

Patient Participation Group Bulletin – 3 August 2016

Dear all

Please find information for this week's PPG Bulletin on:

- **Somerset Micro-Enterprise Directory**
- **Patient's Voice South – Summer Newsletter 2016**
- **Carer's Voice Summer Newsletter 2016**
 - Web-Seminar regarding the patient voice in Primary Care: involving patients to make a difference - 14th September
 - Bristol's new Patient and Community Leadership programme; helping local citizens shape the future of the health service
 - Is the glass half full or half empty? Patient survey
 - Patient Experience Network (PEN) National Awards – 28 November closing date
 - Fab NHS Change Day - 19 October 2016
 - What can we learn from Serious Incidents?
 - Healthwatch – the power of the network
 - Healthwatch Report – making your voice count
 - Patients as partners: building collaborative relationships among professionals, patients, carers and communities
- **Somerset, our county – JSNA published**
- **'Think Kidneys' Campaign**
- **Somerset Patient Carer Forum Statement**

Attachments:

- Carer's Voice Summer Newsletter 2016

Useful website links:

- [Somerset Micro-enterprise Directory](#)
- <http://tinyurl.com/patient-voice-primary-care>
- [GP Patient Survey 2016](#)
- awards@patientexperiencenetwork.org
- [Fab Change Day website](#)
- ['Learning from serious incidents in NHS acute hospitals'](#)
- [Healthwatch report: the power of the network](#)
- [Healthwatch report: Making Your Voice Count](#)
- [Patients as partners: building collaborative relationships among professionals, patients, carers and communities](#)
- www.thinkkidneys.nhs.uk/campaign/
- <https://www.nhscitizen.org.uk/>
- www.somersetintelligence.org.uk/jsna
- <http://www.cqc.org.uk/content/get-our-newsletter>
- www.cqc.org.uk
- www.somersetparentcarerforum.org.uk
- <http://healthwatchesomerset.co.uk/>

Do forward this to colleagues who may be interested in receiving this bulletin and contact me if you have any information you would like included in the next bulletin.

Sue Lilley

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Somerset Clinical Commissioning Group | *Working together to Improve health and wellbeing*

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Subject: Somerset Micro-Enterprise Directory

Featuring 153 community providers of which 105 are newly established offering a wide range of services that can help people stay independent, access the community and get the help they need to live the life they want. The new directory gives further guidance for families in what to look for in a Micro-provider.

[Somerset Micro-enterprise Directory](#)

If you know someone who would like to explore setting up a local service or know someone who already is. Please call me (Rhys Davies) on 07595411945.

Similarly if you are a community organisation or parish council and would like to know more about the community entrepreneurs near you please email on rhys.davies@communitycatalysts.co.uk

Not sure what the Community Micro-enterprise Project is all about? Watch Vanessa's story <https://www.youtube.com/watch?v=5Sh2KUBubic>

Subject: Patient Voice South – Summer Newsletter

Latest news, resources and learning events from NHS Patient Voice South

[View this email in your browser](#)



Patient Voice South

Collaborate. Communicate. Change



August 2016

www.patientvoicesouth.swcsu.nhs.uk

Welcome to our latest news bulletin

Patient Voice South has been helping to support the very best in NHS patient and public engagement since 2014. If you've been with us since then you'll have had the chance to use and share resources on our website, swap ideas with experts in our web-seminars, and exchange news via this bulletin.

We're now very pleased to announce that the NHS England (South) Patient Experience Team has joined us in partnership. This will enable us to link patient engagement with improving people's experience. After all, there's no point in 'engaging' if it doesn't make a difference.

If you are working to improve the NHS, from the inside or outside, then we're here to help. We believe that the more we can inform, educate, inspire and exchange ideas, the more likely we are to have NHS services that work brilliantly for everyone.

We want patients' experiences to be better whatever the area of care. Over this coming year we'll also be taking a special look at engagement and patient experience in:

- Learning disabilities
- Maternity
- Cancer
- Carers
- Primary care

Most importantly, we're not the experts – you are; our mission is to help share what is already happening across the South of England. So if you have resources, links, case studies, events, ideas or opinions to share, just let us know (martin.howard7@nhs.net) and we will broadcast them here, on our website and via Twitter [@patientvoicesth](https://twitter.com/patientvoicesth). If you want to get more involved, we can work together on anything from a twitter-conversation to web seminar - just ask or make a suggestion.

To reflect our expanded role we are improving our Patient Voice South website, based on your feedback. We hope it will be easier to find resources and themes. We'll let you know when the improvements have been made, in our next news bulletin.

