



Snowball approach to patient engagement

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Introduction

This project is to use the patient voice to shape the design of services. The theme of this work is to increase shared decision making, using patient preferences and clinical expertise.

Currently there is large programme of work looking at reducing clinical variation from the health professionals across the STP which leaves an opportunity to legitimise and validate patient preferences through increased shared decision making. Both high quality and evidenced based clinical procedures combined with patients being actively involved in their care can make a big difference to people's lives.

To get this right Patient involvement and engagement is needed right at the start of service development. Patients are experts by experience and can teach the CCG from their unique perspective. The clinical variation across the country is being addressed but the patient preferences still need to be legitimised as an important component of recovery and tool to live life well. There may also be a difference in clinical perception of what patients want and what they actually want.

Project description

This project involves three phases starting small and snowballing...

1. Involve Community Ambassadors in the design of MISSION COPD clinics, and primary care osteoarthritis interventions.
2. Hold focus group to review how to engage patients in the decision making and how to articulate the patient preferences. Continue to involve patients in service design
3. Use phase one and two to influence the STP and its use of patient engagement

Project goal

1. Use the patient voice to shape the design of services within Frimley Health and Care STP
2. To create an environment where patient preferences are heard, which will lead to improved treatments and better outcomes for all.
3. To Validate patient preferences and build this into clinical pathway.
4. Use community ambassadors as they have the perspective and experience.
5. Use the three phases of the project to influence and promote patient engagement. This will be an incremental approach starting with small practical applications.

Challenges

- Constantly changing plans and priorities
 - Historical contracts and agreements
- Lack of patient access to decision making groups (both formal and informal)
- Commissioners finding patient representation at the start of service design
 - How to represent the patient population

Next steps

- Focus group 29th January 2018 to define vision
- Working with Comms Department on STP Governance structure
- Report findings to Respiratory / MSK and Diabetes Sub-groups
 - Meeting with Senior STP Leaders
 - Achieve genuine co-production

Key findings from the Five Year Forward View

As STPs move from proposals to more concrete plans, we expect them to involve local people in what these plans are and how they will be implemented

More broadly we need to engage with communities and citizens in new ways, involving them directly in decisions about the future of health and care services...

...yet sometimes the health service has been prone to operating a 'factory' model of care and repair, with limited engagement with the wider community.

Vision

I will know this project is a success when patients start to see their ideas make a difference

Credits and contact

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