

Transforming London's health and care together



How NHS England (London)
involved people in **2017 to 2018**

Easy Read

What is in this booklet

Welcome from Oliver	3
Introduction	4
Involving Patients: Commissioning	9
- Primary Care	9
- Public Health Services	11
- Health in the Justice System	16
- Specialised Services	17
Involving Patients: Supporting Commissioners	20
- The Nursing Directorate	20
Involving Patients: Leadership	24
- The Clinical Senate	24
- Clinical Networks	26
- Healthy London Partnership	29
Conclusion	31
Get Involved	32

Welcome from Oliver



We have all been patients, so care from the NHS is very important to us all.



In the year that we celebrate the 70th anniversary of the NHS, this report shows how we are working with you and London's communities to make the NHS better for patients and the public.



Patients are the most important part of what we do. So, we will keep involving communities and patients in decisions about the future of health and care services.



Thank you to all the Londoners and people who speak up for patients and public who have helped us this year.



Oliver Shanley, Regional Chief Nurse,
NHS England (London)

The health of Londoners



London is quite a healthy place.



But more and more people are living in London.



People are also living longer and older people use healthcare services the most. This means a lot more work for healthcare services.



Children and young people in London have worse health than children in other parts of the country.



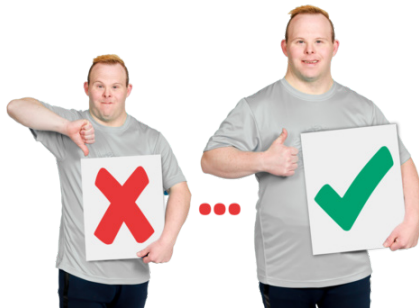
What we do



At NHS England we do 4 main things:



1. Commissioning. This means we choose what services we need. We pay for them and make sure they do what we need.



2. Assessment and improvement. This means checking and making things better.



3. National Policy. This means we make the rules across the whole of England.



4. Leadership. This means we tell health services across England what to do.

More about what we do



We want high quality healthcare for everyone.



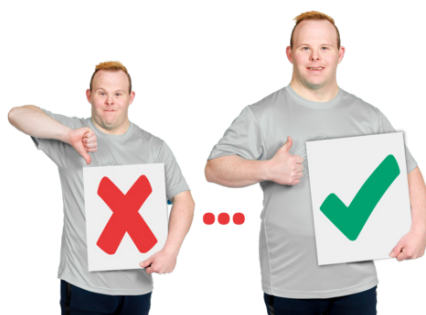
We want people to be in control of their health and how good they feel.



We want people to live longer and be healthy for longer as they get older.



We want health services to be kind, to include everyone,



and keep learning and getting better.

Patients are most important



The law says we must involve you in the choices we make about healthcare.



London Patient Voice

A group of Londoners checked the work we did. The group is called London Patient Voice.



London Patient Voice wrote a report telling us what we were doing well and how we could do better.



This year

We have been changing the way we do things so that we always involve people in our work.

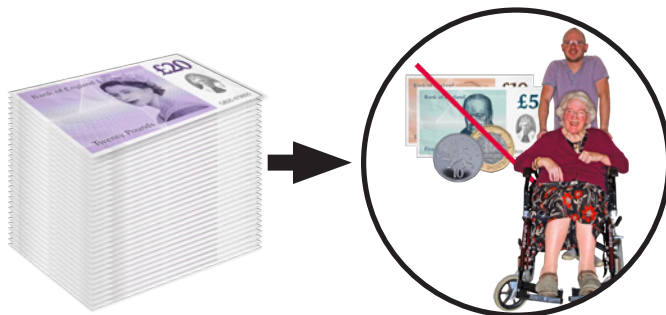


We have been training our staff and Patient Public Voice team so we do more to involve people and we do it well.

More about patients are most important



We have been linking people in London together that help with involving people. This means they can support each other and learn from each other.



We have been working on a Grants Scheme. This gives money to projects who help unpaid carers.



Next year

We will work with London Clinical Commissioning Groups to get more people involved in making services better.



We will do more staff training with Patient and Public Voice about involving people.

NHScitizen

Questions

1. What do you think about it?

Good

Bad

Not sure

We will help with work on NHS Citizen. NHS Citizen is a new way of letting people have a say in NHS England's work.

