

Patient Participation Group Leadership Training Day

Item	Start time	Finish time
Introductions	10:00	10:30
What does Healthwatch do? What does NHS Hammersmith and Fulham CCG do? What is the patient's role in PPGs?	10:30	11:15
Coffee break	11:15	11:30
Make the NHS better in H&F (Community Voices project)	11:30	11:55
Why the NHS needs service users, patients and carers to get involved	11:55	12:30
Lunch	12:30	13:00
Case studies – group discussions	13:00	13:50
1. “The Squares and the Blobs” video 2. King’s Fund “How does the NHS in England work” video	13:50	14:10
Coffee break	14:10	14:30
Question Time	14:30	15:00
How can I get involved?	15:00	15:45
Evaluation forms and thank you	15:45	16:00

What does NHS Hammersmith and Fulham CCG do?

Bethany Golding

What is a 'CCG'?

- Government (Department of Health) decides how much money NHS receives and sets top-level priorities
- Department of Health passes most of the money on to NHS England
- NHS England passes most of the money on to Clinical Commissioning Groups or CCGs
- Your 'CCG', or 'Clinical Commissioning Group', identifies local health needs then plans and buys local services on your behalf from a wide range of organisations we call 'providers' e.g. Imperial College Healthcare NHS Trust

NHS Hammersmith and Fulham CCG



Led by GPs



29 GP practices



236,604 registered patients



£295 million annual budget

(but need to achieve £17.3 million in savings for 2018-19 to deliver our budget)



Engages with local people to ensure services meet their needs

Useful tools

- **Translating NHS jargon:** www.nhsconfed.org/acronym-buster - download as an app or access online
- **CCG's website:** www.hammersmithfulhamccg.nhs.uk & Twitter: @NHSHFCCG
- Shows all the different **community organisations** in Hammersmith and Fulham:
www.sobus.org.uk
- **Advice and resources for Patient Participation Groups:**
www.napp.org.uk

What does Healthwatch do?

Eva Psychrani

healthwatch

Central West London

Improving Health and
Social Care

Eva
Psychrani



Who
are
we?

- Independent charity and membership led organisation.
- Our vision is for local health and care services to be shaped by local people through their active involvement, needs and experiences, and a community which is informed about local health and care services.
- We have statutory powers
- We are part of a national network with a local Healthwatch in every local authority area in England (152 in total)
- We cover the Boroughs of Hammersmith & Fulham, the Royal Borough of Kensington & Chelsea, and the City of Westminster.

We are:

- **Listening** to people's views and experiences of using health and social care services
- **Empowering** patients to be involved in shaping the services they receive or want to receive
- **Influencing** service design and delivery based on evidence



What
do we
do?



How do
we
work?

- Capture people's experiences of using health and care services by using different methods (surveys, group discussion, online and social media, specific project work etc)
- Promote and support involvement of local people in the commissioning, the provision and scrutiny of local services (Local Committee and representatives in different NHS Boards)
- Using statutory powers to make reports and recommendations about the standard of local services, and how these might be improved.
- Sit on or contribute to, and are heard at key health and social care boards and meetings: Health and Wellbeing Board, Primary Care , NHS Trusts (Hospitals, Community, and Mental Health services), Safeguarding Board, Scrutiny Committee

Contact Us

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@healthwatchcwl

Thank
you!

What is the patient's role in PPGs?

Peter Hamm

COFFEE BREAK

Back at 11:30



Make the NHS better in H&F

Bethany Golding
Janet Wildman

How does the CCG engage with local people to make services better?

- Patient Reference Group
- Patient and Public Engagement Network
- Going out to different groups
- Via Community Champions
- Via forums e.g. Black and Minority Ethnic Health Forum
- Stalls at local events
- Social media and website
- Engagement team trained to create Easy read documents and surveys
- Via GP Practices
- Local libraries
- Awareness campaigns
- You said we did
- Working with local people, voluntary sector and Healthwatch to produce our engagement and communications strategy
- Working with local people on solutions to the issues they raise e.g. this training day!
- Involvement in “Community Voices” project



Community Voices

“We are local people that have knowledge, that know the language, we are able to tune into the local community needs and aspirations”

Kissu Denton (Local Resident and Volunteer Community Champions – White City).

