



PATIENT PARTICIPATION GROUP: LATEST KEY DOCUMENTS

JANUARY 2017

[EVERY VOICE MATTERS: ANNUAL REPORT TO PARLIAMENT 2015-16](#)

Healthwatch | Published online: 18 October 2016

In 2015/16, the 152 local Healthwatch across England engaged over 380,000 people to find out their views about health and social care, and helped to signpost a further 220,000 people to the right place for their needs.

Collectively they also visited more than 3,500 local hospitals, GP surgeries and care homes to find out if they are working for people, and published over 1,450 reports about what people want and need from health and care.

This demonstrates a substantial public appetite for involvement in shaping health and social care services. Local Healthwatch help to bring people and professionals together to put these views at the heart of changes to the NHS, resulting in services beginning to respond to local people

With big changes ahead, Healthwatch is committed to helping people voice what they expect from future health and care services and supporting those in charge of NHS reforms to act on these views.

Drawing on the wealth of evidence collected by the network, we have been able to bring local views to national attention, helping to inform ongoing changes to primary, secondary and social care services across the country.

Read the full report [here](#)

[SUPPORTING PATIENTS TO GET ONLINE](#)

NHS England has published further information to support GP practices, CCGs and NHS trusts with the effective promotion of online services to patients, including ordering of repeat prescriptions, booking of appointments and viewing of GP records.



The [packs](#) consist of templates for web copy, press releases, social media and newsletters as well as instructions on how to order the new range of promotional materials. The name of the programme has been changed from Patient Online to GP Online.

- [GP online promotional toolkit for GP surgeries](#)
- [GP online promotional toolkit for CCGs, CSUs and NHS trusts](#)
- [Full list of materials](#)

[MAKING PATIENT GROUPS PART OF THE TEAM](#)

Primary Care Commissioning | 21st September 2016

People are rarely told how to become patient representatives. They are just expected to get on with it. No wonder CCGs sometimes struggle to get the most out of patient groups they set up.

Worse still, groups established to meet the statutory requirement to involve patients and the public in commissioning can become difficult to manage.

This [article](#), in the latest edition of Commissioning Excellence, describes how these problems can be overcome by giving patient groups a basic understanding of the NHS and the role of commissioning supported by training on how to work as an effective team.

[PERSON AND COMMUNITY-CENTRED APPROACHES TO HEALTH CARE](#)

[The Health Foundation](#) has published four documents as part of its '[Realising the value](#)' programme:

- [What the system can do: The role of national bodies in realising the value of people and communities in health and care](#) – reviews the wide range of mechanisms that national bodies use to achieve their policy objectives for health and care services
- [Realising the value: Ten key actions to put people and communities at the heart of health and wellbeing](#) – final report from the programme draws together the key learning and recommendations from the programme
- [New approaches to value in health and care](#) – makes a series of calls to action to ensure that the approach to understanding, capturing, measuring and assessing value in health and care takes full account of value, as it is experienced and created by people and communities



- [Making it happen: Practical learning and tips from the five realising the value local partner sites](#) – sets out practical learning and examples of good practice from the five realising the value local partner sites.

[TALKING TO PEOPLE ABOUT THE GOVERNMENT’S WORK ON DEMENTIA](#)

This [toolkit](#) is aimed at dementia groups and networks and provides guidance and helpful tips about facilitating discussions with people with dementia and carers effectively and sensitively.

[INVOLVING PATIENTS IN CARE DECISIONS](#)

[Patients should be more involved in decisions about their care, says NICE](#)

A new collaborative, made up of the UK’s leading health care organisations including NICE, has set out plans that aim to get patients more involved in decisions about their care.

The [Shared Decision Making Collaborative](#) has published a consensus statement and action plan outlining each organisation’s intentions and commitments to promote a move away from paternal medicine, so that care is delivered with the patient, not at the patient.

David Haslam, Chair of NICE, talks about the benefits of clinicians and patients making decisions together via his NICE blog, [Working together to put patients at the heart of decisions about their care](#)

[SECURING MEANINGFUL CHOICE FOR PATIENTS: CCG PLANNING AND IMPROVEMENT GUIDE](#)

NHS England and NHS Improvement

This [guide](#) is intended to help CCGs comply with their duty to enable patients to make choices and to promote the involvement of patients in decision about their care and treatment.

The guide sets out a number of enablers for patient choice, and actions that can be taken to deliver each of these. The enablers are as follows:

1. Patients are aware of their choices, including their legal rights, and actively seek and take up the choices available to them



2. GPs/referrers are aware of, and want to support patients in exercising, the choices available to them
3. Patients and GPs/referrers have the relevant information to help patients make choices about their care and treatment
4. Commissioners and providers build choice into their commissioning plans, contracting arrangements and provision
5. Choice is embedded in referral models, protocols and clinical pathways; 6. Assurance and enforcement.

CCGs are encouraged to self-asses against these actions and develop an improvement plan to maximise opportunities for choice.

[IMPROVING THE HEALTH OF THE PUBLIC BY 2040](#)

The Academy of Medical Sciences has published a report 'Improving the health of the public by 2040'.

