

CODE: 118 Type of organisation: Patient Experience Strategy Group - Draft v1

Brief description of programme:

In April 2013 the Thames Valley & Milton Keynes Patient Experience Strategy Group was formed. This was a collaboration between the Oxford Academic Science Network, Thames Valley Strategic Clinical Network and the Nursing Directorate from NHS England Thames Valley. Our vision is to support our partner organisations to further develop person-centred care across care delivery, commissioning, research and innovation. The Strategy Group includes a range of partners, including patient leaders, the clinical commissioning groups, local authorities, the third sector, Healthwatch and provider organisations.

Part of the Strategy Group work has been the development of a patient leadership programme to support patients, carers and lay members, along with health professionals, to work together to truly embed patient involvement and leadership, and further develop collaborative approaches to improving healthcare.

We ran a pilot programme in March – May 2014. Getting feedback, making sense of it and responding to it has been a continuous process throughout our work. The pilot was also independently evaluated. Taking account of this has led to changes to the programme and the Strategy Group is now looking to commission the next phase of this development. Working with our Patient Leaders at a strategic level continues to be an underlying principle.

Following the Patient Leaders pilot programme NHS England Thames Valley were approached to pilot and develop an exciting and innovative model for including patient leaders in the Area Team assurance of CCG's. Two Patient Leader members of the Strategy Group attended Oxfordshire and Aylesbury's CCG assurance meetings as observers. Their views were then sought as to lay representation within the assurance process. There then followed a recruitment campaign – role description and application form, shortlisting and interviews. We have now piloted Patient Leaders being trained and participating in the above CCG's assurance process

The formal independent evaluation of our work, both for the patient leadership and CCG assurance process, we have found to be a really good source of learning, which we continue to capture and embed in those ongoing programmes.

Impact and changes the programme has created

- Patient leaders who now feel confident and competent to contribute in a more meaningful way, at that important strategic level. As described above, they are part of the Area Team's CCG Assurance process; they also play key roles in the Strategic Clinical Networks and Clinical Senate Governance Groups.

'I now have confidence to ..' 'I have managed to persuade them (committee) to ...'

- Patient leaders who now have input at a national level and a positive national profile
- A sense that there is a start to huge **culture** shift 'change' meaning that staff and patient leaders will work together as equal partners to improve healthcare
- A fair recruitment process and framework, co designed that has meant patient leaders can be supported to contribute in a meaningful way.
- 6 new patient leaders to spread this work (from 35 applicants)
- Contributing to embedding patient leadership in medical training (Manchester)
- Positive changes in how people who have been through the programme now communicate

Key learnings

- We still have a long way to go
- We have lots of committed people raring to go
- There is still a lack of diversity (in culture) despite going out widely to recruit ..this is still work in progress
- Culture change is key and is beginning to happen
- Look at involving people who have a real passion
- People need to be paid for their time (PPV guidelines)
- Celebration events have a positive cascade effect

Replicable?

'Yes ...and in fact I have pulled together a recruitment and training toolkit (for the CCG assurance work) that can be shared'