



SEVEN DAY SERVICES CASE STUDY

JULY 2015

Health Watch East Sussex & High Weald Lewes and
Havens Clinical Commissioning Group

Engaging patients and the public in the delivery of seven day services

AT A GLANCE:

- Health Watch East Sussex, High Weald Lewes and Havens Clinical Commissioning Group (CCG), in partnership with the seven day services team, devised a methodology for engaging patients and public which ignited interest, increased knowledge base within the community and facilitated learning.
- This resulted in creation of a patient movement, delivering a groundswell of patients who are equipped and confident to participate in discussions across the health and care community about seven day services.
- As a result of the patient voice, local changes to commissioning and tendering have been made such that the delivery of seven day services is now a priority.
- The methodology utilised was so successful that plans are now being developed to use it with other lay members, Healthwatch and patient participation groups.

Health Watch East Sussex in consultation with the CCGs in East Sussex held development days for patient participation groups (PPGs) across the county in 2014.

The days identified that the level of knowledge and skills within PPGs varied greatly and as such impacted negatively upon their ability to proactively engage with the CCGs in influencing their commissioning decisions.

To address this identified need, a follow up day hosted by East Sussex Health Watch was designed to focus upon giving individuals within the groups the confidence to bring the 'patient voice' to decision making.

Following attendance at the seven day service conference in the South the lay representative for High Weald Lewes and Havens CCG, saw seven day services as a key priority for patients to influence locally. He worked in partnership with the seven day services team to explore a workshop model to increase patient and public understanding as to how the patient voice could be utilised as a resource for driving change further and faster.

What was delivered?

A patient and public engagement workshop was co-designed and delivered in collaboration with NHS Improving Quality. This comprised of small group work and open discussion.

Discussion focused upon assessing, understanding and gathering the thoughts of the participants and also allowing them to provide personal perspectives about what seven day services meant.

Participants were already confident and competent in lay roles with health services and as such they already had a good knowledge base of NHS services. Through the facilitated discussion and group work the following were explored:

- What do seven day services mean to you?
- What are your priorities for seven day services as users and carers?
- What do you want to know more about?
- What can you foresee as the problems and benefits to the health and care system and you as a user of services in delivering seven day services?
- What do you need to ask your local health community about seven day services?
- How can we help you to seek information about and feel confident to influence delivery of the seven day services agenda across your locality?

What was achieved?

- People were able to ask questions and be provided with answers in a safe environment which was specifically designed to meet their needs and to support them in their roles.
- Interests and priorities from an informed group of patients were captured and were shared with the CCG, providing them with insight into what the views of their local population were likely to be.

- A valuable insight into how patients perceive the agenda and how their views can be utilised to influence CCGs.
- The aim to provide the local PPGs with development support to ensure they were better informed about their role and therefore more competent to deliver it, both within GP surgeries and the wider health landscape, was achieved.
- The PPG development day was held on a Saturday; which in itself promoted seven day services.

What was the impact?

- Over 20 patient advocates were created who are well versed in the national seven day services agenda and who are confident and competent to locally influence services for patients.
- A patient participation workshop was designed and tested based on the feedback of 20 participants. This can be used across other geographical areas, and is effective in driving up local interest and providing learning.
- As a result of the workshop, the lay member for High Weald Lewes and Havens CCG, shared the group's ideas and views with the CCG prior to their annual cycle of commissioning. Based upon this feedback the CCG has developed questions about how potential providers will address seven day provision for the needs of patients.

“All the sessions were very useful and seven day services was an excellent choice.”

My practice wants to go to seven day service. The afternoon session and notes will help get there.”

Feedback from patient participants:

Contact

Elizabeth Mackie, Volunteer and Community Liaison Manager.

Email:

elizabeth.mackie@healthwatcheastsussex.co.uk

TOP TIPS

- Ensure that the group facilitator is experienced and skilled in patient and public involvement and understand how to address the specific needs of this group.
- Allow time for discussion, reflection and personal insight as this facilitates learning rather than relying on imparting information via taught sessions.
- Meet with advocates locally before delivering a patient involvement workshop to establish trust and mutual understanding of local issues and sensitivities.
- Be prepared to be challenged and give honest responses. People rapidly become aware when tough questions are being avoided. If you can't answer be honest and say why.