

Health Service Public Consultations


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Watch the animation



Download the final animation image, showing  the structure of the new NHS

<http://vimeo.com/69224754>

<http://www.kingsfund.org.uk/projects/nhs-65/alternative-guide-new-nhs-england>

What are CSUs and CCGs?

NHS Commissioning Support Units offer an efficient, locally-sensitive and customer-focused service to CCGs:

- Transformational commissioning functions, such as service redesign
- Transactional commissioning functions, such as market management, healthcare procurement, contract negotiation and monitoring, information analysis, and risk stratification.

Why do we consult?

What the DoH said

To involve patients and the public in developing, considering and making decisions on any proposals that would have a significant impact on service delivery or the range of health services available

The Functions of GP Commissioning Consortia
– a working document
March 2011

The benefits of consultation

- Patients are part of the solution
- Services meet the needs of those who use it
- Enables informed decisions
- Reducing – legal and financial risk
- Bringing diverse perspectives together
- Encourages co-design

How do we engage?



Dialogue methods

Qualitative vs Quantitative?

Deliberative events: Focus Groups , Public meetings

Questionnaires/ Surveys, leaflets

Online and social media – Twitter, blogs, CCG and partner websites

Local channels for engagement

- CCGs:
 - ✓ community development workers
 - ✓ Patient participation groups
 - ✓ Patient Councils, advisory groups
- Partners – Healthwatch, voluntary and community groups
- Be- Heard website

Challenges we face

- Question: How do you receive information?
- Same people
- Reaching a wider audience
- Encouraging participation and involvement
- Public scepticism – tick box or genuine?
- Consultation fatigue

What is the aim of **involvement** ?

Joining professionals and public to create a more engaged
health community

One aim, achieved three ways:

Three
Networks

3

East Midlands, West
Midlands and East of
England; belong to a
professional health
community

Two online
platforms

2

Connecting
professionals,
engagement tools and
resources

Signposting patients
and public to how they
can get involved

One team of
Navigators

1

Connecting you
Signposting to support
and resources

3 Networks

East Midlands

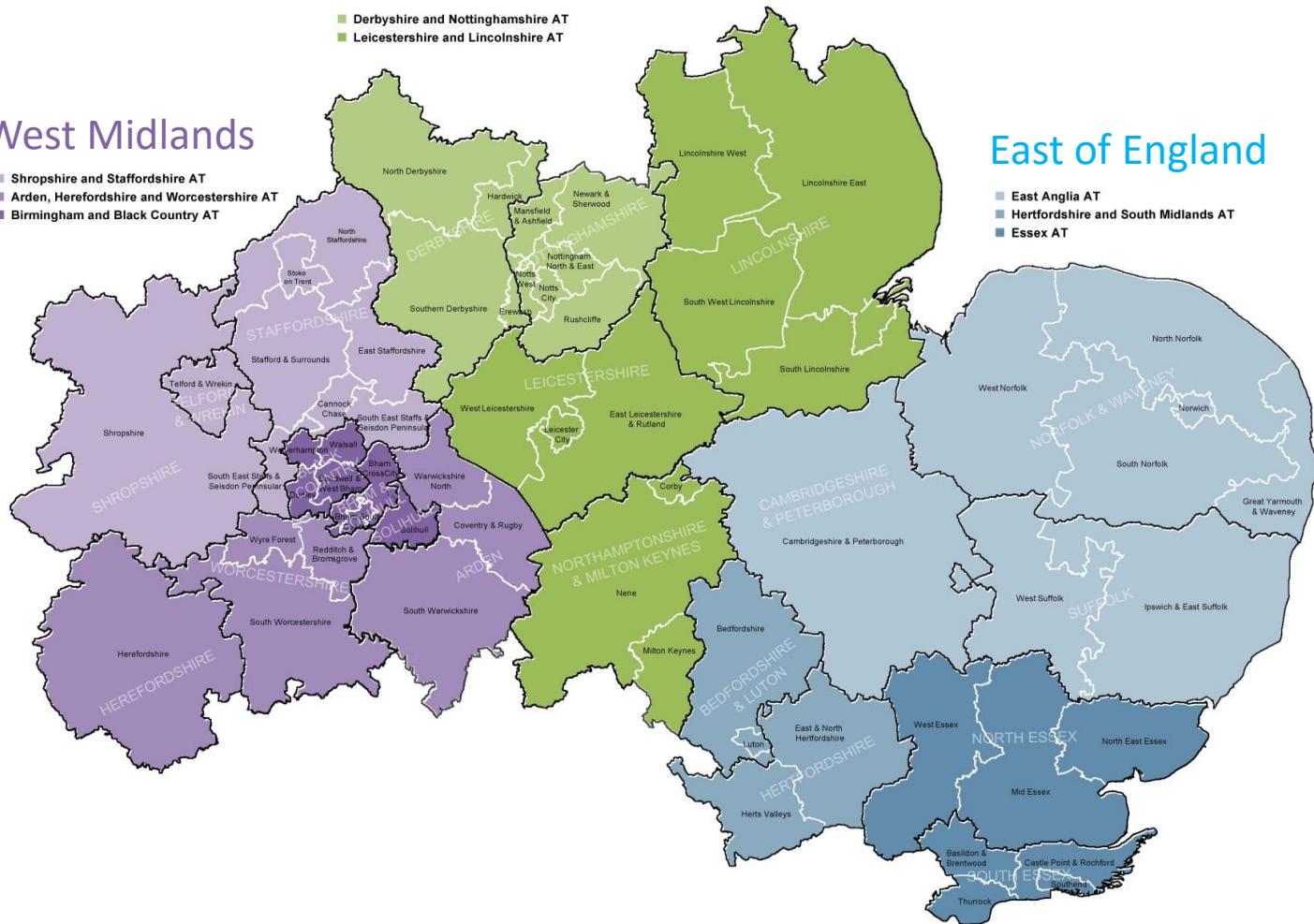
- Derbyshire and Nottinghamshire AT
- Leicestershire and Lincolnshire AT

West Midlands

- Shropshire and Staffordshire AT
- Arden, Herefordshire and Worcestershire AT
- Birmingham and Black Country AT

East of England

- East Anglia AT
- Hertfordshire and South Midlands AT
- Essex AT



2 Platforms

involvement

involvement – professionals
and lay experts

involvement – patients / public

Share and rate tools and resources
for effective participation

User
Control

Register interests, connect with
opportunities for participation

Exchange

- Sources of good practice
- Lists recognised / recommended suppliers

- Offers links to healthcare / voluntary, community sector / charities
- Encourages patients and public to get involved

1 – Navigation team

- ‘Navigation Team’ purpose: make meaningful human connections, open doors, share resources, link organisations
- One navigator for each area:
 - **West Midlands:** Preetpal Channa
 - **East Midlands:** Ruth Follows
 - **East of England:** Christine De Souza

Involvement Reference Group

- Recruiting 12 volunteers

Commitment:

- Quarterly meetings – or more as required
- Active for programme duration / up to two years

To apply:

- Terms of Reference
- Expression of Interest

Questions?