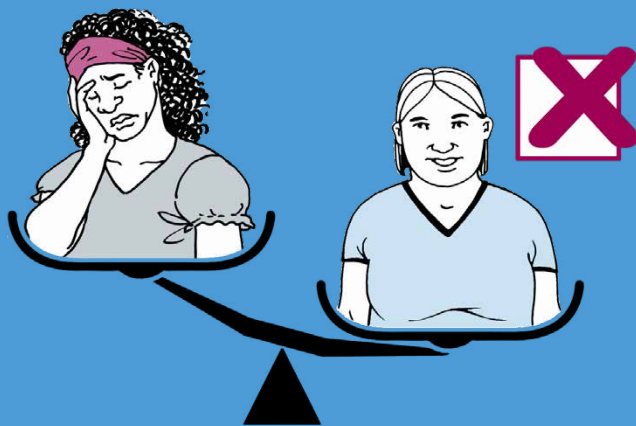
We worked on:

- Workshops to collect accounts of mental health crisis care.
- The Great Weight Debate
- Feeding back on NHS Go
- NHS 111 evaluation

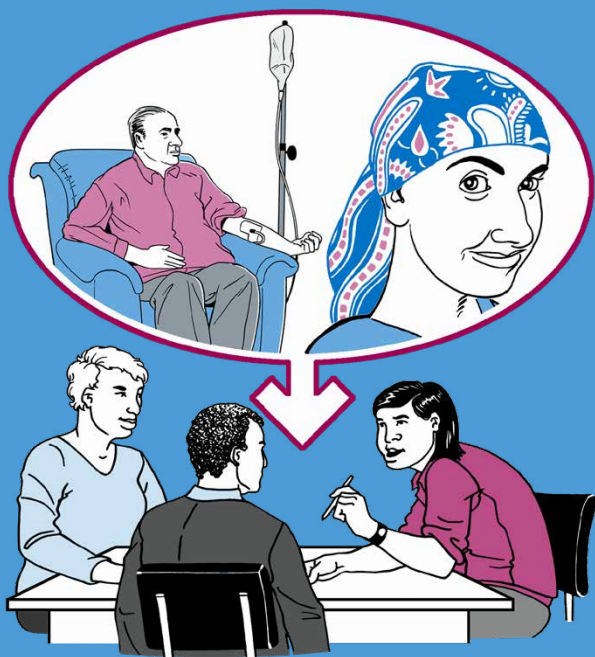
# Looking forward to 2017/2018



Continue work on Thrive London: a conversation about mental health in the capital.

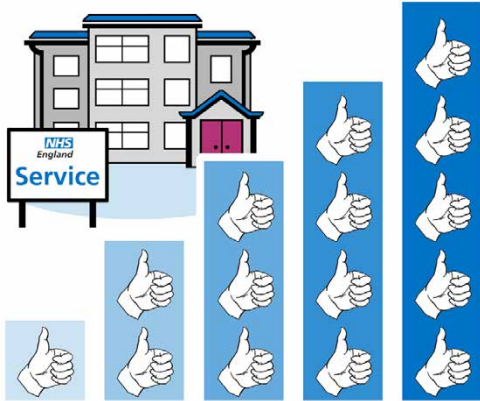


We will be working on a plan with the Mayor's office to reduce health inequality in London.



We want to involve cancer patients to help make services better in London.

# Conclusion



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.





This will include how we work with Londoners to develop Sustainability and Transformation Partnerships (STP's).



Thank you to all our Patient and Public partners who have worked with us in 2016/2017.

## Get Involved



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

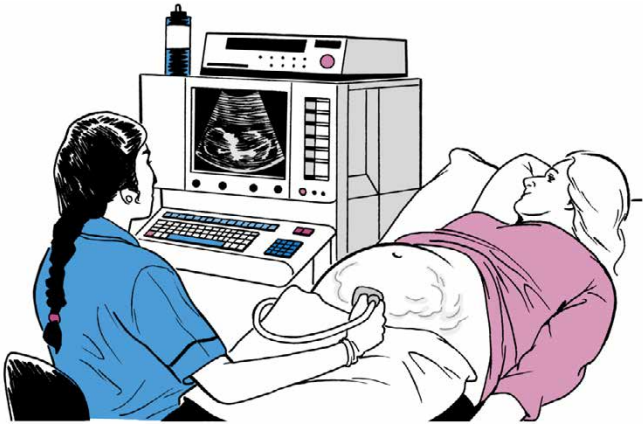
[www.england.nhs.uk/participation/](http://www.england.nhs.uk/participation/)



Or you can contact us directly via email:

[England.LDNqualityhub.nhs.net](mailto:England.LDNqualityhub.nhs.net)

