

DRAFT NHSE LONDON TRANSFORMING PARTICIPATION STRATEGY

Paula Lloyd Knight
Head Patient and Public Voice

Statutory Obligations

Everyone counts commits the NHS to a new approach to ensuring citizens are fully included in all aspects of service design and change. Two new participation duties require all commissioners to:

- Ensure patients and carers are able to participate in planning, managing and making decisions about their care and treatment through the services being commissioned.
- Ensure effective participation of the public in the commissioning process itself.

Expected Outcomes

- 1 Patients across London have had full opportunities to be involved in the full spectrum of NHSEL commissioning activities
- 2 Patients and the public who have been involved in Patient Reference Groups across the direct commissioning function have a positive experience of involvement and feel they have had an impact.
- 3 Staff working with citizens in the contracting & Commissioning process can demonstrate the impact patients/public have had on the process
- 4 Patients and the public have independently evaluated NHSEL's engagement against the two participation duties and made recommendations for improvements.
- 5 Voluntary sector organisations across London have had the opportunity to provide expert advice to support commissioning activities

Transforming Participation In the London Region

OUTCOME

1. Patients involved in full spectrum of commissioning activities and service change
2. Citizens involved in commissioning & design activities report a positive experience
3. Staff able to identify the value citizen involvement has made

METHODS

3 LAYER APPROACH TO TRANSFORMING PARTICIPATION

LAYER 1 - DIRECT COMMISSONING / DESIGN– Patient & Public involvement in commissioning / design activities through dedicated groups/activities

LAYER 2 - FORMAL NETWORKS & VOL SECTOR- use as experts to support participation in commissioning

LAYER 3 – A PUBLIC TRANSPARENCY SPACE – using myhealthlondon

PRODUCTS

1. Strategy & vision for transforming participation in the London Region
2. Direct commissioner team plans for meeting participation duties
3. Formalised relationship with voluntary sector organisations across London
4. A range of digital tools to support electronic engagement

First Layer – Direct Participation in Commissioning & Service design Activities

Direct Participation Layer

This is the space where patients and the public through various activities are directly involved in the full range of the commissioning, contracting and service design. Activities may include:

- Project teams for primary care procurements
- Working groups
- Clinical reference groups
- Patient reference groups for developing new standards
- Focus groups (developing services)
- Co design events (commissioning / service design)

Second Layer - Formal Networks & Voluntary Sector Structured Participation

Structured Participation Layer

This is the place where we have an agreed process of working with formalised groups & vol sector organisations this space will:

- Provide expertise and insight to commissioners.
- Provide best practice examples of working with groups from protected characteristics
- provide access to London patients / carers

Third Layer- Public Transparency

The digital Engagement

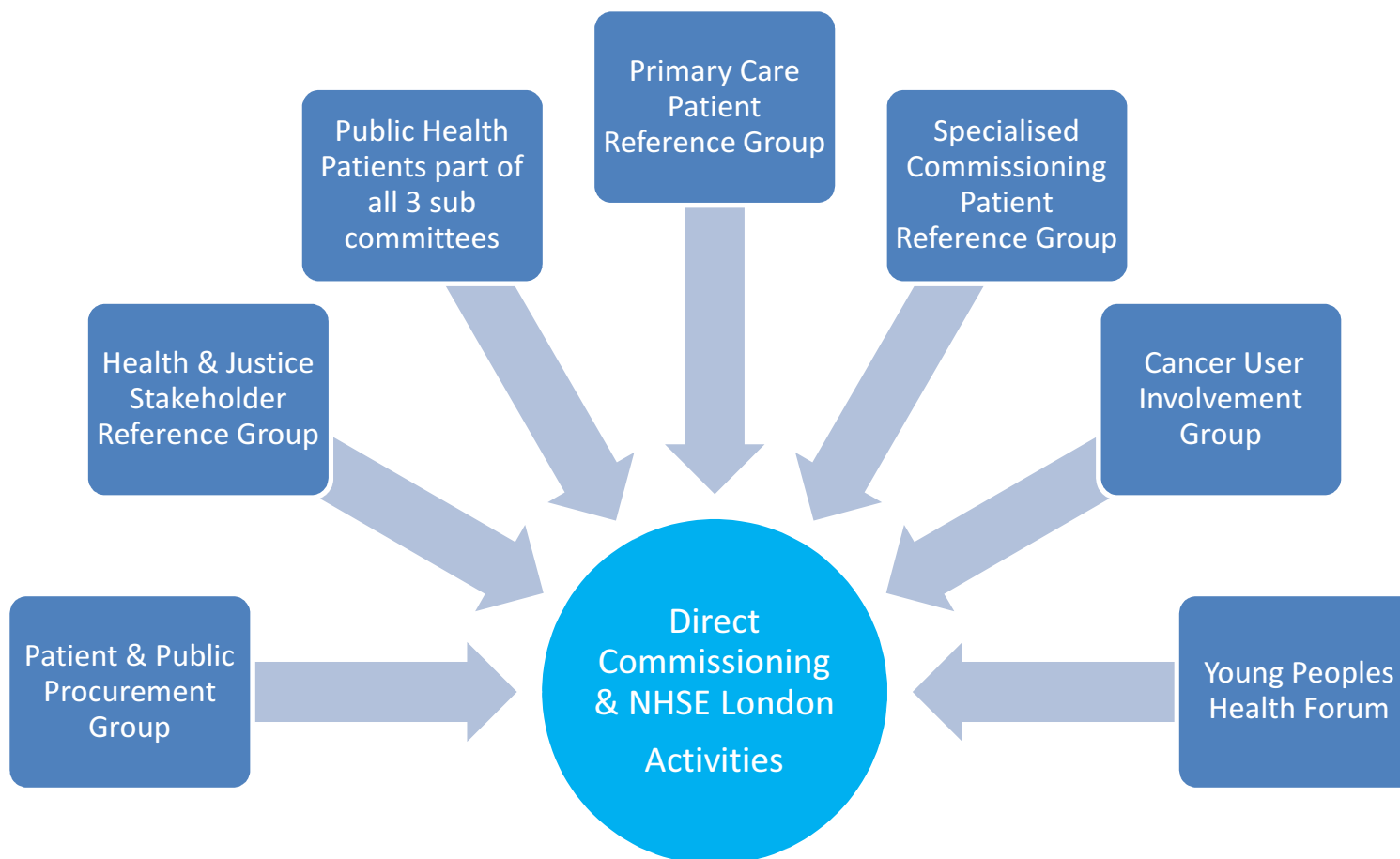
This is a space via myhealthlondon for us to listen and gather the views and opinions of Londoners, on a range of issues, topics and conversations around receiving / experience of NHS services in London.

