

Patient and Public work – update (January 2002)

A lot of people have asked me to keep them informed of our work on patients and the public. I thought it might be useful to provide a short update on progress. It doesn't include everything, but I hope gives a flavour of the work going on.

I will be running a lunchtime learning session on one or two of the issues below on Feb 12th.

- **Patient and Public Strategy** – an outline of the draft strategy has been presented to the Patient and Public Project Board (g: patients and the public/meetings/papers/relevant papers/update on strategy.doc). It will be amended in the light of comments received and a draft strategy will be going out to formal consultation in March. There will be six national events and a core CHI team will be put together to help plan, run and report back.
- **Stakeholder work** – A paper on stakeholder work in primary care augments work done during redesign. The first wave ('pilots') of PCTs will borrow on a new approach that will, in the first instance, be more systematic about getting the perspectives of community and voluntary organisations. Later, the new approach to stakeholder work with individual members of the public will require changes to the way in which the stakeholder line operates.
- **Patient and Public Involvement assessment** – A new tool was developed for redesign to assess an organisation's capacity to involve patients and the public. This has now been integrated with the revised trust questionnaire and will link better with the revised review codes and help analysis and report writing.
- **The New Office** – As part of planning the new Office, there will be a consultation process to find out what performance information patients, the public, community and voluntary organisations and NHS people want, and how they want it presented. This will help inform the work of working party looking at how the new Office will produce and disseminate performance information.
- **New involvement structures in the NHS** – We are in discussion with the DoH about how CHI will share data and link with the new national Commission for Patient and Public Involvement and the local Patient Forums. With regard to the latter, there is a need to identify and avoid potential overlaps in functions, particularly with regard to 'assessing ward environment'. Things should get a bit clearer in February when we meet again with the DoH. We are also in discussion with a range of national organisations (e.g. NHS Information Authority, NICE, Modernisation Agency) to find ways of sharing good practice in involvement
- **Internal Working Group on Patients and the Public** – This is having its next meeting on Monday the 7th Jan and will focus on 'how we contact and respond to individual members of the public' or 'customer care'). The next meeting in February will focus on 'social inclusion' or what has until recently been referred to as 'working with marginalized and vulnerable groups'). Your directorate should have a participant at this group who should be feeding back to you what goes on.
- **Art project** – the 'competition' for art at CHI is about to be judged! Watch this space.

David Gilbert, Jan 5th 2002

