

Opportunities for Patient and Public Engagement (PPE) in Revalidation

This diagram outlines the functions related to revalidation and suggested opportunities for patient and public engagement.

Appraisals

Individual feedback for Doctors

- Patient satisfaction questionnaires included in appraisal portfolio
- iPads in outpatients to collect immediate feedback
- 'Listening' meetings to hear patient feedback
- Software methodology for patient feedback
- Clinical outcome for individual patients with severe mental illness using HoNOS (Health of the Nation Outcome Scales)

Appraisal Processes

- Lay person involved in the selection of, training and QA of appraisers
- External audit of appraisal systems
- Lay involvement in trainee's annual assessments of competence
- Cross organisational scrutiny of appraisal systems
- Engage Governors more in appraisal processes including using representatives from Board to champion revalidation/appraisal
- Use resources which have been developed with lay input such as Good Medical Practice and duties of a doctor (GMC) for reflection during appraisal
- Involvement of lay member in RO conversations with appraisers who don't engage or provide poor quality appraisals
- QA to directly involve lay person for auditing/evaluating the summary products or PDPs of complete appraisals

Governance

- Include revalidation reports in public Board meetings
- Trustees voluntarily chair/attend clinical governance committees and HR committees
- Public representatives on clinical governance groups
- Include quality metrics to be discussed at governance committees
- Develop reciprocal 'critical friends' relationship with other organisations
- Insight dashboard in development for NHS England
 - NHS Choices
 - Friends and family test
 - Complaints
 - New elements could be used in revalidation
- Patients/carers present feedback on care to Board with clinicians present who are tasked with developing action plans
- Building opportunities for feedback from patients into everyday practice
- Ensure feedback on complaints etc. is relevant and contextualised
- Consider innovative and varied methods of collecting feedback contemporaneously eg. use of iPads, hand held devices, touch screens etc.
- Role of Health and Wellbeing Boards in seeking assurance of PPE in revalidation
- Consider how to engage hard to reach groups or those with specific needs
- NHS England developing guidance for lay people
- Healthwatch/LINK involvement in overall clinical governance
- Trip advisor type model for enabling patient feedback
- Use opportunities for gaining feedback from patients on services when accessing organisation's website

Responding to concerns

- Develop training, honorary contracts for lay members
- Lay involvement at decision making following investigation
- Use of information from other sources eg. website. Ensure Quality account is in public domain
- "See it my way" presentations from patients and carers to audience of staff in order to promote reflective learning
- Patient and carer presentations at every board meeting
- Engagement meetings between staff and patients
- Non Executive Directors oversee hospital investigations
- Provision of dashboards for individual clinicians incorporating complaints, compliments, patient feedback, PROMS.
- Specific roles for lay representatives with role description and training
- Recruitment of appropriate lay representatives with regards to equality and diversity
- Lay representation included in performance management processes in Area Teams
- Lay chair of Performers List Decision Panel

Revalidation process

- Lay representatives on advisory group for RO
- Remit for monitoring progress of PPE in revalidation within region

Useful Links

- <http://centreforpatientleadership.com/>
- <http://www.fpmonline.co.uk/>
- <http://www.midlandsandeast.nhs.uk/OurAmbitions/Patientrevolution.aspx>
- <http://www.hsj.co.uk/opinion/columnists/the-rise-of-the-patient-leader/5040463.article>
- <http://www.hsj.co.uk/resource-centre/leadership/why-patient-leaders-are-the-new-kids-on-the-block/5046065.article>
- <http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx>
- <http://hqip.org.uk/assets/PPE/HQIP-PPE-Guidance.pdf>
- <http://nationalvoices.miiuu.tv/#q=5&p=1>
- <http://www.fpmonline.co.uk/FPMOnline/media/FPM/Patient-Leadership-Framework-final.pdf>
- <http://www.investinengagement.info/>
- <http://www.networks.nhs.uk/nhs-networks/smart-guides/documents/Working%20with%20lay%20members%20and%20patient%20representatives.pdf>
- <http://www.inhealthassociates.co.uk/>
- <http://www.patientvoices.org.uk/learningtogether.htm>
- <http://www.regionalvoices.org/developments>
- <http://www.networks.nhs.uk/nhs-networks/smart-guides/documents/Using%20social%20media%20to%20engage-%20listen%20and%20learn.pdf>
- <http://www.napp.org.uk/index.html>
- http://www.gmc-uk.org/doctors/revalidation/colleague_patient_feedback.asp
- <http://www.uhsm.nhs.uk/patients/Pages/MeasuringPatientExperience.aspx>
- [Patient & Public Involvement Blog](#)
- <http://www1.plymouth.ac.uk/peninsula/research/camera/revalidation/Pages/stages.aspx>
- http://www.pickereurope.org/Filestore/PIE_reports/project_reports/The_Patient_Voice_in_Revalidation_February_2011.pdf