

**NHS**

# **Evidence**



***Patient and public involvement specialist collection ... news  
and latest editions***

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NHS EVIDENCE — PATIENT AND PUBLIC INVOLVEMENT

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Presented by  
NATIONAL ASSOCIATION OF LINKs



March 2010

# NHS Evidence

## **Patient and public involvement specialist collection ... news and latest additions**

Sue Duffy

Information Specialist

NHS Evidence – Patient and Public Involvement

<http://www.library.nhs.uk/ppi/Default.aspx?pagename=HOME>

The Patient and public involvement specialist collection aims to provide, in one location, access to the best information freely available on the Web which supports the implementation of patient, user, carer and public involvement in health care.

For more information please visit our website.

<http://www.library.nhs.uk/ppi/Default.aspx?pagename=HOME>

If you have any feedback, we would be happy to hear from you. Please contact us with any comments.

<http://www.library.nhs.uk/ppi/ContactUs.aspx>

## News

### **Patient and Care Involvement in Chronic Disease**

NHS EVIDENCE – supportive and palliative care has published its second ANNUAL EVIDENCE UPDATE on the topic of patient and carer involvement in chronic disease. It includes literature from 2009, and a few earlier publications of note.

The papers cover systematic reviews of literature on user experience of health care, systematic reviews of user involvement in educating healthcare professionals in giving better care in chronic and terminal conditions, and guidance and policy documents on user involvement in chronic illnesses and end-of-life care.

| **Annual Evidence Update, 19 January 2010: Introduction**

<http://www.library.nhs.uk/palliative/ViewResource.aspx?resID=338647&pglD=1>

## **Quality Accounts**

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A letter has been issued to Chief Executives by the NHS Medical Director, setting out the role of Local Involvement Networks in Quality Accounts.

**Quality Accounts: Roles of Commissioning PCTs, Local Involvement Networks (LINKs) and local authority Overview and Scrutiny Committees (OSCs)**

[http://www.h.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/documents/digitalasset/dh\\_111111.pdf](http://www.h.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_111111.pdf)

## **Campaign for Local Involvement Networks (LINKs)**

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The LINKs PR team at the Department of Health is working on a national PR campaign for Local Involvement Networks. To help raise awareness of the good work that LINKs are doing across England, they are currently seeking case studies covering a number of areas. They are looking for examples of:

- Health and social care professionals, including dentists, GPs, pharmacists, nurses and carers, who are getting involved in their local LINK.
- Patients and the public who are doing outstanding work as part of a LINK to help improve local services.
- LINKs working with health and social care services on the issues of dementia, mental health, visual impairment, deaf and hard of hearing, and sexual health.

If anyone knows of any such examples, please contact:

The LINKs PR team on [links@forster.co.uk](mailto:links@forster.co.uk) or by telephone on: 020 7403 2230.

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## New additions to the PPI Specialist Collection

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### A commissioner's guide to service user involvement in the re-commissioning of day and vocational services for people with mental health issues.

This is a concise guide for health and social care commissioners on how to involve people with direct experience of using mental health services in the re-commissioning of day and vocational services. It is based on the experiences of commissioners and service users who collaborated on redesigning and modernising local services.

[http://www.scmh.org.uk/pdfs/commissioners\\_guide\\_to\\_service\\_user\\_involvement.pdf](http://www.scmh.org.uk/pdfs/commissioners_guide_to_service_user_involvement.pdf)

### Core domains for measuring inpatients' experience of care



This discussion paper aims to answer some questions about the measurement of patient experience, particularly with reference to the care and treatment of acute hospital inpatients.

[http://www.pickereurope.org/Filestore/Policy/position\\_papers/Discussion\\_Paper\\_1\\_core\\_domains\\_inpatient\\_experience\\_Dec\\_09\\_final.pdf](http://www.pickereurope.org/Filestore/Policy/position_papers/Discussion_Paper_1_core_domains_inpatient_experience_Dec_09_final.pdf)

### Engaging and responding to your community:

#### *A brief guide to Local Involvement Networks*

This guide is for health and social care managers and explains more about LINks. It outlines how, through proactive engagement, they can better understand the needs of the community.

[http://www.dh.gov.uk/dr\\_consum\\_dh/groups/dh\\_digitalassets/@dh/@en/@ps/documents/digitalasset/dh\\_111428.pdf](http://www.dh.gov.uk/dr_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/documents/digitalasset/dh_111428.pdf)

## **Equal Access? A practical guide for the NHS:**

*Creating a single equality scheme that includes improving access for people with learning disabilities*

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This is a guide to support the NHS to include people with learning disabilities in their equality schemes, with practical examples of reasonable adjustments to achieve equality of access.

[http://www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/documents/digitalasset/dh\\_109751.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_109751.pdf)

## **A guide to capturing and using patient, public and service user feedback effectively**

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NHS West Midlands has commissioned this guide primarily in order to assist Primary Care Trust practice-based commissioners with the effective commissioning, analysis and use of patient, public and service user feedback. However, it will also be of use to NHS Trusts who are concerned with the effective capture and use of patient and service user feedback.

