

Citizens' Senate Website

Tom Veal - Director Essiem Ltd



Name

Expertise Category (at least 1)

Region (at least 1)

Main role (max 20 words)

Profile (max 100 words)

List of organisations you are involved with (max 6)

Profile photo

About The Citizens' Senate

NHS England & the Eastern Academic Health Science Networks (EASHN) believe passionately that every level of its work should be informed by insightful methods of listening to those who use and care about services. Their views will inform service development and oversight. Public and patient voice will be embedded into processes in a range of ways, including insight and feedback to help shape services, to inform governance frameworks and as active partners in assurance processes. The Citizens' Senate is the hub for this patient and public voice across the NHS and other statutory organisations in the East of England.

[Read more about us](#)

How The Citizens' Senate could work with you

Nulum sagittis, Praem magna. Sed lobis. In turpis, Vestibulum ultramcorper mounts at Iguris.

Prossent nec nial a purus blandit viverra. Etiam sollicitudin, ipsum eu pulvinar curam. Sella lora in lobis, sapien quis interdum. Curabitur in ornate eros. Alquam lorem ornate, dapibus in, vivend quis. Feugiat, at, feugit. Prossent et sem eget eros egetis volutpat. Cras ultrices mi eu turpis hendrerit feugit.

[Find out more](#)

- Provide project leadership
- Experiences patient leaders in co-production and partnership working
- Experts in applying patient insights in order to challenge the NHS and motivate change
- Knowledge of local and national policy regarding the health economy
- Turn local information into intelligence
- Understand the principals of transformation participation in healthcare
- Established relationships with voluntary organisations, Clinical Commissioning Groups (CCGs), local government
- Share and disseminate best practice
- Development of patient stories
- Ability to influence without authority Visionary and strategic.

Patients creating change

Strategic council

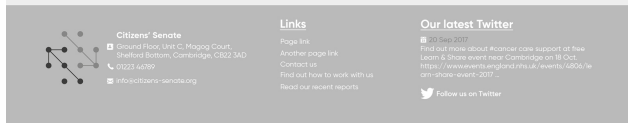
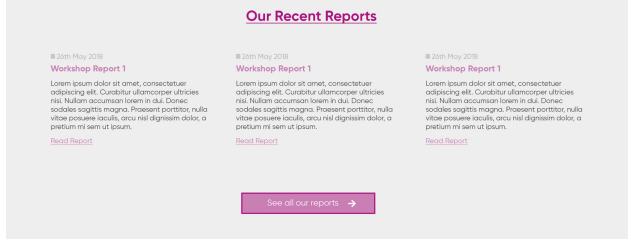
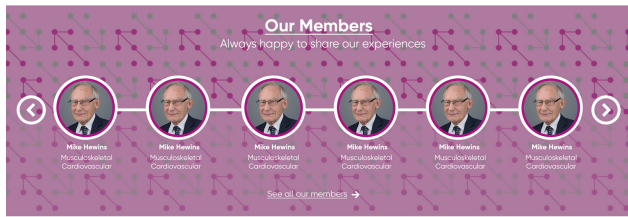
- Provide a wider patient point of view (cover the whole of the Eastern Region – health and social care)
- Respond to NHS national and regional consultations
- Provide project advice
- Provide patient experience

Board representation

- NHS Clinical Senate
- NHS Clinical Networks
- NHS Academic Health Science Networks
- NHS Cancer Alliance Board

Translation of complex information

Network and Influence



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East of England
Citizens' Senate

1	Citizens' Senate profile info					
2	Fiona Carey					
3	Steve Cousins					
4	Lindsey Cook	✓				
5	Julie Draper	✓				
6	Jeremy Dearling	✓				
7	Rodney Earp					
8	Trevor Fernandes	✓				
9	Mark Ganderton					
10	Tony Godden	✓				
11	David Huxter	✓				
12	Esther Harris					
13	Mike Hewins	✓				
14	Norma Huxter	✓				
15	Kevin James					
16	Ann Nutt					
17	Mary Newton	✓				
18	Paul Osman	✓				
19	Ann Russell					
20	Sarah Rai	✓				
21	Caroline Smith					

s cause appalling harm and deaths, says



ent
2018



Health Secretary Jeremy Hunt discusses deaths caused by drug errors

Drug errors in England cause appalling levels of harm and deaths, Health Secretary Jeremy Hunt says, as data suggests mistakes are being made.

GPs, pharmacists, hospitals and care homes may be making 237 million errors a year - the equivalent of one mistake made for every five drugs handed out.