Commissioning



NHS England commissions a range of services. That means we choose what services we need. We pay for them and make sure they do what we need.



This is how patients and public have been involved in the different services.

Primary care



What we do

Primary care is the care that you get from people like your GP or dentist.



Patient Leadership Board

In primary care we have a group called the Patient Leadership Board. Some patients are part of this group and they help to make choices by telling us what they think.

More about primary care



This year

The Patient Leadership Board have helped to choose who will provide specialist dental services.

3 x



We have had 3 events about dentistry where Patient Leadership Board members could talk about how they've been involved.



Patient Leadership Board members helped us to change a service for mouth operations. It will start in July 2018.



Next year

We will train the Patient Leadership Board to help choose and buy other dentists' services.



Patient Leadership Board

We will make the Patient Leadership Board better and get more people to join.

Public Health Services



Public health is about making everyone in England healthier and keeping people healthy.



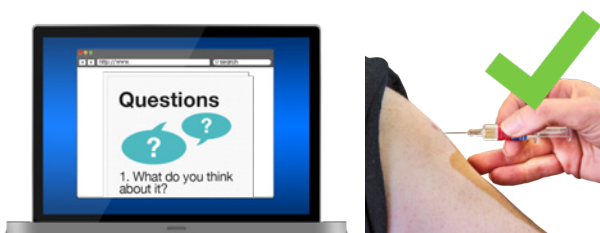
It is also about keeping people safe from things that could be bad for their health.

Early years and immunisation



What we do

We buy services that provide vaccines for very young children, older people, and adults with conditions that cannot be cured.



This year

We used an online survey to find out how to get more people to have their flu vaccine.

More about early years and immunisation



We did research with services to look at what stops people from having some vaccines.

NHS



Next year

We will use our research to make sure we have the right services in the future.



We will look into why people are not having their shingles vaccine from their GP practice. Shingles is a painful skin disease.



We will get people to be London Immunisation Champions. These people will try to get more people to have their vaccines.

Screening



What we do

We choose and buy screening services. Screening means ways of finding out if people have a health problem or a condition.

This year

Patients were involved with the changes we have made to smear testing.



We have got more patients to be on the board for cervical screening and diabetic eye screening.



We have made it easier for people to have cancer screening if they have mental health problems or are in secure hospitals.



We have made it easier for people to have screening in prisons.



More about screening



We have made patient feedback about cancer screening easier to report.



Next year

Patients will help us to get AAA screening in South London.

AAA stands for Abdominal Aortic Aneurysm. This screening checks for a bulge in a tube from your heart that can burst.



We will make a plan to support people with Protected characteristics to go for screening.

Protected characteristics are things like disability or religion. They are protected by the Equality Act.



We will look at how patients are involved in screening before birth and newborn screening.

Health in London's justice system



What we do

The justice system means places like prisons, youth offender institutions or where someone may go for help if they have been sexually assaulted.

Youth offender institutions are places where young people who have broken the law have to go.



Sexual assault means being touched in a sexual way when you do not want to be.



This year

We have trained people to involve patients in places like prisons.

Questions

1. What do you think about it?

Good

Bad

Not sure



We used service users' views when we made prisons smoke-free.

More about health in London's justice system



We used services users' views to make changes to London Sexual Assault Referral Centres.



We now have Child House services where children and teenagers can get support if they have been sexually abused.



Next year

Service users will help make sure we have the right services including for prisons.

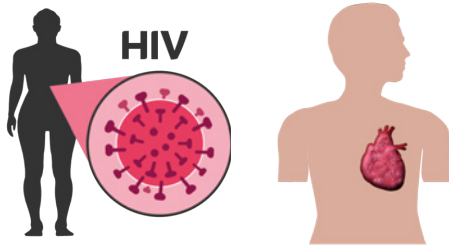


We will make sure children and young people can help us to get the right services.



We will make sure patients and public are part of planning for the future.

Specialised services



What we do

Specialised services are for patients with rare or complex health conditions. They are treated in a small number of hospitals.



This year

We ran workshops to get patient views for our work around heart disease.



We listened to what young people thought about more beds for mental health services.

