

listening to patients, speaking up for change

Libraries and Health information

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What is the Patients Association?

- Long established independent charity
- The only major non-disease specific patient orientated campaigning group
- Campaigning on patients and carers issues raised at our national Helpline (0845 6084455)
- Work locally with Trusts and CCGs on projects to impact upon patient experience
- Use of patient stories, feedback and reports





"listening to patients, speaking up for change"



How the Patients Association listens to patients, helps find solutions and speaks up for change CARE tients Campaign Association We are a national independent non-disease specific listening to patients, High media health and social care campaigning charity that also speaking up for change Feed back to profile works locally to improve experience of care NHS CQC **Policy &** Constituion Campaigns Annual Patient Stories Helpline Government Monitoring Regular and DH trends reports and forums publications Support, advice and casework for Improving Supporting staff patients & quality and to deliver their families accessibility compassionate of information care Patient and At a national policy level, the Carer surveys on Patients Association has Working with NHS Trusts and other facilities and Raising strong relationships services organisations across the country, we are awareness of Department of Health, CQC carers issues able to speak up for change and help Working with NHS Trusts, and other national influence service improvement for the **CCGs and other care providers** organizations. Informed by benefit of patients, carers, members of our Helpline, we campaign on the public and staff. Our independence Supporting a range of issues that affect patient and is very important in this. patients and carers. public Improving involvement complaints Improving handlings the patient Supporting and carer coexperience production in hospitals

Key aspects of our work

Information

Patients' rights and responsibilities

NHS Constitution

Patient Experience

Independent

Association listening to patients,

speaking up for change

Gathering patient feedback independently

Improving complaints processes

Learning from

Standards

•Complainants survey & benchmarking •Peer review

Patient

Involvement

Shared decision making at all levels

Individual to strategic

Move to Co-production

Relationship of equals





SW projects - key themes

- Information for patients and carers
- Information and education for staff
- Creating a welcoming environment
- Choice, involvement and shared decision making
- Personalised Care
- Role of Volunteers
- Changing the attitudes, practice and routine of staff



Ambassador Role

- Eyes & ears for Patients Association on local issues
- Providing information and raising awareness
- Supporting local projects
- Many different tasks
- Patients Association representative at local patient groups
- Liaison with local Trusts and CCGs







- Hearing the unheard is one of the biggest challenges in health and social care
- Conventional techniques are not enough
- The Patients Association recognises the potential of using a range of different methods to reach unheard groups of people
- Reaching all types of patients- not just patients
- Go to people don't expect come to us
- Libraries and pubs potential to reach people
- Other ideas..



Community Voices

- Patients and carers stories
- Influence commissioning
- Identify what people need to lead healthier lives
- Built in use of arts
- Produced set of film and audio clips
- Other ways.....
- Role of libraries

Libraries and Health information

- NHS Constitution rights and responsibilities
- Expert Patient/Shared decision making
- Patients fully engaged with treatment /care
- Doctors must give information to patients in language and terms that they can understand."
- Facilitating access to information and education for those unable to take up the opportunity I
- All ages different formats

"Nothing about me without me!"

North Somerset project

- Mapping what is happening
- Making connections Council, Age UK, CCG, GPS
- GP makeover Locking Rd
- Film involving young people
- Links with libraries community and hospital
- Wider connections –Wales

Benefits of arts for health

- Arts and Primary Care real benefits
 - Surgeries more welcoming
 - Communicate keys messages
- Involving People
 - Boosts confidence and self esteem
 - Less stress
- Bringing communities together
- Helps professionals



Workshop discussion

- What do you think of these ideas?
- What is happening in your area?
- Is there the potential to develop this ?
- Other ideas to improve information for patients ?



Thank you

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