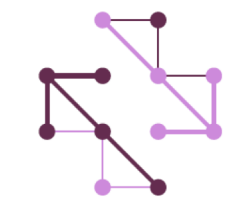
The study said most caused no problems, but in more than a quarter of cases the mistakes have caused harm.

Drug errors could be a factor in thousands of deaths a year.

Training peer supporters

Rapid review of feasibility and impact

East of England
Citizens' Senate



What we've learned about peer support

Insights from the Q Lab



Peer Support framework to promote medication safety

Led by patient leaders from the EoE Citizens' Senate



**East of England
Citizens' Senate**

£30k funding opportunity from Health Foundation

Develop the idea

Gather evidence to support our thinking

Idea submitted on Q Exchange website - 9/5/2018

AIMS application made - 18/6/2018

Short listing - July 2018

Funding awards 19/9/2018

Peer Support framework to promote medication safety

Led by patient leaders from the EoE Citizens' Senate



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If we are successful.....

We will need members to get involved

- ❖ Appoint Project Manager
- ❖ Appoint project team
- ❖ Develop Communication Plan
- ❖ Agree pilot sites (PPGs)
- ❖ Develop training
- ❖ Recruit peer support workers
- ❖ Carry out pilot
- ❖ Evaluate pilot

Project title:	Patient led Peer Support to promote medication safety
Primary contact:	T Fernandes

Please refer to the **Eligibility Criteria** for further detail on what our funding can be spent on

Activity	Set-up		Implementation		Total	
	Sep-Dec 2018		Jan - May 2019			
	Q Exchange funding	Other funding (if applicable)	Q Exchange funding	Other funding (if applicable)	Q Exchange funding	Other funding (if applicable)
Dedicated time to lead and undertake the project						
<i>Project Manager (24 days @ £600/day)</i>	£14,400.00				£14,400.00	£0.00
<i>Project Manager (12 days @ £600/day)</i>			£7,200.00		£7,200.00	£0.00
<i>Peer Support Supervisor (72 hrs @ £17/hour)</i>			£1,224.00		£1,224.00	£0.00
					£0.00	£0.00
					£0.00	£0.00
Sub Total	£14,400.00	£0.00	£8,424.00	£0.00	£22,824.00	£0.00
Staff & patient involvement, as appropriate (eg reimbursement of travel costs, locum, backfill, focus groups, survey design)						
<i>Peer support workers travel expenses (12 weeks @ £80/week)</i>			£960.00		£960.00	£0.00
<i>Patient Leader travel to meetings (8 x £50 x 3)</i>	£600.00		£600.00		£1,200.00	£0.00
<i>Stakeholder expenses for travel to meetings (3 meetings + conf calls)</i>	£200.00		£200.00		£400.00	£0.00
					£0.00	£0.00
Sub Total	£800.00	£0.00	£1,760.00	£0.00	£2,560.00	£0.00
Supply of technical skills (eg statistical support, data collection, organisational development, quality improvement skills, evaluation)						
<i>Training Partners (8 person/class x 2)</i>	£2,000.00				£2,000.00	£0.00
<i>Facilities for training (room hire/refreshments)</i>	£500.00				£500.00	£0.00
<i>Evaluation Partners (2 days)</i>			£1,000.00		£1,000.00	£0.00
Sub Total	£2,500.00	£0.00	£1,000.00	£0.00	£3,500.00	£0.00
Other (eg travel)						
<i>campaign advertising & promotion</i>	£250.00				£250.00	£0.00
<i>materials roll up banners & design</i>	£340.00				£340.00	£0.00
<i>Toolkit design & printing x 2</i>	£500.00				£500.00	£0.00
					£0.00	£0.00
					£0.00	£0.00
					£0.00	£0.00
Sub Total	£1,090.00	£0.00	£0.00	£0.00	£1,090.00	£0.00
Total	£18,790.00	£0.00	£11,184.00	£0.00	£29,974.00	£0.00

Peer Support framework to promote medication safety

Led by patient leaders from the EoE Citizens' Senate



East of England
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Key milestones:

Milestone	Date	Status
Idea submitted on Q Exchange	9/5/2018	Complete
AIMS application made	18/6/2018	In progress
Funding awarded	19/9/2018	tba
Project Manager appointed	21/9/2018	tba
Peer Support workers recruited	28/9/2018	tba
Training start	15/10/2018	tba
Training evaluation completed	21/12/2018	tba
Stakeholder & partners commitment obtained	Jan 2019	tba
Pilot started	Feb 2019	tba
Pilot finished	April 2019	tba
Pilot evaluation complete	May 2019	tba