

BOARD PAPER - NHS ENGLAND

Title: Patient and Public Voice

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Purpose of Paper:

NHS England is committed to:

- promoting and upholding the values, rights and pledges enshrined within the NHS Constitution;
- putting patients and the public at the heart of everything it does;
- promoting and embedding a truly customer focused culture within the NHS; and
- ensuring that patient and public voice is not just heard, but actively used to inform commissioning decisions taken by the Board and clinical commissioning groups (CCGs).

This paper provides an overview of activity underway across NHS England which demonstrates that the vision of a patient-centred approach is being delivered, and updates on key developments aimed at ensuring that the voice of patients, carers and the public is heard.

Key Issues:

This paper provides an update on how patient and public voice is being put at the heart of the following issues:

- The Call to Action: Case for Change
- The 65th anniversary of the NHS
- The publication of consultant level surgical outcomes data
- The Friends and Family Test
- The Patient Insight Dashboard
- The development of a 'Civil Society Assembly'
- Work with Healthwatch England
- The Building Health Partnerships Programme
- Commissioning of specialised services
- Personal Health Budgets

- The development of e-referrals
- Delivering on *Compassion in Practice*
- The Values Summit
- NHS England's vision and values work with staff
- Support for staff volunteering

Actions Required by Board Members:

- To note and comment on activity that is planned and underway across NHS England in support of the patient-centred approach and which demonstrates that the patient voice is being, or will be, heard.

Patient and Public Voice

Introduction

This paper updates the Board on progress across NHS England in the field of Patient and Public Voice.

Context

1. NHS England is committed to prioritising patients in every decision it makes. This means a commitment to transparency of information, to enable the active participation of patients in decisions regarding their own healthcare, and of the public in decisions about the nature of the NHS services they use.
2. This approach is enshrined within the NHS Constitution and builds upon learning and recommendations from *Transforming care: a national response to Winterbourne View Hospital* and *Patients First and Foremost – the initial Government response to the report of the mid Staffordshire NHS Foundation Trust Public Inquiry*.
3. It has also been specifically covered by a number of key deliverables set out in *Putting Patients First: the NHS England business plan for 2013/2014 – 2015/2016*.

Updates from across NHS England

Key headlines from across NHS England are included below.

The NHS belongs to us all: a call to action

4. Following on from the commitment in *Putting Patients First* to start work on securing a sustainable NHS for the future, and David Nicholson's speech at NHS Confederation, we will soon invite everyone, the public, patients and staff, to take part in a call to action to discuss and debate the way NHS services should be delivered in the future. We will start by publishing a case for change which will set out the financial position of the NHS, the demographic mapping and the changing needs of our population. We will use this as the impetus for people to get involved in shaping the way services are delivered in the future. We are referring to this as the call to action and it will happen at a national level, but also at a CCG level: where people really can see the result of local commissioning decisions, comment on them and understand what part they can play. The call to action has three phases, which become progressively more detailed in line with growing public awareness of the issue.

The 65th Anniversary of the NHS

5. NHS England will mark this anniversary by focussing on the staff and services that really put patients first in the NHS. In many cases this means reaching out to people from excluded groups or those who have health inequalities, as engaging these groups successfully requires a truly patient-centred approach. In particular we are collecting case studies and stories and putting them on NHS Choices to celebrate the way that NHS staff are working beyond traditional clinical settings to make sure high quality care gets delivered, whatever the circumstances and that patients are always the highest priority. The NHS Choices stories will start an evidence bank that aims to demonstrate how the NHS empowers staff to be innovative to build services around patients and get the best outcomes for them.

The publication of consultant level surgical outcomes data

6. The publication of data from ten specialist audits on NHS Choices marks a key NHS England commitment to make transparent data available to the public to help them when making decisions about possible treatments and care for their condition. For the first time individual surgeons have submitted their data for publication. This means patients and the public can find out how many operations a surgeon has carried out and the survival rates for each procedure. This information can be used in consultations with GPs and hospital doctors to help patients think about the best procedure for them. The data will also be used by providers to gauge how well they are delivering services to patients, and providers will be asked to link to the NHS Choices data pages from their own website to ensure people have every chance to see the results from surgeons working in that trust.

Friends and Family Test

7. This is currently available to hospital inpatients and those attending A&E, but will be rolled out across all NHS funded services as soon as practicable. It asks patients to rate the service they have received and make an anonymous comment to explain their views. This information is collected in real time and made available to frontline staff, who are therefore able to see straightaway the issues that patients are concerned about so these can be acted upon. NHS trusts' scores for the Friends and Family Test, down to ward level, will be published nationally in a comparable format on the NHS Choices website from July.

Patient Insight Dashboard

8. NHS England will continue to use patient surveys, invite feedback through NHS Choices, listen to the views of patients and communities through its engagement work, and develop new forms of patient and public insight,

such as gathering evidence of people's views via monitoring comments on social media. Along with existing data collections, like reported complaints, these varied forms of patient and public generated information will be brought into a single Patient Insight Dashboard, which will be made publicly available later this year and regularly updated.

