Welcome

Welcome to NHS South West London (SWL) Wandsworth Borough Patient and Public Involvement Resource Centre and Toolkit. This has been designed to assist you in involving and engaging with Wandsworth patients, carers and service users. We hope that patients, service users and the Wandsworth public will also use the resource centre to find out how they can become more involved in local health matters.

**Patient and Public Involvement (PPI)** is a key principle that now underpins the NHS. In this next stage of the transition of the NHS, **Clinical Commissioning Groups** (previously referred to as GP Consortia) will lead the commissioning of local health services. A key element of this is that they must demonstrate how their patients, carers and the public are involved in both the process as well as their decision making around service development. [Click here for further information](#).

The **resource centre** will provide you with a wide range of up to date information and advice about PPI in Wandsworth will be a support base for future projects in patient and public involvement (PPI).

The techniques set out in the **toolkit** can be used in any aspect of PPI work and are there to assist your thinking, provide you with skills and improve your interaction with patients and the public.

We hope that this resource centre is a useful tool to develop your relationship with those who use your services. If you use any of the methods included in here and feel you could offer further information, support and advice to others please contact me, Colin Smith on 0208 812 7743 or email colin.smith@wpct.nhs.uk. We will be happy to include any examples of your successful work.

*Colin Smith*
Patient and Public Involvement and Equalities Development Manager
Welcome to NHS South West London (SWL) Wandsworth Borough Patient & Public Involvement (PPI) resource centre and toolkit. This has been designed to assist you in using a range of techniques to engage with Wandsworth patients. We hope that patients, service users and the Wandsworth public will also use the resource centre to find out how they can become more involved in local health matters.

The techniques set out in this toolkit can be used in any aspect of patient and public involvement work. The involvement and engagement of patients and the public are key principles that underpin the future of the NHS. In this next stage of the transition of the NHS, the Clinical Commissioning Group (previously referred to as GP Consortia, Click Here for further information) must demonstrate how their patients and the public are involved in both the process as well as their decision making around service development.

The **Clinical Commissioning Group** (CCG) must ensure that they:

- seek active engagement and involvement of patients and public in the everyday working and key commissioning decisions of the consortia
- have effective and appropriate means to engage patients and public, under-represented groups and the communities we often find hard to reach
- have processes and structures in place to ensure the patient and public voice is represented in commissioned outcomes for patients integrate the contributions of Local health watch, LINks, Health and Wellbeing boards, community groups into the consortia PPI activities

The resource centre and toolkit has been designed to make it easier to find ways to engage with patients and the public by giving access to practical techniques, further information and useful contacts.

We hope that this resource centre will be a support base for future projects in patient and public involvement (PPI). If you use any of the methods included in here and feel you could offer further information, support and advice to others please contact me, Colin Smith on 0208 812 7743 or email colin.smith@wpct.nhs.uk. We will be happy to include any examples of your successful work.

*Colin Smith*
Patient and Public Involvement and Equalities Development Manager
Toolkit overview

This toolkit has three main sections: inform, consult and involve. Please click on any section for further information.

**Patient and Public Involvement techniques**

**Inform**
- Designing your own leaflets
- Using leaflets
- Designing a newsletter
- Using notice boards
- Producing effective exhibitions or displays
- Creating a practice website

**Consult**
- Running a focus group
- Organising a public meeting
- Producing a patient satisfaction survey
- Running open surgeries
- Expert patient reunions
- Interviewing patients and using patient discovery
- Using Patient Advice and Liaison Services (PALS)
- Formal consultation
- Brainstorming

**Involve**
- Establishing a virtual group
- Establishing a patient group in practice
- Establishing a citizen’s jury
- Developing patient diaries
- Establishing patient representatives
- Youth Health Jury
Consulting with patients

Consulting with patients and the public is a two way process. The health organisation gives out information whilst receiving views, ideas and experiences back from patients and the public.

Consulting can be formal or informal. It is important that notice is taken of any comments put forward following the consultation exercise. Failure to do this, and failure to inform people of the outcome of the consultation exercise, will have detrimental effect on your ability to consult in the future.