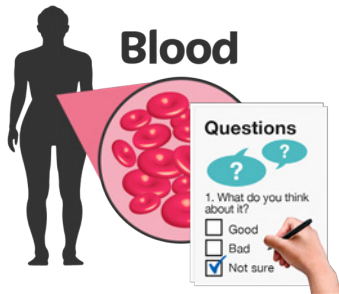


We also now have an expert by experience in review meetings.



We have met and worked with patients who have HIV to make information for medical staff and patients.

More about specialised services



We have patients with blood problems giving us their views.

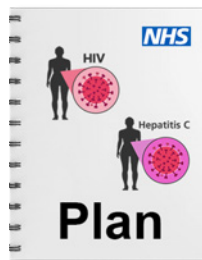


Next year

We will make sure patients and public are involved in changes to services.



We will carry on involving patients and public in our changes to beds for young people's mental health services.



We will involve patients in more changes to HIV services including helping us with a HIV and Hepatitis C plan.

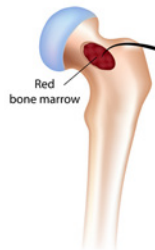
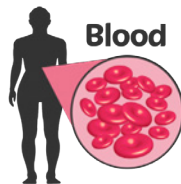


We will be having a patient presenting at a conference and helping us to make patient leaflets.

More about specialised services



We will have large events to try to get more people to be blood and tissue donors.



We will change the way we record what happened for a patient. We will do this for patients with some blood problems or who have bone marrow transplants.

The Nursing Directorate



What we do

We choose and pay for Nursing and Midwifery in London. We make sure services are of high quality.



This quality work includes:

Patient safety. This means making sure everyone works well to keep patients safe



Safeguarding. This means helping to keep people safe from abuse or neglect



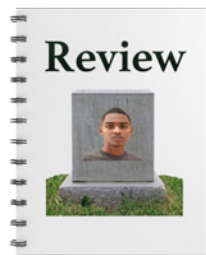
Transforming Care in London.

This means helping more people to live in the community with the right support, close to home



Continuing Healthcare. This is making sure we can check who will need NHS healthcare for a long time. And make sure they get the right support.

More about The Nursing Directorate



Learning Disability Mortality Review (LeDeR). This is looking at the deaths of people with learning disabilities.



Participation. This means making sure patients feel they get good care. It also means involving people in choices about healthcare in London. The Public Voice Team lead on this work.



This year

We have shown that we are involving people as we should do by law.



Every 3 months we have sent reports to the groups that look at all NHS work across England. We have sent reports for Primary Care, Public Health and Health in Justice.



We have been helping to get more people involved in Sustainability and Transformation Partnerships. These partnerships are where the NHS and Councils work together.

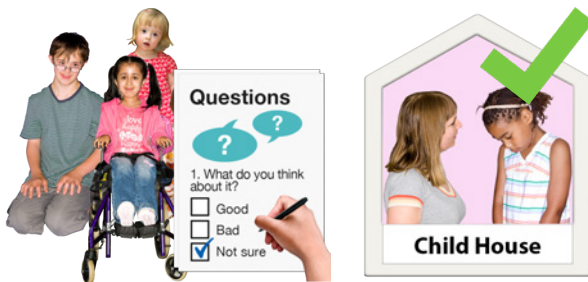
More about The Nursing Directorate



We used the London Patient Voice Report when we looked at the work we have done this year.



We have been training other teams that Patient Public Voice have worked with.



We helped to get feedback from children and young people. This has helped to set up places where they can get support.



We helped to get feedback from people about FGM. FGM stands for Female Genital Mutilation which is a type of abuse of women and girls.



Next year

We will train more staff and people in the Patient Public Voice Team.

More about The Nursing Directorate



We will make sure we are involving people as we should by law. This includes working on NHS citizen which is another way of involving people in the NHS.



We will make sure patients and public are involved in better ways.



We will help with plans to make keeping people safe from abuse across London. We will make sure children, young people and families are involved.



We will work with Mental Capacity Act Network. We will ask them to involve families in planning for new changes to the Act.



We will help with plans to stop Knife Crime.

Clinical Senate



Clinical Senate

What we do

The Clinical Senate is a group of health and care professionals, patients, carers and the public.



We look at the things that are important to London's Health Services.



Patient and Public Voice

All our work is done with the Patient and Public Voice group.

5 x



This year

5 new people joined the group.



