

Patient and Public Voices

Background information on the Our Healthier South East London programme

What is Our Healthier South East London?

The NHS has six clinical commissioning groups (CCGs) in south east London (Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark) whose role it is to buy and plan health services. They have been working together, for the last three years, with commissioning leads from NHS England – London, and in close partnership with local authorities, hospitals, community health services, mental health services, patients, carers and local people. This work has produced a five year strategy to improve health services across south east London under the name ‘Our Healthier South East London’.

Following the publication of the NHS Five Year Forward view, all NHS regions in England have been required to work together and with their local councils to produce a Sustainability and Transformation Plan (STP) for local services. These plans describe how local health and social care organisations will work together to produce a strategy to ensure financial and clinical sustainability, within the NHS. This covers the period from October 2016 to March 2021.

As the STP builds on much of the original Our Healthier South East London strategy, this programme has become the Sustainability and Transformation Plan for south east London.

How engagement is embedded and impacts the strategy

Our Healthier South East London has a strong focus on engagement, working together with partners, voluntary and community groups, patients and local people. Engagement is being undertaken through a number of complementary activities:

- Locally, at borough level, with patient and public key stakeholders
- Collective engagement across boroughs and/ or south east London
- Direct involvement of volunteer Patient and Public Voices in clinical and strategic workstream areas

In 2015, the programme produced two documents entitled the “Issues Paper” and “Emerging Models”, setting out why health services in south east London need to improve, and sought feedback on the six clinical areas the strategy focusses on. Our Healthier South East London, in partnership with the six CCGs in the area, actively discussed this paper with the public, local communities and stakeholders. Feedback from this early engagement phase informed the development of the strategy and the six clinical models.

You can read more about the impact of our engagement in our regularly published “You Said, We Did” reports: <http://www.ourhealthiersel.nhs.uk/Feedback>

Vacancies in our clinical and supporting workstream areas

The programme currently focusses on a number of clinical and supporting workstream areas. Each workstream area is developing a number of interventions or projects.

Each workstream area has a clinical or expert-led working group whose membership includes senior experts from south east London's health commissioners, clinicians, NHS organisations, social care services, public health services, Healthwatch and patient and public voices. Most groups already have some patient and public voice involvement, but through this recruitment process, we hope to enhance this with additional representation.

You can find more information about the groups we are looking to recruit to below:

Cancer

- **Patients will be diagnosed earlier, giving us a greater chance of saving their lives.** There will be a maximum waiting time of 62 days from the possibility of cancer being confirmed to the patient having treatment and a care plan.
- **There will be a dedicated helpline for cancer.** This will help patients, carers and GPs to the correct place and ensure relevant patient information is shared between those providing care.
- **We will help people to avoid cancer where possible.** We are putting increased focus on prevention through increased screening rates, developing training and support for GPs, nurses in GP practices and other staff working in community and primary care

Children's services

- **Children and young people and their parents will find it easier to access support in the community.** Our aim is to provide better support outside hospital, so that only very sick children have to go to hospital.
- **Children with learning disabilities and autism will be more able to live independent lives.** Support for these children will be better coordinated, so they can grow to live independently where possible.
- **95% of children and young people with urgent mental health issues will receive treatment within a week by 2020/21.** For routine cases, children will be seen within four weeks of referral by 2020/21.

Community-based care

- **Patients will see big improvements in primary care and access to GPs.** We are investing an additional £7.5 m per annum to provide the people of SE London with access to many hundreds of thousands of additional GP appointments both in the evenings and at weekends. In Southwark alone, approximately 80,000 bookable appointments are already available at

evenings and weekends. All boroughs will offer 8am to 8pm care (by 17/18), seven days a week (by 18/19);

- **The way we care for patients is changing.** By April 2017, multi-disciplinary teams including GPs, nurses, pharmacists and social care professionals will be working together in each part of south east London to support our most vulnerable patients.
- **People will access appointments and prescriptions online at all our practices.** By early 2018, all patients at all our GP surgeries will be able to book appointments by telephone or online and will be able to access their medical records and renew prescriptions online.
- **We will help people to find their way around the system better.** ‘Care navigator’ roles will support patients so that they can easily find their way to the right service and access the clinicians they need to talk to – meaning they won’t keep having to provide the same information to different professionals.