Learning and development

Our first web seminar this season is:

The Patient Voice in Primary Care: involving patients to make a difference

On Wednesday 14th September 2-3 pm



As practices extend opening hours, start using digital innovations, and support more people with long term conditions, is the patients' experience being heard and is it making a difference?

Our presenters Sandy Gower and Paul Devlin have been addressing these questions for many years in their work in general practice and nationally. They are passionate about ensuring that patient involvement brings about better services and better outcomes.

In this web seminar we will look at the compelling arguments for engaging with patients in primary care, the barriers, and practical examples of success in continuous improvement. We'll also look at the resources, structures and relationships that can help patients and primary care work together, and the issue of representing the diversity of local populations. The web seminar will explore how local patient participation groups (PPGs) can influence services not only locally but across a wider area, such as a clinical commissioning groups.

There will be lots to learn for those who work in general practice, primary care commissioning (NHS England and clinical commissioning groups) and those such as CQC and Healthwatch with a monitoring and improvement role. Patient Engagement specialists are also very welcome, as of course are chairs of PPGs.

Sandy is Managing Partner in a GP practice in Hemel Hempstead, and Practice Management co-lead for the RCGP General Practice Foundation. Paul is the Chief Executive Officer for the National Association for Patient Participation (NAPP), and Chair of an NHS Foundation Trust.

Join us for a lively and informative presentation followed by plenty of time for online discussion.

Don't worry if you have never taken part in a web seminar before. All you will need is a PC or laptop and a phone. We'll email you with all the information you need to take part. Just click on this link to find out more and register for the free webinar:

<http://tinyurl.com/patient-voice-primary-care>

Discover more support at our Learning Hub



Latest news

Bristol's new Patient and Community Leadership programme; helping local citizens shape the future of the health service

In Bristol, NHS providers are collaborating to develop an innovative Patient and Community Leadership programme. The organisations involved all have excellent ways of listening to patients, but often find a patient will tell them about their whole experience, not just in 'their' bit of the pathway. How do you respect this, without just saying 'you need to go and talk to someone else about that?'

This programme sets out to develop a group of patient and community leaders who will remain independent, but work collaboratively with health care leaders 'across the system'.

The partner organisations are Bristol Community Health, University Hospitals

Bristol NHS Foundation Trust and North Bristol NHS Trust, in collaboration with NHS England and People in Health West of England. The programme will be co-designed and co-delivered by Mark Doughty, Director at the Centre for Patient Leadership and Kings Fund Associate.

We'll be reporting more about the programme as it develops this year, and hope to bring you interviews and the chance to learn from the work as it grows.

Is the glass half full or half empty?

The latest [GP Patient Survey 2016](#) has been compiled from the views of 800,000 people. It shows that 'more than 85% rated their overall experience of their GP surgery as good.' Or, to put it another way, 15% didn't. Whether the glass is half-full or half-empty, what we don't know is how this information is being used in primary care to make a difference to patients' experience. Let us know if you do, in your local area!

Patient Experience Network (PEN) National Awards

The PEN National Awards programme recognises best practice in the experience of care. Entries are welcome from across all aspects of health and social care in the UK, and the PEN team is particularly keen to hear examples from primary care. The awards are now open for entries – the closing date is 28th November 2016. If you want to know more, please contact the team on 033 33 44 7060 or awards@patientexperiencenetwork.org.

Fab Change Day - 19 October 2016

If you haven't come across the independent Academy of Fabulous [NHS] Stuff, it's a great website for sharing and reading about patient-centred achievements. Fab Change Day, taking place on 19 October 2016, is a day where NHS staff



will join other health and social care organisations and patients to make and celebrate improvement. You can find out what's happening locally, share your plans, request support and download resources and guides on the [Fab Change Day website](#). You can also join the conversation on Twitter using hashtag [#FabChangeDay](#), or visit the [Fab Change Day Facebook page](#).



What can we learn from Serious Incidents?

June saw the publication of the Care Quality Commission's (CQC) briefing paper ['Learning from serious incidents in NHS acute hospitals'](#). This is a welcome publication. We are keen to see how complex organisations, such as large acute trusts, can make the link between patient engagement and improving the patient experience. The CQC say that one of their most common issues is the way that organisations investigate, communicate and learn when things go wrong.

Most of our readers will be interested in continuous improvement, not just improvements following a Serious Incident, but this publication has some useful reminders of what is needed for patient engagement to drive improvements, including:

1. Using skilled analysis to move the focus of investigation from the acts or omissions of staff, to identifying the underlying causes of the incident.
2. Using 'human factors principles' to develop solutions that reduce the risk of the same incidents happening again.

