

Presentation to the wider groups within the NE London Sector

Feedback had been received from Lindsey at 4P's regarding the next steps in facilitating patient involvement. The points are:

- Keep it simple
- Have a key message – is it about Living Well, or Patient Friendly Criteria
- Start strong, i.e. get people involved from the start. This may provide a fresh element to an otherwise dull meeting
- Have no more than three strong aims for the delegates to work on
- Use the model that Hon Tan drew on the flipchart to show how it all fits together and how what they work on and develop can be taken out to the pan London picture, (this model will be added to the site).
- Take away – as well as 'things to remember' provide a simple handout for the group to take away. This is so even if they do not engage on the day they will have something to remind them.
- Follow-up sessions – take real issues that affect teams and work them into the follow up sessions so they have real outcomes and move it on. Joint decision-making.
- Remind the group that they are diverse staff and patients/service users. Make it real using language they will understand and relate to
- Any work we prepare, 4p's can look at and feedback on. They will then package it in the usual style.

The group is developing a generic presentation that will be adapted by each unit for presentation to their teams.

The aims of the presentation are:

- To publicise the work of the pilot project and introduce the planned work of the steering group
- To stimulate thinking about patient/public engagement
- To make recommendations about future work

Discussion with the group identified a priority for the presentation to prompt open and honest discussion about the issues involved.

Recommendations to be made will be:

- Each area/clinical team across the sector will have a key link person for patient/public engagement
- Plans/systems for increasing and promoting patient and public engagement are incorporated into the annual plan/objectives of each unit.

A presentation is being prepared and when ready it will be forwarded on to 4Ps for feedback.