

COMMISSION FOR PATIENT AND PUBLIC INVOLVEMENT IN HEALTH

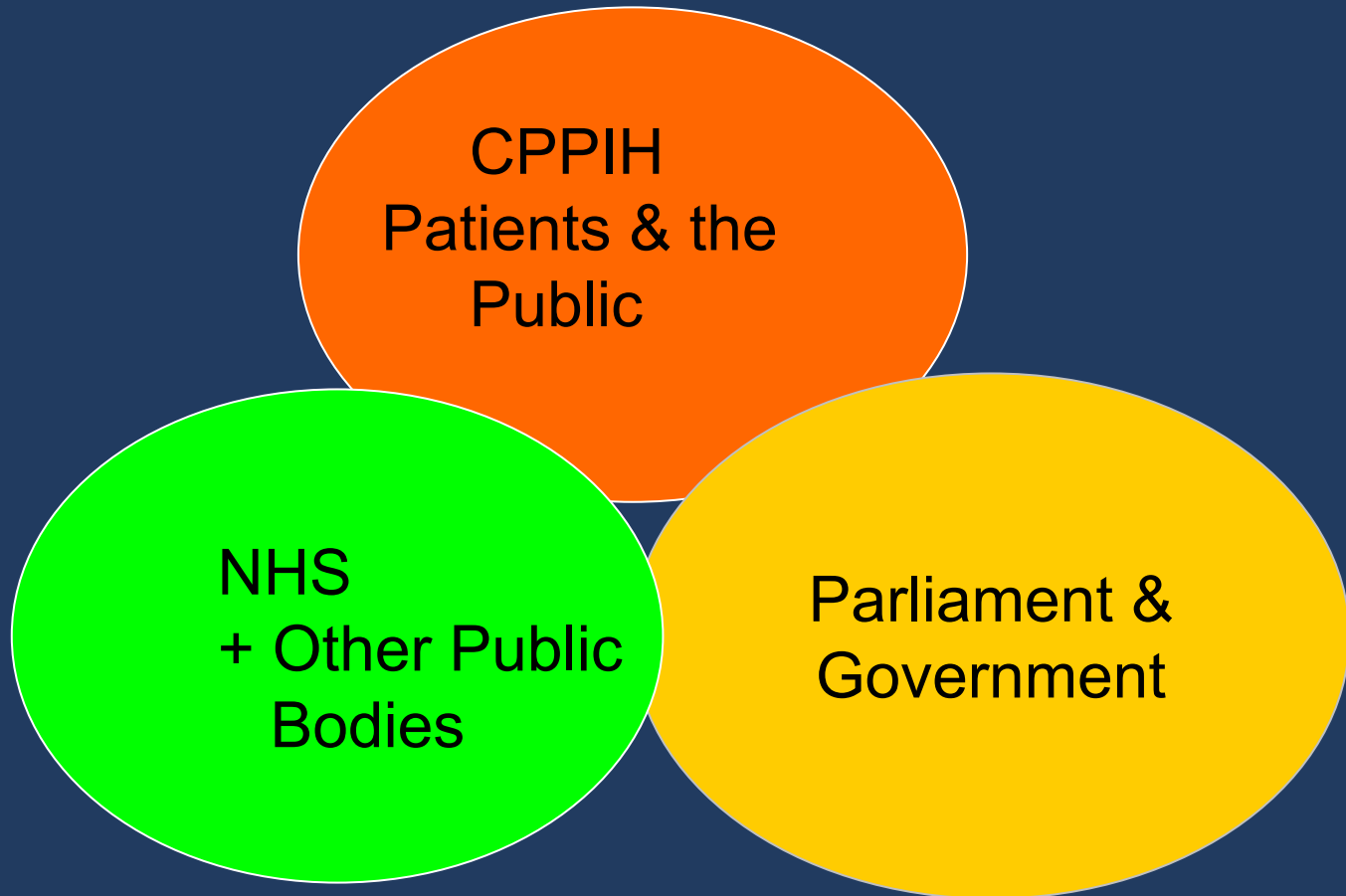
Sharon Grant Chair

Fundacion Salud Innovacion Sociedad
18th February 2004

PPI – KEY DRIVERS

- Societal changes
- Increased access to health information
- Cost of Health Services
- Health Inequalities Agenda

CPPIH – AT A NATIONAL LEVEL



CPPIH – OUR STATUTORY ROLE

- Promoting PPI as a strategy in NHS, and other public bodies
- A source of expertise on PPI
- Putting forward the views of patients and the public at a national level including undertaking reviews on policies and services
- Setting up system of local PPI Forums across England
- Setting up new Independent Complaints Advocacy Service

