



# Network

Issue No. 2  
May 2015

Patient and Public Voice newsletter



## Patient Experience Network National 2014 Awards (PENNA)

The Patient Experience Network (PEN) asked Michelle Wren, NESCN's Network Delivery Facilitator to be a judge for the National 2014 Awards. Michelle was delighted to accept as she has a real interest in improving patient experience. Michelle said "this was a unique opportunity to get involved and have a closer look at the best practice being put forward from across the country". The awards were held on 11 March 2015 and this year's winners, runners up and finalists for the PEN National Awards 2014 can be found at <http://www.patientexperienceawards.org/penna-2014/penna-2014-winners-and-finalists/>

## Introduction to Barbara Convery, Macmillan Cancer Patient Experience Project Manager

Barbara was recently appointed as Macmillan Cancer Patient Experience Manager for the Network and is keen to meet as many of you as possible. She said, "Knowing who to talk to about your experience or suggestions for improving services can be difficult and confusing for health care users and professionals". Barbara is responsible for developing free flowing models that best fit local needs and supporting Cancer Service User Groups and Health Professionals to make sure there is active patient involvement.

The Network recently held a training event for current cancer patient representatives on the Network Site Specific and Cross Cutting Groups. A development session was also held on the day for Local Cancer User Groups and the Cancer Network Service User Partnership Group. The feedback was that they had enjoyed the training and development sessions and even those who have been long standing group members appreciated the opportunity to discuss their role. At the end of the session a draft patient representative charter was drawn up which will be available shortly. Presentation slides from the session are available on the network website.

Welcome to the second edition of the Northern England Strategic Clinical Networks (NESCN) Patient and Public Voice newsletter. The purpose of this newsletter (produced 3 times a year in January, May and September) is for us to share our news with you, to update you on key things happening in the networks which might be of interest to you. The newsletter features on the NESCN website [www.nescn.nhs.uk](http://www.nescn.nhs.uk) and can also be read by members of the public.

Patient and Public Voice contact is Michelle on [england.yournhsyourvoice@nhs.net](mailto:england.yournhsyourvoice@nhs.net).

## Measuring Patient and Public Involvement

NESCN has developed two questionnaires for measuring involvement, one for health professionals and the other for patients and the public. The questionnaires are designed to assess views on the Networks efforts to involve patients and public in our work and gauge the appropriateness of our engagement methods. The questionnaire will be piloted over the next few months and if you are asked to participate we would welcome your comments.



## 'In Touch' – NHS England Patient Voice Newsletter

Published on the third Thursday of every month, the newsletter is for members of the public and is packed full of the latest NHS England news, events and consultations as well as opportunities to get involved in their work. Subscribe and you receive offers of recruitment onto advisory groups, be the first to hear about patient representation opportunities, get involved in their documents and much more.

<http://www.england.nhs.uk/publications/bulletins/in-touch/>

### Friends and Family Test (FFT) – not just A & E and Maternity

The FFT is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. The FFT has become available to many additional patients, going live in GP practices across England from 1 December 2014 and in all NHS-funded mental health and community health services from 1 January 2015. From 1 April 2015 the FFT expanded to NHS dental practices, ambulance services, patient transport services, acute hospital outpatients and day cases.

### Prostate Survivorship Events – Share the Learning Workshop

A Share the Learning Workshop was held to celebrate and learn from the Prostate Survivorship Events that NESCN has held in collaboration with Prostate Cancer UK (PCUK) and the Clinical Nurse Specialists for Prostate Cancer from each of the 9 Network Trusts. The Survivorship Events were aimed at prostate cancer patients and their partners. Each event was held to coincide with a prominent date in the PCUK calendar: Prostate Awareness Month (March); Men's Health Week (June) and MOVEMBER (November). The aim of the events was to give people an opportunity to hear about the latest national evidence and developments and gain some practical tips about health and wellbeing. They also gave people an opportunity to meet other people who've had similar experiences. To date 6 Survivorship Events have been held across the network and over 500 people have attended.

*"Clinical networks are an NHS success story. Combining the experience of clinicians, the input of patients and the organisational vision of NHS staff, they have supported and improved the way we deliver care to patients in distinct areas, delivering true integration across primary and secondary and often tertiary care".*

**Sir Bruce Keogh**  
**NHS Medical Director and**  
**Jane Cummings**  
**Chief Nursing Officer**



### Time to think, time to talk, time to work together event - postponed

Unfortunately we had to postpone the Time to... event because it clashed with a number of other functions and because we want it to be a success and give everyone the opportunity to be involved, we decided to postpone it.

A rescheduled date will be announced soon.

### "The Next Five Years for the NHS" – Simon Stevens, Chief Executive NHS England

The NHS Five Year Forward view sets out NHS England's strategy for the NHS for the next five years and is endorsed collectively by Monitor, the NHS Trust Development Authority, Care Quality Commission, Public Health England and Health Education England. The report:

- highlights new relationships between organisations, patients and the public are described.
- highlights prevention strategies and self-management which are key to the reduction in demand for health care services.
- outlines seven models for future service provision whereby NHS England want local areas to choose from them.
- indicates that an estimated £30bn funding gap cannot be closed without more funding, alongside further action on demand and efficiency. A copy of the report is available at:

<http://www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf>