

PUTTING PATIENTS IN CONTROL – MIDLANDS AND EAST OF ENGLAND

Excellence in patient-centred commissioning

Welcome to the third newsletter for 'Putting Patients in Control' (PIC) – a programme sponsored by NHS England to help CCGs and Area Teams develop commissioning which empowers **patients and carers** to manage their own health and care.

The programme runs until March 2015 and it has been sponsored by NHS England to support CCGs and Area Teams implement [Transforming Participation in Health and Care](#).

Please read on for a short update on emerging findings, resources available through the programme and information on how to get involved!

1. A personal message from George Rook – Chair of our Advisory Group

My name is George and I retired from paid work in my early 60s. In recent years I have volunteered with several patient involvement groups and LINK/Healthwatch. I am also Chair of the Shropshire Dementia Action Alliance.

I have lived with several long term conditions for many years, and know how difficult it is to live well and manage my health. That's why I got involved with this programme – to change the way health services are provided making sure patients have access to the support they choose and need, when they need it. Access to coaching support and clinical advice when I wanted it would have made a huge difference to my life – fewer visits to my GP – fewer emergency admissions.

The financial savings are also huge - 7% reduction in commissioning budgets - £4.4 billion saving across England (NESTA).

Please take part in Patients in Control. Enable patients to take control of their health - and everyone wins.

2. Leadership workshops

Bookings are still being taken to deliver leadership workshops for your governing body and management teams.

We have received over 20 expressions of interest in this leadership development opportunity to date so places are going quickly! These workshops will equip CCGs, Area Teams and their health partners with the 'know-how', tools and learning required to develop capability in patient-centred commissioning - tailored to local need.

3. Exemplar Projects Fund - successful applications

Following evaluation by a panel of patient leads the following projects have been awarded funding from the programme's Exemplar Projects fund:

Erewash CCG and Ripplez CIC	Commissioning healthcare and support using insights gained from vulnerable teenage mums and co-design.
Corby CCG	Commissioning self-care interventions based on feedback from patient activation questionnaires completed by patients and the seldom heard.
Self Help Nottingham	Self-care signposting and referral hub co-designed with patients and community groups integrated with long term conditions pathways.
Ipswich and Suffolk CCG West Suffolk CCG	Commissioning personal health budgets using insights gained from support plans co-designed by patients and independent support planners.

We will be sharing learning from these exciting projects in future newsletters as they are developed. Please make contact if you would like further information.

4. What patients and carers say they need from their health service

Our survey report of what patients and carers say they need to manage their conditions more successfully is now attached to inform your commissioning. 11 key priorities emerged including: easily accessible information; personalised care plans; emotional support; education and training.

5. Early Adopter sites – update

Work is underway across the region with a range of patients, carers and voluntary sector partners such as Midlands Heart Housing Association, Worcester Community Development Trust and Age UK Essex to understand what really matters to patients about their self-management support.

We are gathering rich powerful insights - patients and carers are telling us that easy access to specialist advice, opportunities for social interaction and emotional support are vital in helping them make good decisions about how and when to access GP services. The next stage is acting on this insight - working with the same patients and carers as co-design partners modelling how to better support their self-care.

6. Keeping in touch

As ever, we welcome your feedback on what we are doing and how we can support your CCG / Area Team through the programme.

Best wishes,

Jaishree.

This programme is being delivered by South East CSU.

Jaishree Dholakia

Communications and Engagement Manager – Patients in Control programme

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From: Dholakia Jaishree (NHS SOUTH LONDON COMMISSIONING SUPPORT UNIT)

Sent: 20 August 2014 17:46

To:

Dear colleagues,

I hope this email finds you well....

Please find our CCG / Area Team self-assessment report now attached with:

Key findings: at pages 1-2

Table of good practice: at pages 50 – 60

Our heartfelt thanks to all those who responded to this survey to share their learning, experiences and expertise.

bw

Jaishree.

Jaishree Dholakia

Communications and Engagement Manager – Patients in Control Programme

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Supporting excellence in commissioning to
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From: Dholakia Jaishree (NHS SOUTH LONDON COMMISSIONING SUPPORT UNIT)

Sent: 13 August 2014 12:19

To:

PUTTING PATIENTS IN CONTROL – MIDLANDS AND EAST OF ENGLAND

Excellence in patient-centred commissioning

Welcome to the second newsletter for ‘Putting Patients in Control’ (PIC) – a programme sponsored by NHS England to help CCGs and Area Teams develop commissioning based on the perspectives of patients as active partners in managing their own health and care.

The programme runs until March 2015 and has been sponsored by NHS England to support CCGs and Area Teams implement [Transforming Participation in Health and Care.](#)

Please read on for a short update on emerging findings, resources available through the programme and how to get involved!

1. Patients in partnership – what matters to patients and carers

Over the past couple of months we have been actively trying to build on what is already known about what is important to patients and carers in managing their conditions more successfully. An online survey ran across the Midlands and East to find out the main priorities for patients and carers and the report of the findings will be available shortly!

2. Early Adopters – unlocking the benefits of self-management

We are also supporting 8 CCGs and 4 Regional Voices sites seeking to harness the power of user-led commissioning, and empower patients and carers. Inner city areas, rural areas and patients of all ages with a range of long term conditions including asthma, diabetes and mental health are taking part. This work will provide valuable learning about the impact of self-management on patient experience, health outcomes and health economy sustainability.

3. CCGs and Area Teams – defining the agenda for change

Many thanks to everyone who completed the self-assessment survey. A full report detailing good practice in patient-centred commissioning plus clinician and patient feedback on the strategic, operational and commissioning challenges to implementing this agenda will also be distributed very shortly.

The key challenges include leadership, capacity issues, hearing everybody’s views, need for evidence base and focus on medical model of intervention.

The key support needs include clinician and patient education, levers for use with providers and clinicians to embed patient-centred service provision, a better understanding of the PiC agenda, sharing good practice and tools to measure the take up and impact of PiC.

4. New website coming shortly!

From September, toolkits, case-studies, patient insights, learning aids and other resources to help embed patient-centred commissioning will be made available on our new website – please see the ‘Resource Bank’ attached for a quick guide.

5. 'The Connected Commissioner'

We are also offering 35 dynamic leadership development workshops to equip governing bodies, Area Teams and other health partners with the 'know-how', tools and learning required to develop capability in patient-centred commissioning - tailored to local need. Patient and carer voice will be an integral part of these workshops to provide first hand insight into why the empowered patient matters.

Please see the flyer attached for further details and book your workshop now!

6. Exemplar Projects fund

Finally, a limited fund is available to spread and develop innovation and good practice in patient-centred commissioning through this programme. CCGs, Area Teams and other organisations are encouraged to apply now! Please find an application form and guidance note attached – all applications should be received by no later than **7th September**.

7. Keeping in touch

As ever, we welcome your feedback on what we are doing and how we can support your CCG / Area Team through the programme.

Best wishes,

Jaishree.

This programme is being delivered in partnership between South London CSU and Kent and Medway CSU.

Jaishree Dholakia

Communications and Engagement Manager – Patients in Control Programme

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