- Over the last year, frontline staff and communities have shared their experiences of influencing and leading NHS change.
- The idea is to listen to people describing what change is needed to improve services, without making assumptions.
- The purpose is to mobilise communities to get involved and make sure local services provide ‘right service, right time, right place, first time’.

A concrete issue: Primary and urgent care access



Urgent care centres



Walk-in Centre



Your GP Practice



Weekend appointments at GP 'hubs'



NHS 111

Small group discussions (15 minutes)

Table 1. Urgent Care Centres and walk-in centres

Table 2: GP Practices

Table 3. Weekend appointments at GP ‘hubs’

Table 4: NHS 111

Discuss whether you would like to see any **changes** in the way you experience the service.

Topics to think about might include what role you want technology (e.g. apps, video consultations, online appointment booking) to play, what would make the service easier to access for you, or even just why you chose the table you did.

Why the NHS needs service users, patients and carers to get involved

Sue Shorvon

Language: why does it matter so much?

“Why the words we use are important.” - - BLURT Foundation

How you see and introduce yourself is important. Are you a user of services? An expert by experience? A patient?

Everyone is a patient at one time or another. Anyone can become an “expert by experience” on a range of health topics throughout their lives based on their personal experiences.

For example, my son had a learning disability and I had never seen any information on what that meant, but I started researching and eventually became an expert.

Key tip: How you introduce yourself helps healthcare professionals to know how to communicate with you.

What this course is all about - and why it's great that you're here

"Always be yourself and have faith in yourself." -- Bruce Lee

It can be really intimidating making your voice heard – but if you go to something, it's usually because you have something to communicate.

I hope this training day will give you tools to improve how you communicate, and the confidence that you have as much right to be in the room as anyone else.

You may learn ways of listening and stepping back to think of a different way of saying something, rather than just saying it louder. You may learn how to question people without putting them on the defensive.

Key tip: A notepad is a useful tool, and the best way of learning is often by doing. Listen and reflect, rather than attack and confront.

Why I volunteer with the CCG



Hammersmith and Fulham
Clinical Commissioning Group

"The way to develop self-confidence is to do the thing you fear and get a record of successful experiences behind you." -- William Jennings Bryan

Your point of view is important, whether it is positive or negative, as it can help to improve services. Knowing your input matters helps you to speak out and ask questions even though you are nervous.

When I started out volunteering with the NHS, I was so nervous that a Mind worker offered to read out what I wanted to say on my behalf. Later I overheard the Ward Manager openly say she had been terrified at the meeting too. I never looked back after that.

After that, I attended my first national conference. I was scared but knew I had to try. I sat near the front row and worked up the courage to ask a question. I've been asking important questions ever since.

Key tip: If you sit in the front row at conferences and events, it can be less nerve wracking. That way, you can't see everyone else there when you ask your question.

LUNCH

Back at 13:00



Case studies

Small group discussions

1. The Squares and the Blobs:

<https://vimeo.com/42332617>

2. “How does the NHS in England work”:

<https://youtu.be/DEARD4I3xtE>

3. Small group discussions

COFFEE BREAK

Back at 14:30



Question Time

Chair:

Lis Paice (Professional coach)

Your panellists:

Chad Hockey (GP and member of GP Federation)

Denise McDonnell (Practice Manager)

James Cavanagh (GP and Clinical Vice Chair of H&F CCG)

Peter Hamm (Chair of an H&F PPG and H&F resident)

Sue Shorvon (Artist, speaker and H&F resident)

Trish Longdon (Lay Governing Body Member at H&F CCG)

How can I get involved?

Want to get more involved with H&F CCG?

- Join our Patient Reference Group which meets once every two months (more information: <http://www.hammersmithfulhamccg.nhs.uk/your-voice/get-involved/>)

- Contact our engagement lead on:



hafccg.engagement@nhs.net



0203 350 4303

with your details and let us know which areas / services interest you.

- Fill in our patient and public engagement form to become part of our official network and receive information on the types of opportunities which might interest you



Thank you so much for coming

Get in touch with us again at

hafccg.engagement@nhs.net

020 350 4303

@NHSHFCCG