# Word bank



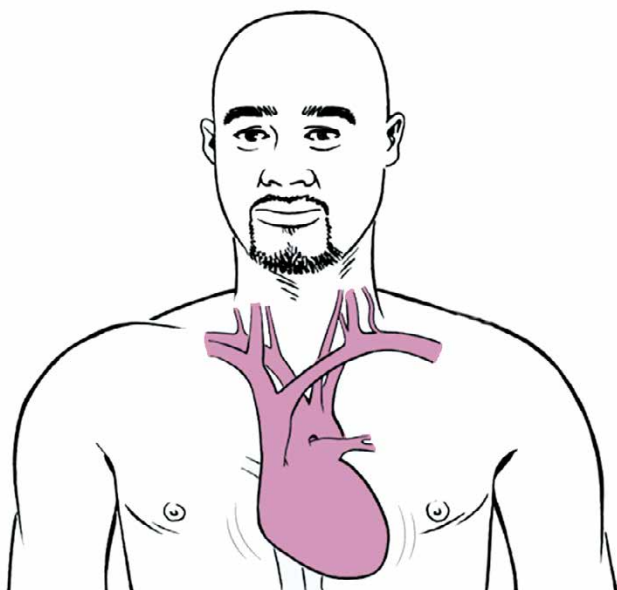
## Antenatal

The time during pregnancy and before birth.



## Assessment and Improvement

This is when you look at how well something is working and ways that it can work better.



## Cardiac

Relating to the heart.



## CCG's Clinical Commissioning Groups

Groups that organise how NHS services work in England.

## Clinician

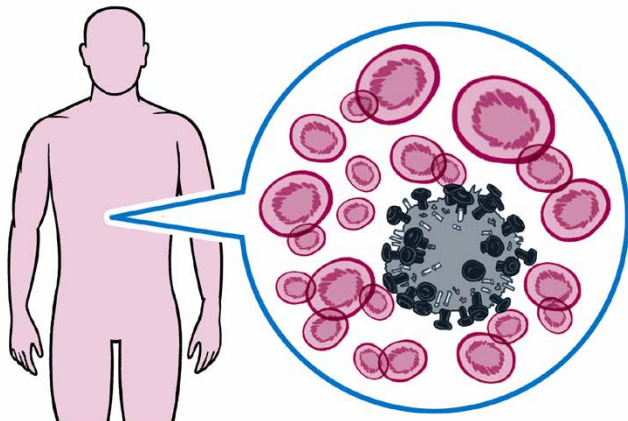
A person who is involved in looking at and treating a patient, for example a doctor or a nurse.



## Commissioning

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





## Forum Meeting

A meeting that is open to the public.

## HIV

A virus that damages the cells in your immune system and weakens your ability to fight everyday infections and disease.

## Immunisation

When a vaccine is given so the body can build up immunity or protect itself from a disease.

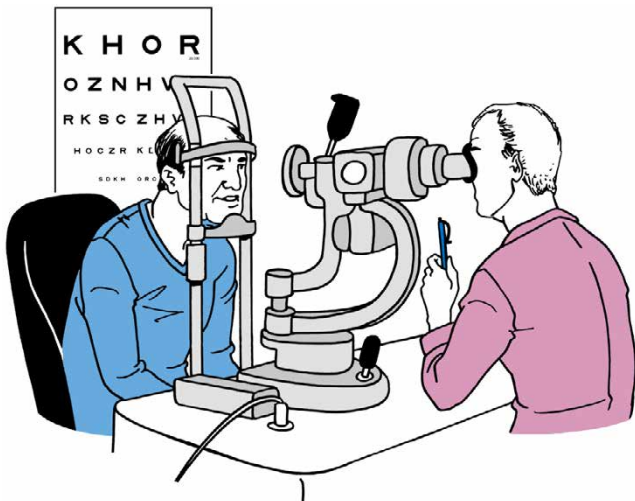
## Leadership

Showing the direction that others should follow.



## National Policy

When the government sets out what should be done for a certain topic or issue.



## 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.



### Patient Leadership Board

A group of patients that come together to advise on health related issues.



### Performance Board

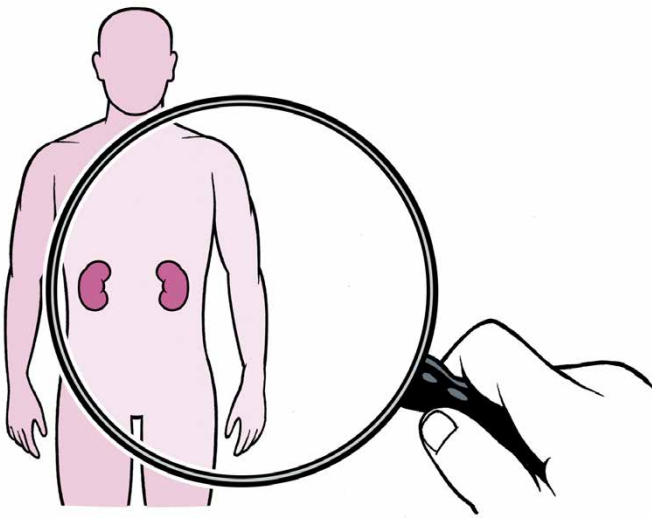
A group of people who come together to look at how well a service is doing.



### Post Traumatic Stress Disorder

A disorder that develops when someone suffers a shock, scary or dangerous event.





## Renal

Relating to the kidneys.



## Sustainability and Transformation Partnerships (STP's)

When the NHS and local council come together to improve health and care.



## Vaccination

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



This easy read document has been produced by CHANGE  
[www.changepeople.org](http://www.changepeople.org)