Many of the acute trust reports investigated by the CQC concluded that the actions of staff were the key causes of the incident; often, these reports did not include any evidence to show that the reasons behind the failure to comply had been explored beyond this. The CQC say that the focus (or blame) on staff for a poor or dangerous patient experience is too easy an option for truly understanding what

makes a reliably good experience. The report reminds us that ‘organisations that nurture a fair and just culture support ... their staff to share their learning and focus on addressing the causal factors that allowed things to go wrong.’ The CQC briefing also reminds us that ‘retraining staff is not always the right solution.’

Useful resources

Healthwatch report: the power of the network



[Healthwatch report: the power of the network](#)

Healthwatch is a major source of qualitative information on patient experience. Three years on from the Francis Inquiry report and the launch of Healthwatch, the Patient Experience Library has produced this independent review of the potential power of a network of local Healthwatch, each of which is independently commissioned.

The report suggests that Healthwatch is the biggest single contributor to the qualitative evidence base on patient experience. However, the report also describes a missed opportunity: the local Healthwatch reports have value to a local audience, but because they are not available collectively they miss having a greater strategic value and impact.

A good read: Patient And Family Engagement

We've just come across an interesting academic – but practical – model for understanding the dimensions of engagement. [A Framework For Understanding The Elements And Developing Interventions And Policies](#) discusses the range of

approaches from consultation to partnership and what they call shared leadership. The model also examines the levels at which patient engagement can occur throughout the [Engagement Cycle](#).

Healthwatch report: Making Your Voice Count



[Healthwatch report:](#)

[Making Your Voice Count](#)

Healthwatch England has pulled together 28 inspiring stories from their 2016 Healthwatch Network Awards, to show how people's views are helping to improve NHS and social care services across England. We liked the approach in this report of describing 'What did local Healthwatch do?' and 'What was the impact?'

Too often we hear how the NHS has gathered views, but the organisation is not able to describe what difference it made. A positive example in the report is where Healthwatch Brighton and Hove formed a partnership with the LGBT mental health service. This local engagement resulted in the city's first transgender advocacy service.

Patients as partners – Kings Fund Paper on patient leadership



[Patients as partners: building collaborative relationships among professionals, patients, carers and communities](#)

In 2013 The King's Fund began exploring the concept of patient leadership.

One of their conclusions is about the importance of new relationships and removing the 'them and us' attitude. 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? The Kings Fund has come up with some practical solutions.



About our network

As a Patient Voice South member, you can network with others and benefit from our learning and development webinars.

[Find out more](#)



Subject: Somerset, Our County - JSNA Published

Somerset's Health and Wellbeing Board is pleased to announce that the Joint Strategic Needs Assessment (JSNA) summary has been published at www.somersetintelligence.org.uk/jsna.

The summary gives an overview of the strategic health, wellbeing and social needs of Somerset people and this year has a particular focus on vulnerable children and young people. The JSNA evidence supports and has been used to inform the new Children and Young People's Plan.

Most of the information assembled and analysed in the JSNA sits on the Somerset Intelligence website. Far more detailed data is held there than can be included in the summary and the report contains links to pages holding more information and discussion of the themes covered, to make it easier for the reader to access more detail if required.

A public summary is being produced which will be distributed to parish councils, GP surgeries, libraries, the third sector and other groups.

For more information contact:

Pip Tucker, Public Health Specialist pztucker@somerset.gov.uk

Jo McDonagh, JSNA Project Manager jmcdonagh@somerset.gov.uk

Subject: 'Think Kidneys' Campaign

Somerset CCG's Medicines Management Team is supporting the 'Think Kidneys' campaign which starts on 18 July. Resources have been sent to GP practices and pharmacies to help raise awareness.

The main messages for the campaign appear in the posters www.thinkkidneys.nhs.uk/campaign/ and a useful infographic www.thinkkidneys.nhs.uk/aki/information-for-the-public/think-kidneys-almost-everything-you-need-to-know-about-your-kidneys

For more information contact [Gaynor Woodland](#)

Subject: Somerset Patient Carer Forum Statement

Somerset Parent Carer Forum became a Community Interest Company Ltd on Saturday 11 June 2016.

The Forum is a voluntary organisation whose activities are carried out for the benefit of parent carers and their families of children and young people with special educational needs and disabilities (SEND) in Somerset.

The Forum's volunteers run support groups throughout Somerset which provide opportunities for parent carers to get together, support one another and find information to help them in their role. The forum also works together in partnership with various agencies to contribute to the development of services. They aim to improve and enhance the experiences and opportunities of children and young people with additional needs or disability by putting parent carers and families at the heart of the decision making process.

For more information email help@somersetparentcarerforum.org.uk or telephone: 07543 680365 or 01458 259384.
