

About the EoE Citizens' Senate

A new body for public participation will link the voices of patients, carers, families and everyone concerned with healthcare in the East of England.



- ❖ A source for informed patient involvement.
- ❖ Provides regional healthcare structures with insight, experience and views about service from a patient & carer perspective
- ❖ Considers issues of strategic importance raised by service users
- ❖ Supports its members to work in partnership with healthcare organisations

- ❖ The Citizens' Senate was formed in August 2013 by NHS Clinical Networks
- ❖ The Regional Networks were devolved in 2016
- ❖ EAHSN sponsored the Citizens' Senate as an independent organisation
- ❖ The Citizens' Senate continues it's role as a hub for patient & carer voice

March 2017 Symposium Report

‘Empowering patients to advance the medication safety and medicines optimisation agenda was highly emphasised, as it appears their value has been considerably under recognised and thus, a lost opportunity’

Our role in Medication Safety

The majority of concerns fell in two categories

- 1. Relationship / Concordance** (patient / carer relationship with health professionals)
- 2. Medication Reviews**

Health & Social Care Act 2012 (CH.7, Pt 5)

The conditions place a 'duty' to provide a 'Greater Voice for patients'

The Act strengthens the collective voice of patients and must be reflected in all levels of the system

It is important to provide a strong forum where the views and experiences of patients, carers and the public can influence the commissioning process and improve the quality of health and social care services.

13Q duty is aimed at ensuring that NHS England acts fairly in making plans, proposals and decisions in relation to the health services it commissions

We now have the opportunity to make a difference

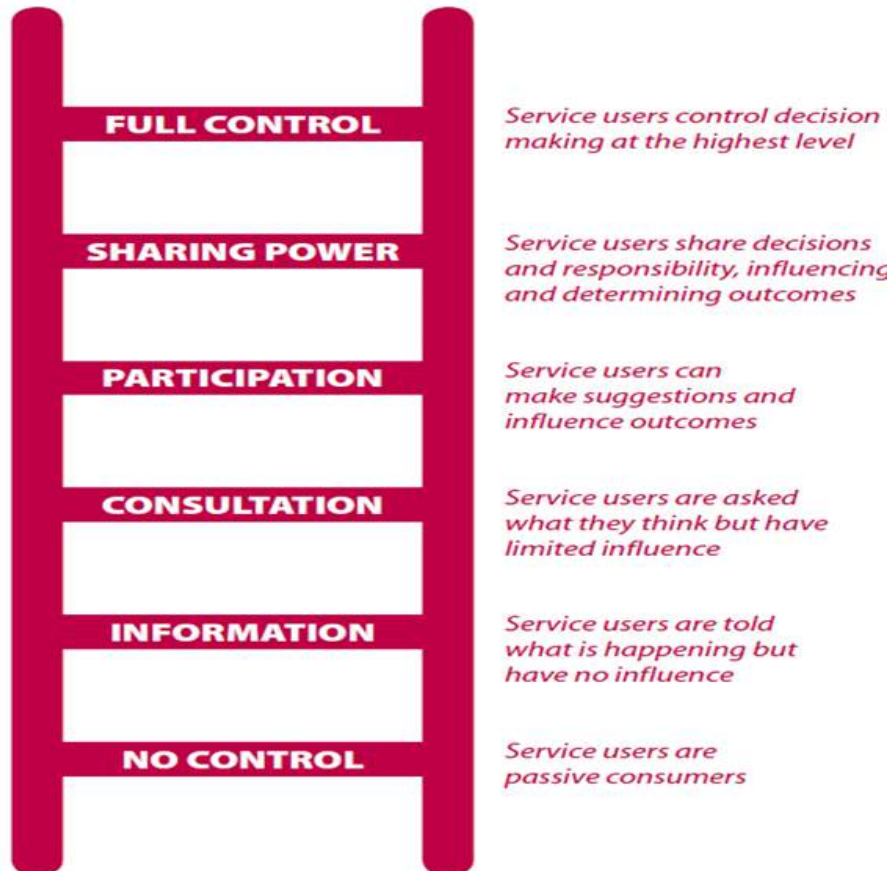
We must play an active role

The Patient Leader - we describe patient leaders as people who combine commitment, knowledge and experience, with their perspective as a patient or carer

What is meaningful Involvement

- Different levels of engagement
- Top two levels - Ladder of Participation

The ladder of participation



Source: Adapted from Arnstein's A Ladder of Participation, Hart & Groundswell

Rather than a ladder or hierarchy it can be useful to see engagement as being on a spectrum where different kinds of involvement will be appropriate for different areas of work, or different stages of the same project

- ❖ Informed & meaningful patient & carer involvement
- ❖ Service user's perspective on service & proposed redesign of services
- ❖ Provides healthcare structures with insight & lived experience
- ❖ A hub for patient & carer voice
- ❖ Considers issues of strategic importance raised by patients, carers and public
- ❖ Promotes partnership with healthcare structures & organisations across the region
- ❖ Adopts the Coalition for Collaborative Care Co-production Model

About the EoE Citizens' Senate

Patients creating change

- Project leadership
- Experienced patient leaders in co-production
- Experts in applying patient insight to challenge & motivate change

Strategic Council

- Provide a wider patient perspective in the East
- Respond to regional & national public consultations
- Co-produce policy with multi-agency health structures