The space will act as a key platform from which London region departments can:

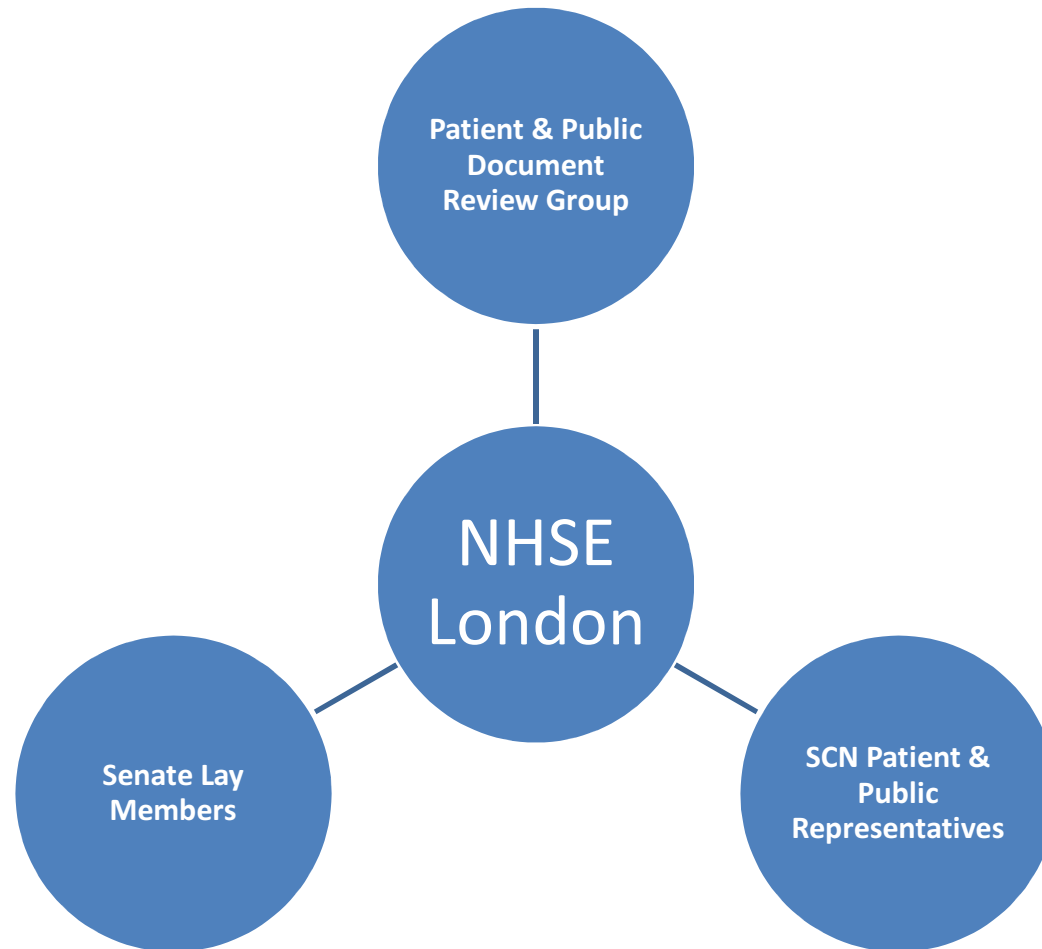
- Engage the public and seek their views on service redesign
- Advertise opportunities to be involved in commissioning activities
- Track Londoners perception of NHS brand through YOU GOV
- display patient insight to support transparency

Patient & Public Reference Groups

(Participation in Direct Commissioning Activities)



Internal Participation Assurance/ Monitoring



EXTERNAL SCRUTINY (London Patient Voice)

