



involvement

Putting patient and public voices
at the heart of healthcare



*Midlands and Lancashire CSU commissioned by NHS England to help build
expertise and capability in support of the participation agenda*

Transforming Participation in Health & Care


NHS England published this document in September 2013 and the national Patient and Public Voice Team selected Commissioning Support Units (CSUs) to deliver this programme across their region.





Patient and Public Participation (PPP)

NHS England have worked with partners to develop the Patient and Public Voice Commissioning Support Programme. This will

- 
- build networks of specific expertise to offer practical support to develop greater participation;
 - provide support to CCGs and area teams and
 - engage effectively with the voluntary sector to provide high quality commissioning support.

Winning CSUs:

- South London CSU & North West London CSU
 - South West CSU & South CSU
 - Midlands and Lancashire CSU (formerly Central Midlands CSU)
 - North of England CSU & Cheshire and Merseyside CSU
 - West and South Yorkshire and Bassetlaw CSU (formerly West and South Yorkshire CSU)
- 



Involvement: One aim, achieved three ways

Joining professionals and public to create a more engaged health community



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




Involvement: Latest Updates




Twitter – call to action

- **Involvement has been created to help build expertise and capability in support of the participation agenda.**



We plan to hold a series of Tweet chats for our followers to learn more about patient participation, and create an opportunity to network and make new connections with engagement colleagues.



- *please email nhscmsu.involve@nhs.net or Tweet us directly [@NHSInvolvement](https://twitter.com/NHSInvolvement) using the hashtag #InvolvementChat.*



Involvement: Latest Updates

Involvement is developing a series of guidance documents for people to use in their engagement work.

• *The first four are located under the website's 'Tools and Resources' section and can also be accessed by clicking below.*

They are:

- [Writing to engage](#)
- [Social media platforms](#)
- [Consultations – key timelines](#)
- [Event checklist](#)

• *If you'd like to see guidance developed on a particular topic, please [email us](#) at NHSCMCSU.involve@nhs.net with your suggestions.*



Involvement: Latest Updates

Project to create 'Engagement Insights' tool

Reaching the seldom-heard can be difficult – this was an area you told us you'd like engagement support with, in responding to our initial fact-finding survey for the programme earlier this year. The project will cover two streams.

- *The first will understand area population types and how best to engage with them using a tool called Experian Mosaic,*
- *while the second will develop a toolkit to engage with those who we may traditionally struggle to reach.*

Involvement: Latest Updates

Involvement supports engagement across the patch

- **Involvement's navigators have been supporting colleagues across the Midlands and East to deliver good engagement.**



1. *Pharmaceutical Needs Assessment (PNA) – Coventry*
2. *Policy harmonisation for assisted conception (IVF) has recently been the subject of a consultation across Birmingham, Solihull and parts of the Black County.*
3. *Stakeholder mapping - Regional Voices who is who in the region link <http://www.regionalvoices.org/whoswho>*

Involvement: Latest Updates

Helping make the NHS clearer

- **For people who don't work in the NHS – and even sometimes for those that do – it can be complicated to understand.**



- *To help tackle this issue, Involvement has created a one-page document for any organisation related to NHS health and social care to complete, to tell us about their role and function. This is to help define organisations, as well as what they do and how to get involved with them.*
- www.nhsinvolvement.co.uk
- NHSCMCSU.Involve@nhs.net

Involvement: Latest Updates

[PPP...Pick up a PPG !](#)

- **Patient Participation Group (PPG) mapping across the Midlands and East is still open - we have had 174 responses so far**



- The data will be shared with CCGs to help them understand and possibly support their PPGs. The data will also help us understand the challenges faced by PPG, the gaps and proposals for us to help support the groups. Patients can find out where their PPGs are.

www.nhsinvolvement.co.uk

NHSCMCSU.Involve@nhs.net



Involvement: Latest Updates

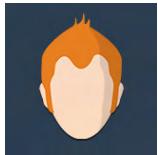
Below are some stats of the number of people blogging, signing up etc. Please do blog, upload their events, submit and rate resources/ best practice.

- 167 members
- 14 groups
- 68 events
- 13 blogs

The October issue of the monthly Involvement newsletter went out on Monday - we are inviting ideas for tweet chats. please [email](mailto:NHSCMCSU.involve@nhs.net) at NHSCMCSU.involve@nhs.net with your suggestions.



www.nhsinvolvement.co.uk



- Register on the site and create a profile to join our online community



- Join groups to share information and experiences, or talk about a project you are proud to have been involved in



- Help engagement colleagues by sharing and rating tools, resources, case studies and venues



- Source solutions and share experiences with colleagues through the forum.





Videos

involvement is here.