Translation of complex information

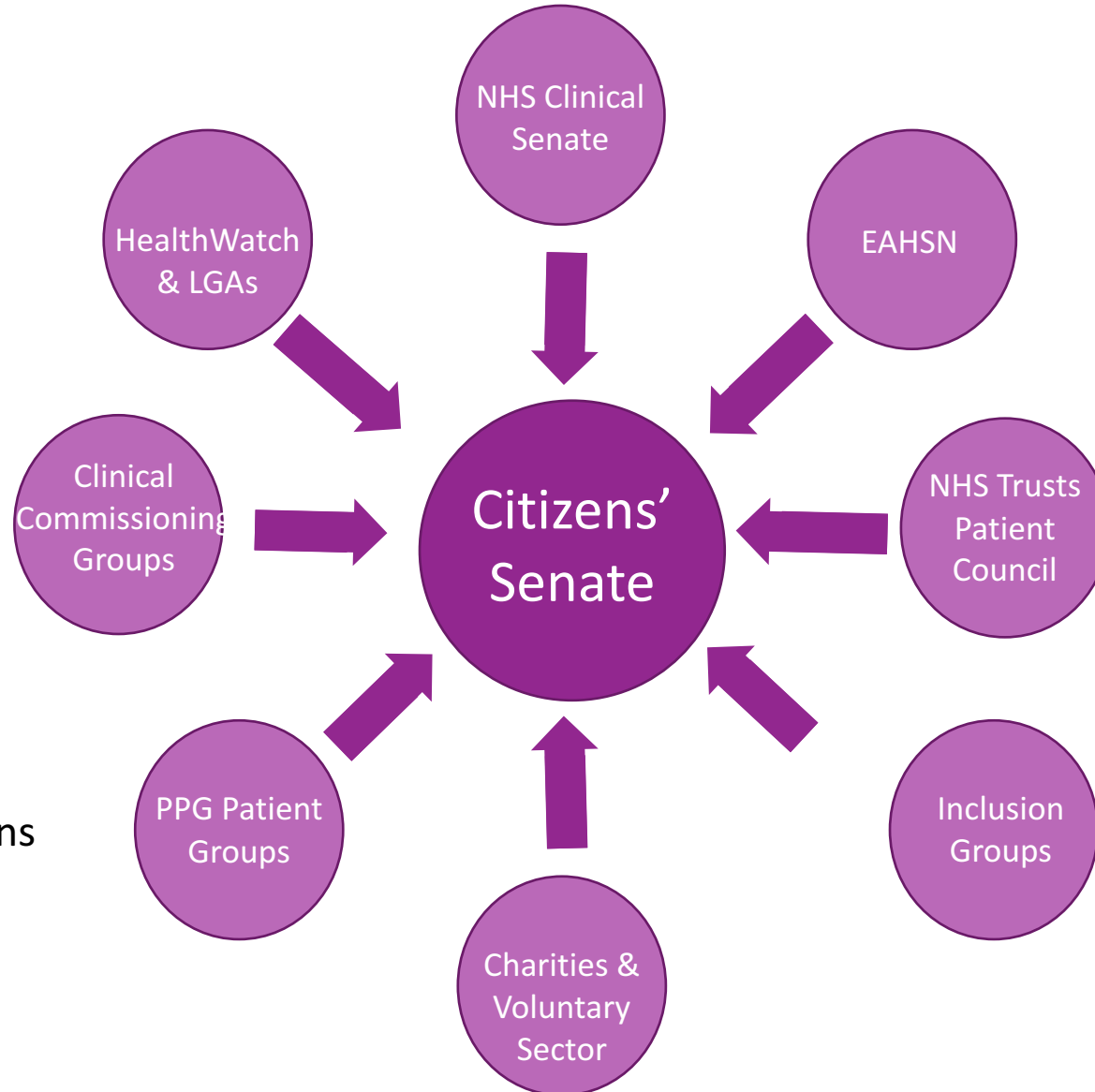
- Review reports & documents to ensure patient / carer interests are upheld
- Evaluate data & evidence to support patient & carer needs
- Knowledge of local & national policy regarding the health economy
- Understand the principles of transformation in healthcare

Board representation

- NHS Clinical Senate
- Academic Health Science Networks
- NHS Cancer Alliance Board
- NHS Clinical Reference Groups
- Health Watch
- CQC

Network & Influence

About the EoE Citizens' Senate



Members are lay representatives in a number of organisations

The Citizens' Senate have well developed relationships with many organisations and Stakeholders

Achievements

- ❖ Review reports and endorsed initiatives that deliver improved outcomes for patients
- ❖ The CS has endorsed & promoted new innovation following extensive analysis of evidence and benefits to patient outcomes
- ❖ Support and challenge in equal measure, the implementation of regional programmes that affect service change. e.g Home First / D2A
- ❖ Involvement in STP Service User Groups. Ensuring planned benefits are realised
- ❖ Involvement in CCGs, ensuring commissioners are held to account

In summary:

- ❖ Acts as a hub for the regional patient/carer voice both to the Clinical Networks and Clinical Senate and any allied bodies such as Clinical Commissioning Groups and Academic Health Science Networks.
- ❖ Considers issues of strategic importance raised by patients, carers and service users. These are raised from within the network of constituent patient groups, from intelligence gathered through insight data or patient experience surveys, or from any of the statutory bodies.
- ❖ Supports its members as Experts by Experience to work in partnership with healthcare organisations across the region, encouraging the adoption of the Coalition for Collaborative Care Co-production Model.
- ❖ Extend the public voice to harness the power of our communities to create a social movement for change and to promote the benefits of health education, self-management and wellbeing.

Items for 19/10/17

- ❖ Welcome to new members.

- ❖ Completed CS Governance
 - Recruitment ✓
 - Information Pack ✓
 - Terms of Reference ✓
 - About the Citizens' Senate ✓
 - Design / logo ✓
 - CS website portal
 - Safeguarding courses

- ❖ Citizens' Senate training - now in progress ✓

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