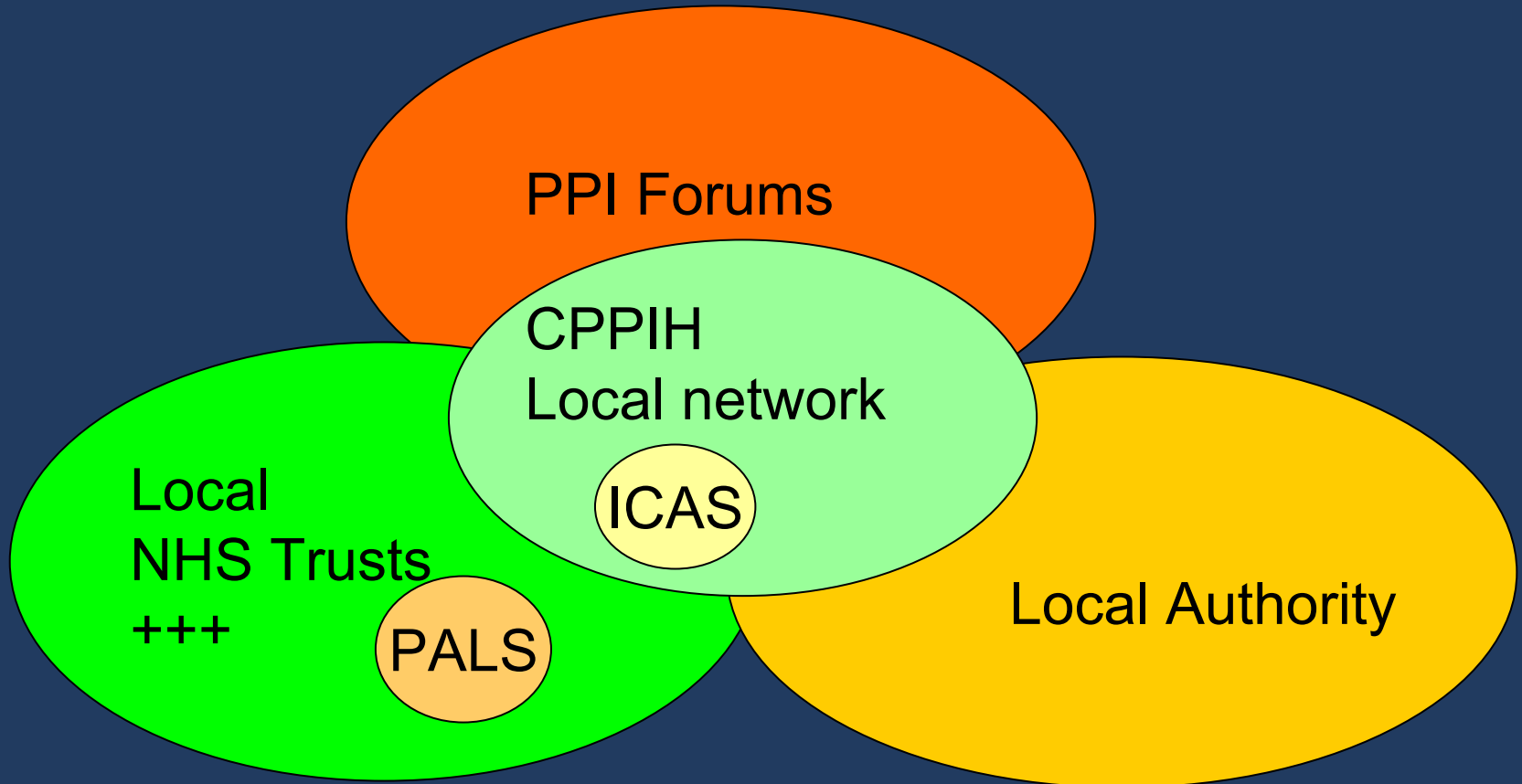
CPPIH – OUR FOCUS

- Health, not just NHS services
- Patients and Public
- Involvement, not consultation
- Independent of NHS and other decision-making bodies
- Building expertise in PPI
- Empowerment of P&P
- Tackling Inequalities

CPPIH – Our New System



CPPIH - LOCAL



ROLE OF PATIENT AND PUBLIC INVOLVEMENT FORUMS

- Monitor and review services provided or commissioned by the trust
- Actively seek views of patients and carers about the Trust's services, and report them to the Trust
- Provide advice, make reports and recommendations, about the services of the Trust, and to any relevant body, including CPPIH and OSC's
- Work with other forums on common concerns
- Signpost to information about the Trust's services for patients and carers

PCT Forums – EXTRA ROLES

- Promoting involvement in all decisions and consultations on matters affecting health
- Putting forward the views of the public to key local decision makers (e.g. a local authority)
- Advising NHS trusts and others on how to encourage involvement
- Monitoring PPI in the NHS
- Providing or commissioning Independent Complaints Advocacy
- Giving advice and information about how to complain and how to get involved

PPI Forums will have the right to

- inspect all NHS provided and commissioned services
- a response from the NHS to what they recommend
- nominate a member to the Trust's Board (2004)
- information from the NHS
- raise concerns with more senior NHS management or a national body
- refer matters elsewhere e.g to the local Overview and Scrutiny Committee (OSC)

PPI Forums- the potential - some examples:

- PCT PF Raise issues about spending priorities
- Review e.g. diabetic care, teenage pregnancy with LSP stakeholders
- Inspect A & E, conditions on wards, GP's appointments systems
- Stage local consultations e.g. cultural sensitivity of services, e.g. food, faith issues, language,
- Seek information about access to services and information
- Monitor complaints advocacy services

PPI Forums – First Steps

- FSO's now in place
- Training on role – Knowledge Management System
- Agreement on local priorities
- Establishing Annual Work Plans
 - programme of monitoring & inspection
 - work to maximise involvement
 - responding to national initiatives
 - networking with other PPIF's

OUR HEALTH – building now

- Mass membership citizenship network
- Maximising involvement
- Access to CPPIH knowledge base
- Inputting/communicating experience and knowledge and views
- Accountability mechanism for PPIF's
- A resource for PPIF's, CPPIH, the NHS and ??

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