



# Network

Issue No. 1  
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Patient and Public Voice news

*"We must put citizen and patient voice absolutely at the heart of every decision we take in purchasing, commissioning and providing services".*

**Tim Kelsey**  
National Director of Patients and Information, NHS England

## Save the date

**6<sup>th</sup> March 2015**  
**Prostate Survivorship Event**  
at the  
Stadium of Light  
Sunderland

**15<sup>th</sup> May 2015**  
**North of England Strategic Clinical Networks Conference**

Keynote speaker  
**Richard Barker**  
Regional Director North of England

Please see our website for more up and coming events  
[www.nescn.nhs.uk](http://www.nescn.nhs.uk)

## Welcome to our first newsletter

Welcome to the first issue of the Northern England Strategic Clinical Networks (NESCEN) Patient and Public Voice newsletter. Our goal is to keep you up to date with what's going on in NESCEN. Our vision is to listen to and involve patients, public and carers so we can understand how we can best serve their needs and fulfil our commitment to 'put patients at the heart of everything we do'.

We plan to send out a newsletter three times a year to keep you up to date with news and events. And you can look on our website which is filled with helpful information and resources.

Patient and Public Voice contacts are Anne and Michelle on [england.yournhsyourvoice@nhs.net](mailto:england.yournhsyourvoice@nhs.net).



## Engagement Bank

We are building relationships with organisational leads who have a responsibility for Patient Public Voice (PPV). We don't want to duplicate their work but to be systematic about how we involve the public in decision making. To do this we are currently developing an Engagement Bank.

People who have experience of Patient, Public, Engagement and Involvement are being invited to take part in our Engagement Bank which gives organisations an opportunity to become involved in the work programmes of the NESCEN.

We hope organisational PPV Leads will support the networks to engage with key members of the public via their links and connections. If you have any questions about the Engagement Bank please contact Anne or Michelle on [england.yournhsyourvoice@nhs.net](mailto:england.yournhsyourvoice@nhs.net).



## What we do...

SCNs work in partnership with commissioners, including local government, supporting their decision making and strategic planning by working across the boundaries of commissioner, provider and voluntary organisations as a vehicle for service improvement. In this way SCNs aim to support commissioners and service providers to:

- improve people's experience of health care services
- improve health outcomes
- reduce unwarranted variation in health and wellbeing services
- encourage innovation in how services are provided now and in the future
- provide clinical advice and leadership to support decision making and strategic planning

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## We're on the web...

The Northern England Strategic Clinical Networks (NESCEN) and Northern England Senate have launched their new websites.

Visit the sites to find out more [www.nescn.nhs.uk](http://www.nescn.nhs.uk) [www.nesenate.nhs.uk](http://www.nesenate.nhs.uk) or follow us on Twitter @NorthNetworks @NEsenate

## We want to make sure that the voice of the patient, carer and the public is at the centre of everything we do...

Our **CVD Third Sector Coalition Group** held an Engagement Event on the 18 June 2014. The aim of the session was to develop a model to be used by the cardiovascular network in the practical implementation of the Network's Patient and Public Voice Strategy to ensure that consultation involves the right people at the right time.

Participants from third sector organisations, Healthwatch, Clinical Commissioning Groups (CCGs) and provider organisations contributed to the development of this model. Case studies of potential network projects were used to gain an understanding of how the network could collaborate with organisations to get appropriate patient and public involvement at all stages of work. The feedback from the workshop identified some common themes

which should be considered to promote effective two way interaction and led to the development of a proposed model to gain wide and pertinent patient and public voice in network projects.

Members of the **MHDNC Involving People Forum** were involved in the Parity of Esteem Conference which took place on 15th October at the Stadium of Light in Sunderland. The purpose of the conference was to provide a clear understanding of what is meant by "Parity of Esteem" to ensure that physical and mental health are valued equally. A mixture of multi-disciplinary delegates and service users provided an opportunity to find out what work is already being undertaken and what is working well. The conference was an ideal opportunity to share new information and knowledge.

The **Cancer Network Service User Partnership Group (NSUPG)** is currently undertaking a "5 Senses Survey" for a clinic in the Queen Elizabeth Hospital in Gateshead. The purpose of this type of study is to involve patients and members of staff working together to identify good practice and areas that might need improving. The study can be carried out in any setting for example Out-patient clinics; Radiology or Endoscopy waiting rooms, a ward, basically anywhere that patients or members of the public are in contact with staff in primary/secondary or tertiary care settings across hospitals.

**Merry Christmas  
and a  
Happy New Year**