

Preparing Professionals for Partnership with the Public

A development programme for
people delivering health care



Public Involvement must be

- Integral to every part of the NHS
- Genuine and not tokenistic
- Engaged and listening

*DoH, 'Patient and Public Involvement in the new NHS',
24 September 1999*

4Ps

‘The relationship between service and patient is too hierarchical and paternalistic’

“The patient’s voice does not sufficiently influence the provision of services”

The NHS Plan, July 2000

4Ps

THERE IS NO PRESCRIPTION!

There is no right or one way to involve people but there are wrong ways



Involvement Continuum

Service user's relationship with clinician

Service user's relationship with practice or department

NHS Trust involvement with community



Our aim is to...

- Recognise what you do now
- Add value to it
- Enthuse you to do more
- Acknowledge that not everybody will want to be in the same place



Questions you will address

- Where are you now?
- Where can you add value?
- Where on the continuum do you want your workplace to be?



Decision Making

Paternalism

Shared

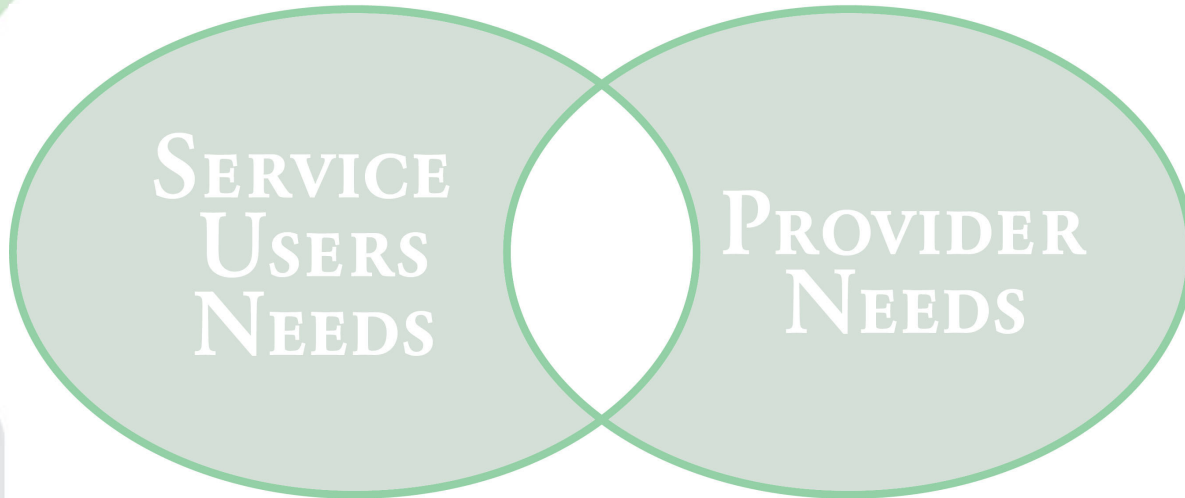
Consumerism

Clinician

*Clinician &
Service user*

Service user





4Ps

In tune with the times

Engagement	<i>2004</i>
Modernising relationships	<i>New millenium</i>
Involvement	<i>Late 1990s</i>
Partnership	<i>mid 1990s</i>
Consumer / customer	<i>1980s</i>
Participation	<i>1970s</i>
Planning	<i>1960s</i>
Public Service	<i>1948</i>

Language



What language do we feel comfortable with when describing the users of our services?

What language do we use to describe ourselves when we use services?

What words are we comfortable with when discussing involvement of users?

4Ps

Patients

Ladies

Dirtyes

Users

Carers

Clients

Citizens

Recipients

Public

Community

Patient groups

Involvement

Partnership

Consumerism

Empowerment

What does expert mean to me?



Why Involve?

- Accountability
- Transparency
- Improve services
- Improve sensitivity to users' needs
- Make life easier for care providers
- NHS Plan
- Health & Social Care Act

Who shapes the partnership?



Who Shapes the Partnership?

- Politics / policy
- Professionals
- Managers
- Community / users
- Private / commercial sector
- Media



What small things have made a difference to you?



Small things can make a big difference

Stay with what's in
your
control and influence



What are you going to do differently tomorrow as a result of these three hours exploration of involvement?



A framework for involvement – Patient Friendly working



Developing involvement capacity

Our framework

Working in Mental Health services