[https://www.institute.nhs.uk/images/documents/Quality\\_and\\_value/productivecommunityservices/PP/A%20guide%20to%20capturing%20and%20using%20patient%20public%20and%20service%20User%20feedback%20effectively%20-%20West%20Mids%20NHS.pdf](https://www.institute.nhs.uk/images/documents/Quality_and_value/productivecommunityservices/PP/A%20guide%20to%20capturing%20and%20using%20patient%20public%20and%20service%20User%20feedback%20effectively%20-%20West%20Mids%20NHS.pdf)

## **Help Shape your Health and Social Care**

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This is a leaflet for members of the public, describing how they can become involved in influencing health and social care services through LINks.

[http://www.dh.gov.uk/dr\\_consum\\_dh/groups/dh\\_digitalassets/@dh/@en/@ps/documents/digitalasset/dh\\_111649.pdf](http://www.dh.gov.uk/dr_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/documents/digitalasset/dh_111649.pdf)

## **Improving the health and well-being of people with long term conditions:**

*World class service for people with long term conditions – information tool for commissioners*

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The main aim of this information tool is to share a common vision of what a good service for people with long term conditions (LTCs) is – and to provide some practical suggestions for commissioners to help them achieve that vision. The importance of personalised, holistic care is emphasised.

[http://www.dh.gov.uk/dr\\_consum\\_dh/groups/dh\\_digitalassets/@dh/@en/@ps/documents/digitalasset/dh\\_111649.pdf](http://www.dh.gov.uk/dr_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/documents/digitalasset/dh_111649.pdf)

## Review of National Self Care Week: 9-15 November 2009

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National Self Care Week aimed to raise awareness of the support available to help people stay fit and healthy, and to encourage them to take a more active role in decisions about their care.

The activity review captures some of the national and locally led activity which took place to promote the campaign, including a Ministerial launch event, local self care week implementation and media coverage, media doctor briefing and engagement with partnership organisations.

<http://www.dh.gov.uk/en/index.htm>

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## Understanding Participation

### *A literature review*

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This review is designed to explore the literature around the key issues for the 'Pathways through Participation: what creates and sustains active citizenship?' project, and to provide a sound basis for further research.

<http://pathwaysthroughparticipation.org.uk/wp-content/uploads/2009/09/Pathways-literature-review-final-version.pdf>

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## Forthcoming Events

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Mental Health Research Network (MHRN) Patient and Public Involvement Conference

Bloomsbury, Central London – Monday, 08 March 2010

<http://www.mhrn.info/index/news/newsItems/PPI-Conference-2010.html>

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Our first national conference will feature the work of our two involvement projects – Service Users in Research, and FACTOR – Families/Friends and Carers Together in Research.

We involve service users and carers in research, from proposals and pilot studies to large scale studies.

We shall be presenting some of the hot topics in mental health, and asking:

- Are mental health issues accurately reported?
- What do you think about genetic research?
- What issues do service users and carers share?

### **Expressions of Interest**

If you are interested in attending the event please register your interest:

- Michael Morgan at [PPIC Conference@talktalk.net](mailto:PPIC Conference@talktalk.net)
- Lorrain McPherson on [020 7848 0644](tel:02078480644)

Please note we expect demand for places to be to be high and registering your interest does not guarantee a place.

Patient Information – Moving beyond leaflets

Birmingham – 11 March 2010-02-17

<http://www.pifonline.org.uk/about-pif/pif-events/2010-annual-conference>

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The last decade has seen some far reaching changes in the way information is developed, produced and shared. There was a time when information was all about the leaflet and access to these was through ‘gatekeepers’ like GPs and nurses. All that is now changing. Although there is still a need for the paper based written word, far reaching changes in technology are now fundamentally changing the way people access and use information. Information producers are changing too - user-led, audience specific, multi-format resources are now the norm for many.

This 5<sup>th</sup> Annual PiF Conference looks at the changes that are taking place in consumer health information and will help you to:

- Learn about current national policy on consumer health information and plans for the future
- Examine the Information Standard and have your questions answered
- Get an update on key projects like Information Prescriptions
- Explore new ways of producing and disseminating information, like social marketing and information centres
- Get practical tips on using technologies like SMS and online information

**Keynote speakers:**

- Paul Streets, Director of Public and Patient Experience, Department of Health
- Chris Stewart, Director of Clinical Operations, NHS 24

**Conference sessions:**

- Better information – Department of Health England
- NHS inform in Scotland
- BUPA Foundation Communication Awards 2010 Winner
- The Information Standard
- Information prescriptions: an update

**Breakout sessions cover the following topics:**

- The power of design
- SMS messaging
- Social networking
- The power of web sites
- Social marketing
- Accessing quality information
- Shared decision making
- Information Centres

Delegate fees are £199 +VAT for PiF members and £279 + VAT for non-members

Please note that you can reserve your place by booking online, but we cannot take payment electronically. <http://www.pifonline.org.uk/about-pif/pif-events/2010-annual-conference>

Exhibiting: If you are interested in exhibiting contact Carol Stevenson, conference organiser at [conference@pifonline.org.uk](mailto:conference@pifonline.org.uk) or call 07974 306933

For general enquiries contact Nicole Naylor, PiF Administrator at  
[secretary@pifonline.org.uk](mailto:secretary@pifonline.org.uk) or call 07813 143384



The Conference is sponsored by BUPA