

What it means to be a 'Citizen Representative'

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Seven key principles

- Bringing the voice of the people and their concerns to a point where they can be dealt with
- Representation vs being a representative
- Experiential knowledge
- Contacts, gaps and overlaps
- Networks, networks, networks
- Knowing the landscape
- Skills audit & Upskilling – e.g. learning to influence

Who do you know?

- Activity

Who do you know? Results - local

- Local
 - GP Patient Participation Groups
 - CCG
 - Foundation Trusts and other healthcare organisations
 - Healthwatch
 - Health and Well-being Boards
 - Carers' networks
 - Local Councils
 - Schools
 - Social clubs (football, Brownies, church groups, memory cafes etc)

Who do you know? Results - wider

- Wider context
 - NHS Citizen
 - HealthWatch UK
 - NAPP (National Association of Patient Participation)
 - NHS England Youth Forum

Seven benefits of patient involvement

- Richer insight
- Potential solutions
- Changed relationships
- Individual benefits
- Better quality decisions
- Changing practices
- Transferrable benefits

Influencing for beginners

- Be clear about what you want
- See things from the other side
- Listen
- Plan, prepare and practice
- Be flexible (but strong)
- Leave space for everyone to win
- Build relationships instead of starting wars!

Homework!

- Get to know your local groups and communities
 - Create a list of people to go out and talk to
 - Make sure they know that they can talk to you (how?)
- Get to know your local 'health landscape'
 - Create a list of GP surgeries to send to information to, who do I ask for FFT results?, who do I report this to?, who is your best local contact for....?
- Use national and local data to understand issues
 - Friends and Family data published on NHS England website
 - Local social media campaigns, local newspapers, national e-newsletters
- Understand what you already know
 - Individual skills audits brought together = what the group knows.

Groups

- The School for Health and Care Radicals: <http://theedge.nhsiq.nhs.uk/school/>
- Centre for Patient Leadership: <http://engagementcycle.org/about-us/centre-for-patient-leadership/>
- National Voices: <http://www.nationalvoices.org.uk/>
- National Association for Patient Participation: <http://www.napp.org.uk/>
- The Health Foundation: <http://www.health.org.uk/>
- NHS Networks: <https://www.networks.nhs.uk/>
- Kings Fund (Health and Social Care think-tank): www.kingsfund.org.uk/
- NHS Citizen: www.nhscitizen.org.uk/

Resources

- NHS Smart Guides to Engagement:
<https://www.networks.nhs.uk/nhs-networks/smart-guides/>
- Transforming Participation ('The Bible'):
<https://www.england.nhs.uk/wp-content/uploads/2013/09/trans-part-hc-guid1.pdf>
- Six Principles for Engaging People and Communities (National Voices)
http://www.nationalvoices.org.uk/sites/default/files/public/publications/six_principles_-_putting_into_practice_-_web_hi_res.pdf