We have had meetings where Patients and Public Voice members could share their ideas with the group.

More about Clinical Senate



Patients and Public Voice are working on a checklist to make sure patients and public are involved really well in Integrated Care Systems.



Integrated Care Systems are where NHS organisations work together with Councils and others to share money for healthcare.



Next year

We will make it easier for Patients and Public Voice to be involved in the group meetings.



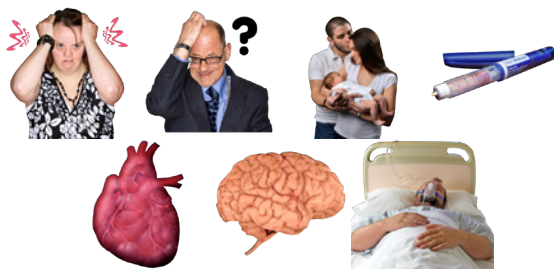
We will train and support new Patient and Public Voice members.

Clinical Networks

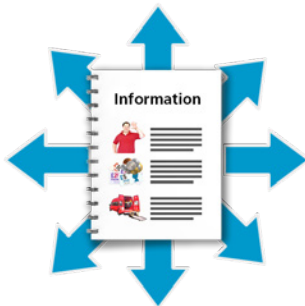


What we do

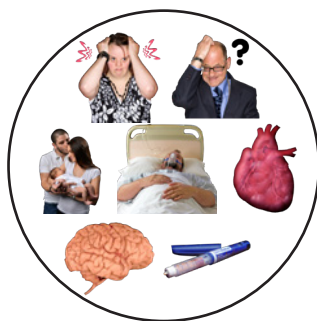
The Clinical Networks are groups of people from all levels involved in healthcare. Each group focuses on a different health issue.



These are things like: Mental health, dementia, maternity, diabetes, cardiac, stroke and end of life care.



We help to make services the same in different areas by sharing information.



This year

We made a different group with a person from each of the different networks. This group made information to help involve more people.



This group made checklists and templates that every network can use.

More about clinical networks



Next year

We will make a plan to involve patients and public in the networks even more.



We will get more people involved in our plans to make Mental Health Services better.

Making maternity care better



We are setting up Maternity Voice Partnerships to make Maternity Services better. These are groups that include women and families who use maternity services.



We will help make information to support new Maternity Voice Partnerships.



We will plan ways of using the internet to tell people about this work.



We will look at how to choose the best people to join our groups and help them to be involved.

Healthy London Partnership



What we do

Healthy London Partnership brings together health and social care organisations in London, as well as the Mayor of London, Greater London Authority, Public Health England and London Councils, to make health and care better for all Londoners.

Our partnership follows the goal set out in the Better Health for London: Next Steps and the national Five Year Forward View.



This year

We started Thrive LDN to talk with people about Mental health and feeling good.



We asked children and young people for feedback about the NHS Go app.



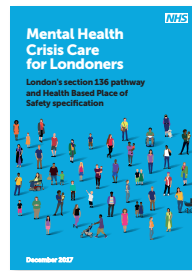
The app won an award for making sure people are listened to and their need are met.

More about Healthy London Partnership

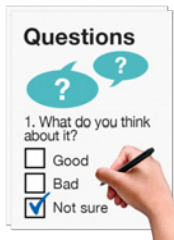


We asked Londoners what they thought about our plan called Health Inequalities – Better health for Londoners.

400+



Over 400 Londoners have been involved in our plans to make Mental Health Crisis care better.



Thrive LDN

Next year

We will get more people involved in Thrive LDN.



We will get more people involved to support Fast Track cities. Fast Track cities is a plan to stop more people from getting HIV.



We will get more Londoners involved in our other work like: The Health Inequalities Strategy, childhood obesity and the vision for making London the healthiest city in the world.

Conclusion



This report shows how we have made services much better by involving patients and public really well.



We know that people have different experiences of care.



So it is important that we keep working together to plan and make services better.



We would like to thank everyone who helped us last year.



We have asked London Patient voice to check our work again. This will help us involve people even better in the future.

Get involved



Find out more about getting involved from the Involvement Hub:



www.england.nhs.uk/participation



You can also contact the team directly by email:



england.LDNqualityhub@nhs.net



www.england.nhs.uk/london