Over the coming decades, the UK population will face a wide range of complex health challenges and opportunities, many of which can only be fully addressed through strategies to secure and improve the health of the public as a whole. The report explores how to organise our research environment to generate and translate the evidence needed to underpin such strategies.

This report concludes that while public health research has provided fundamental insights into human health, there remains much we do not know about the complex array of interlinking factors that influence the health of the public, and about how to prevent and solve the many health challenges we face as a population.

Solving these challenges will require shifting towards a 'health of the public' approach, involving disciplines that would not usually be considered to be within the public health field. This in turn requires six key developments:

1. Rebalancing and enhancing the coordination of research.
2. Harnessing new technologies and the digital revolution.
3. Developing transdisciplinary research capacity.
4. Aligning perspectives and approaches between clinical and public health practice.
5. Working with all sectors of society, including policymakers, practitioners, the commercial sector and the public.



6. Engaging globally.

Read the full report [here](#)

Read the press release [here](#)

[IMPROVING HEALTH CARE THROUGH #BETTERCONVERSATION](#)

Coalition for Collaborative Care / Published online: 19 September 2016

Research shows that people often don't take their medications or change their lifestyles after after visiting a doctor or a nurse, while only about 60 per cent of people feel they are sufficiently involved in decisions about their care.

A campaign is being launched to tackle this issue and improve the way in which health professionals and people talk.

'Better Conversations' looks at how clinicians and commissioners can introduce health coaching and will provide information, evidence and tips on how to have a more equal conversation with people and are treated as partners in their care, rather than passive recipients.

It has been described by NHS Medical Director Professor Sir Bruce Keogh as an essential part of the plan to transform the way health care services are provided, to make them sustainable.

A pilot programme of health coaching was rolled out to nearly 800 clinicians across the East of England and is now ready for national adoption. The work is driven by Dr Penny Newman and backed by the NHS Innovation Accelerator initiative to achieve the aims of NHS England's Five Year Forward View.

View the summary [here](#)

[ENGAGING LOCAL PEOPLE](#)

NHS England has published [Engaging local people: a guide for local areas developing sustainability and transformation plans](#).

This document is for teams developing sustainability and transformation plans (STPs) in each of the 44 footprint areas, and the statutory organisations which form part of them. It is intended to clarify the expectations on stakeholder involvement, in particular patient and public participation. It also covers legal duties around engagement and consultation and will be of particular interest to communication and engagement leads for STPs and footprint leaders.



Read the full document:

[Engaging local people. A guide for local areas developing Sustainability and Transformation Plans](#)

[PATIENT AND PUBLIC INVOLVEMENT](#)

The Healthcare Quality Improvement Partnership has published two new guides dealing with patient and public involvement in health care:

- [Developing a patient and public involvement panel for quality improvement](#) – an updated step-by-step guide to developing an effective patient led panel. It is suitable for patients, the public, and staff working in quality improvement in NHS healthcare provider organisations.
 - [A guide to patient and public involvement in quality improvement](#) – an updated guide to the benefits of patient and public involvement in quality improvement projects and how to implement them effectively.
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[PATIENTS AS PARTNERS: THE KINGS FUND REPORT](#)

The Kings Fund. Published online 4 July 2016

More collaborative relationships among health and care professionals, patients, service users, carers and communities are essential for the future of the NHS, but what helps to build effective relationships? This guide stems from an evolving body of the Fund's work focused on exploring and supporting shared leadership. This work is reinforced by a growing consensus that health services, agencies, patients and communities need to work together more – and differently.

Read the full report [here](#)

[BETTER CARE IN MY HANDS: A REVIEW OF HOW PEOPLE ARE INVOLVED IN THEIR CARE](#)

Better Care In My Hands describes how well people are involved in their own care and what good involvement looks like. | Care Quality Commission

People's right to being involved in their own care is enshrined in law in the fundamental standards of care. It is an essential part of person-centred care and leads to better and often more cost effective outcomes.



[This report](#) is based on newly analysed evidence from CQC national reports and inspection findings, as well as national patient surveys and a literature review. It identifies what enables people and their families to work in partnership with health and social care staff and illustrates this with good practice examples from our inspection findings.

Key findings

- Just over half of people asked say they feel definitely involved in decisions about their health care and treatment.
- Women who use maternity services are particularly positive about how well they are involved in decisions about their care.
- We found examples of good practice of people's involvement in their care in our inspections over the last year.
- There has been little change in people's perceptions of how well they are involved in their health or social care over the last five years.
- Some groups of people are less involved in their care than others. They are:
 - Adults and young people with long term physical and mental health conditions.
 - People with a learning disability.
 - People over 75 years old.

[GUIDE TO PATIENT PARTICIPATION FOR GP PRACTICES](#)

The National Association for Patient Participation (N.A.P.P.) has launched Building Better Participation, a guide to help patient participation groups (PPGs) and their GP practice work effectively together.

It is designed so a PPG can dip in to use the parts of most relevance and covers a range of topics from getting a PPG established to working to forming working relationships with patients and the wider community. Supported by NHS England, the [guide](#) can be downloaded and/or printed from N.A.P.P.'s website.

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