Development of a 'Civil Society Assembly'

9. A design day has recently taken place to explore how this concept can be developed and meet its purpose of holding NHS England to account for delivering the vision, to challenge the organisation on policy and service delivery and have a direct and open sharing of information relationship with NHS England. This will aim to bring transparent accountability and a powerful voice for patients and the public to NHS England - building on existing community networks and in close partnership with Healthwatch

Work with Healthwatch England

10. NHS England is committed to developing a strong and active partnership with Healthwatch England and recognises the important role that Healthwatch England plays at national level and its powers to provide advice to NHS England. Healthwatch England is currently working with NHS England to coproduce a partnership agreement that sets out the roles and responsibilities of both organisations as well as identifying areas where the vision and purpose of the two organisations can be most powerfully combined.

Building local Health Partnerships

11. This programme aims to improve health outcomes through the development and national sharing of best practice in partnerships and relationships between Clinical Commissioning Groups, Health and Wellbeing Boards and the Voluntary, Community and Social Enterprise (VCSE) sector. VCSE sector organisations have partnered with CCGs to develop shared approaches to public and patient focused work. Applications to become a learning site were only considered where VCSE organisations had the active involvement and buy-in of their local CCG(s). The twelve sites are spread geographically across the four NHS England regions. The learning and benefits of the work will be spread to all CCGs and VCSE organisations across England, through a learning network, to adapt and build on the best practice developed in local sites.

Specialised Services

12. Following completion of a public consultation on the development of standard specifications and policies, and a workshop to reflect on the process and

feedback received in June, the formal NHS England Response to the consultation, including learning points, is to be published in mid-July. 74 Clinical Reference Groups have been established across England and the recruitment process for patient/carer members is now in its second stage. A co-produced proposed model of engagement in specialised commissioning has been designed.

13. A workshop to inform development of services for gender dysphoria took place in late June. The workshop helped NHS England start one of the most difficult conversations with one of the most marginalised and hidden communities who face the greatest health inequalities in how they access appropriate and safe services and support that is personalised to their needs. The design of the workshop ensured opportunities for an open and transparent dialogue between trans people, clinicians and NHS England agreeing an interim position and the process for a more in depth review of services beyond specialised.

Personal Health Budgets

14. From April 2014 people eligible for NHS continuing healthcare (including parents of children) across England will have the right to ask for a personal health budget (PHB) and CCGs will be responsible for offering this option. NHS England has put in place an accelerated development programme, led by a national delivery team, which aims to help all CCGs meet the April 2014 deadline. This programme has been advertised to CCGs and will include 6 days of learning and development to help CCGs understand what is required. Another development for PHBs is that following assent from the House of Commons and the House of Lords, it will be legal for patients to receive Direct Payments to manage their health and care from 1 August 2013. This is a big milestone for PHBs.

Launch of the e-referral service vision

15. Shaped by engagement with both local and national patient forums, including Action on Hearing Loss (formerly the RNID) and other representatives from the voluntary sector, the NHS e-Referral Service vision was launched at the Commissioning Show (12-13 June). The vision has also been informed by patient surveys via NHS Choices. The post launch 'listen and learn' consultation activity from now until October 2013 will include further engagement with patient groups via NHS England patient participation and engagement channels and events. Additionally, the Programme Board for the service has had regular patient representation.

Compassion in Practice

16. *Compassion in Practice* sets out six areas of action with specific measures that impact right across the NHS, public health and care and support system. The new strategy and vision defines the enduring values that underpin good care, the '6Cs,' and each action area includes:
- inclusion of patients and carers in governance structures and processes for delivering the implementation plan;
 - direct impact on patient care delivery;
 - engagement with patients and carers and provision of feedback; and
 - wider activities to support the patient and carer voice- for example Patient Opinion Partnership with 6Cs Live! (Engine for delivery of Compassion in Practice)
17. Underpinning *Compassion in Practice* is the aspiration to put patients at the heart of everything we do. Action Area 2 (working with people to provide a positive experience of care) has a particular focus on encouraging feedback from public, patients and staff about services and care. The strategy and expected outcomes are published on the NHS England website, including monitoring of progress against key milestones.

Values Summit

18. A values summit has already taken place to promote the work undertaken by the equalities team and NHS England to reduce health inequalities and promote equality. The purpose of the event was to bring people together from a National and local perspective to explore partnership approaches to creating healthy cities. Another values summit is currently being planned for September in Manchester.

NHS England's Vision and Values

19. The Board has previously approved the vision and values for NHS England, which focus on ensuring that patients and families are at the heart of our organisation. Development work to embed the vision and values is on-going through the performance development review (PDR) policy for all staff and programmes such as Launch Pad.

Support for Staff Volunteering

20. A volunteering policy is currently being developed and will be published in September 2013. The policy aims to keep all NHS England staff connected with frontline care for patients by supporting them to have five days volunteering with a relevant voluntary and community organisation or NHS organisation providing health or social care.

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