Information Management and Technology

- Developing the Local Digital Roadmap (LDR), a joint strategy for the delivery and implementation of digital technology to enable the delivery of the Sustainability and Transformation Plan (STP).
- Show how South East London will identify and implement technology that will support the delivery of Community Based Care through the Local Care Networks, how technology will be used across primary, secondary, mental health, community care and social care; as well as how we intend to share information through integrated care records to make relevant and accurate information available at the point of care.

Maternity

- **Women can expect a safer, more personalised and positive experience of pregnancy.** This includes including better continuity of midwife-led care, earlier risk assessment, better wellness advice, more midwife-led birthing units home births.
- **Each mum-to-be will have a named midwife responsible for her care by week 10 of her pregnancy by 2020/21.**
- **Women on labour wards will have better access to consultants.** Consultants will be present from 8am-7.30pm every day by 2018/19.

Mental health

- **People who need mental health services will access them quicker.** We are increasing investment in mental health, so that over half of people who experience a psychotic episode for the first time start treatment within two weeks

- **Children and young people will find it easier to access mental health services.** At least 30% of children should be able to access support quicker by 2019.
- **People in mental health crisis will be better supported at A&E.** Dedicated support will be put in place to try to prevent people going into mental health crisis – and dedicated support will be available if they do.

Urgent and emergency care

- **Patients will be seen quicker at A&E.** We are improving the admissions process so each patient is seen quicker and by the right clinician in every A&E by 2018/19.
- **People will have one out of hours numbers to call – 111.** The single number will cover services across south east London and will be able to advise patients on the best place to go for their needs.

Vacancies on our strategic groups

The programme has a transparent governance structure, with all key decision making groups having patient and public voice input. We have vacancies on some of our strategic groups.

How can I get involved?

We are inviting people who live or work in south east London to apply to join our patient and public voices who are at the centre of shaping and informing this clinically-driven strategy for local health services.

We have places available on several working groups seeking to make improvements in the following areas;

1. Cancer
2. Children and Young People
3. Community Based Care
4. Information Management and Technology
5. Maternity
6. Mental Health
7. Planned care (treatment that are planned in advance, for example hip replacements)
8. Urgent and emergency care (e.g. A&E)
9. Strategic groups

These groups meet regularly (usually monthly or bi-monthly for between two and three hours) at central London venues and currently during daytime working hours. This is constantly under review. You will also need time to read materials in advance of meetings. Whilst most correspondence is via email, the programme will make information available via post and via telecall, taking into account peoples individual preferences.

Patient and public voices (PPVs) will also be invited to be members of our Patient and Public Advisory Group (PPAG) which is a collective forum to share learning from the various groups they attend, provide peer support be briefed on wider programme progress.

Our Healthier South East London already has over 20 patient and public voices involved directly in the clinical, supporting and strategic work stream areas.

Patient and public voices recruitment and support

We are particularly keen to hear from people who can bring the perspective from south east London's communities whose voices are seldom heard in healthcare planning, and people who can contribute our strong commitment to equalities and diversity.

A panel will assess candidate's applications to determine who they believe best meet the criteria for the role; if successful you will then be contacted for an informal interview. The panel will rely only on the information you provide in your application form to assess whether you have the skills and experience required. Please ensure that you provide evidence to support how you meet all of the requirements in the role description and person specification.

If invited for an informal interview, you will be asked about your skills and experience and asked specific questions to assess whether you meet the criteria set out for the role.

If you are successful you will be contacted, and induction meetings arranged. If you are unsuccessful, you will also be contacted.

Our responsibilities

Our Healthier South East London will:

- Provide new Patient and Public Voices with a thorough induction and briefing on the programme and specific working group area
- Ensure Patient and Public Voices are aware of upcoming working group and PPAG meeting dates
- Circulate in advance (when possible) relevant meeting materials and paperwork either via email or post (at request)
- Provide a central point of contact for Patient and Public Voices through the Patient and Public Voice Project Manager for any queries, questions or feedback
- Provide reimbursement of travel costs for Patient and Public Voices attending Our Healthier South East London meetings

Responsibilities of Patient and Public Voices:

It is hoped that Patient and Public Voices will:

- Endeavour to attend at least 75% of meetings and prepare before meetings

- Let the Patient and Public Voice Project Manager know, in a timely way, if unable to attend meetings or if there are any issues affecting your participation so that these can be resolved
- Actively contribute to your clinical or strategic workstream area and at PPAG meetings
- Provide feedback to the Patient and Public Advisory Group about the meetings you have attended, so that learning is shared