

Citizens' Senate meeting no 26

18th August 2020

Presenter: Trevor Fernandes

Moderator:



Agenda



- ❖ Housekeeping 5mins
- ❖ Introduction to Eastern's Mental Health portfolio & PPI (Nick Clarke, Principal Advisor, Eastern AHSN) 20mins
- ❖ How are you coping with the pandemic? 20mins
 - How has COVID impacted you?
 - One thing COVID has taught you?
 - Anything positive?
- ❖ Convenience BREAK 5mins
- ❖ Impact of COVID on Patient & Public Involvement (PPI) 20mins
- ❖ Sharing your experience 20mins



How are you coping with the pandemic?

3 mins each

- How has COVID impacted you?
- One thing COVID has thought you?
 - Anything positive?



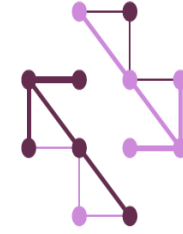
The case for change!



NHS Reset is about dealing with COVID, whilst maintaining quality of care

- This means finding new ways of doing things
 - PPI should be central to the change

‘Patient Engagement must not be a causality of COVID’



Creating a citizens' panel



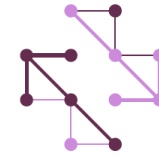


What is a citizens' panel?

- ❖ A virtual body of local residents who helps to identify local priorities and to consult service users and non-users
- ❖ Demographically representative of the local population
- ❖ Opportunity to hear wide range of voices reflecting local opinion
- ❖ Ensures public involvement in developing plans and services

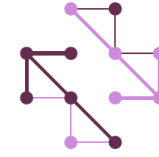


Virtual views



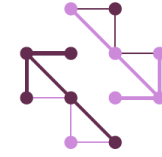
How does it work?

- External agency carries out recruitment
- This recruitment can be face-to-face or by telephone
- People agreeing to take part share contact details and fill in a questionnaire
- The recruitment agency ensures they recruit correct quotas according to our population profile
- Once established our panel, which we call “Virtual Voices” are sent surveys every six to eight weeks
- The responses are analysed and feedback reports created
- Some people may be asked to participate in focus groups to clarify survey responses



Benefits

- Meets the NHS Constitution's commitment to involve people in planning healthcare on a larger scale
- Ensuring the services being planned reflect the needs of a wide section of local people
- Compliments existing engagement and participation channels
- Makes sure minority groups or those who struggle to access services have a voice



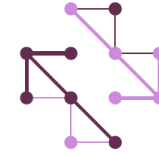
PPI Concerns about Virtual Panels

Existing SUAG - Chairs of PPGs, HealthWatch, Health & Wellbeing, District Councils, CVS, including Community Champions on CCG reference groups

- Difficult to collaborate
- One-way communications
- No real time discussion
- Survey responses are opaque
- Difficult to garner public support
- Disbanding established patient groups risks trust and goodwill
- Autocratic approach will alienate the public
- Unproven method of reaching under represented /BAME groups



A Call to Action!



- Will require oversight by scrutinizing and challenging where appropriate, but....
- We should support the initiative and be part of the solution, not the problem
- Give it a try - if it works effectively, then no problem
- Ask for transparency in membership and check if demographically representative
- Patient & public should be involved in reviewing outputs and survey responses, to avoid selective analysis

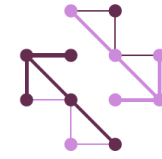
Will require a huge effort on our part, which may not be possible for everyone



Register of opportunities



Date	Event / Report
6/5/20	NHS Responders for volunteer programme
6/5/20	Health Foundation developing new online resource user testing
8/5/20	Join NHS Helpforce – a plan to recognize the volunteering effort
22/5/20	Webinar discussion relating to engagement in research during COVID
29/6/20	Survey from Piers Ricketts, CEO, Eastern AHSN
30/6/20	Health Foundation report on perspectives of the COVID pandemic
1/7/20	Webinar about NHS Reset - collaboration between AHSNs, Health Foundation and NHS Confederation
17/7/20	System Transformation Webinar
23/7/20	Eastern AHSN annual Impact Review
24/7/20	National Voices appeal for sharing your stories and experience during COVID
24/7/20	The Doctor will Zoom you now - pros/cons of virtual patient consultations
22/7/20	King's Fund training on NHS Health & Care Explained
5/8/20	ICS Health & Wellbeing opportunity to participate in prevention of type 2 diabetes



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Close