Running a focus group
Organising a public meeting
Producing a patient satisfaction survey
Running open surgeries
Interviewing patients and using patient discovery
Using Patient Advice and LiaisonServices (PALS)
Formal consultation
Brainstorming

Supporting documents to download
A guide to organising public meetings
Organising a public meeting

If proposing a substantial change to your service or practice then a good way to consult with your patients or service users is to hold a public meeting. If, for reasons beyond your control substantial changes will take place then this is also a very open way of letting people know why this is so. Anyone who wishes to can attend a public meeting. The usual format is to produce an agenda, with planned presentations from key staff involved in the proposal, followed by a questions and answers session. Public meetings are invaluable in giving members of the public a chance to express and discuss their views and concerns in an open forum.

The main disadvantage to organising a public meeting is that you have no way of knowing how many people will turn up. Unless the issue being discussed is very contentious, attendance at public meetings can be low. Equally, the meeting should be focusing on a single issue, people are more likely to attend when this is clear, and specifically affects them. However, be aware that those who do attend may have very strong views on the subject matter and may not be representative of the wider community.

What do I need to do to organise a public meeting?
What evidence is required to prove I have engaged with the public?
What else should I consider?
Is there any help available for organising a public meeting?

What do I need to do to organise a public meeting?

If you think that a public meeting is the best way to consult your patients and public
Click Here for a copy of NHS Wandsworth's 'A guide to organising a public meeting'. This document focuses on the planning and publicity of the event, choosing your venue, the presentation and speakers, and how you may provide feedback.

When organising a public meeting, you should have clear objectives about what is going to be discussed and set an agenda accordingly. The structure of the meeting should be well planned and managed so that as far as possible the agenda is adhered to. You will need an experienced facilitator, and if the issues raised are sensitive and could invoke some controversy and debate, you may want to consider engaging the services of an independent facilitator.

What evidence is required to prove I have engaged with the public?

If you decide to audio record the meeting this should be made clear to the attendees at the start of the meeting in order to gain their consent. If anyone does not wish to have their views recorded they can write their views or questions down at the end of the meeting to remain anonymous. The questions asked can be written into a formal paper.
Submitting your project report

Text to follow: Wandsworth Borough Patient & Public Involvement (PPI) resource centre and toolkit. This has been designed to assist you in using a range of techniques to engage with Wandsworth patients. We hope that patients, service users and the Wandsworth public will also use the resource centre to find out how they can become more involved in local health matters.

The techniques set out in this toolkit can be used in any aspect of patient and public involvement work. The involvement and engagement of patients and the public are key principles that underpin the future of the NHS. In this next stage of the transition of the NHS, the Clinical Commissioning Group (previously referred to as GP Consortia, Click Here for further information) must demonstrate how their patients and the public are involved in both the process as well as their decision making around service development.

The Clinical Commissioning Group (CCG) must ensure that they:

- seek active engagement and involvement of patients and public in the everyday working and key commissioning decisions of the consortia
- have effective and appropriate means to engage patients and public, under-represented groups and the communities we often find hard to reach
- have processes and structures in place to ensure the patient and public voice is represented in commissioned outcomes for patients
  integrate the contributions of Local health watch, LINks, Health and Wellbeing boards, community groups into the consortia PPI activities

The resource centre and toolkit has been designed to make it easier to find ways to engage with patients and the public by giving access to practical techniques, further information and useful contacts.

We hope that this resource centre will be a support base for future projects in patient and public involvement (PPI). If you use any of the methods included in here and feel you could offer further information, support and advice to others please contact me, Colin Smith on 0208 812 7743 or email colin.smith@wpct.nhs.uk. We will be happy to include any examples of your successful work.

Colin Smith
Patient and Public Involvement and Equalities Development Manager
Contact us for more information

If you would like more information about Patient and Public Involvement in Wandsworth, the following contacts will be useful:

**Colin Smith**  
Patient and Public Involvement (PPI) and Equalities Development Manager  
email: [colin.smith@wpct.nhs.uk](mailto:colin.smith@wpct.nhs.uk)  
NHS Wandsworth Wimbledon Bridge House  
19 Hartfield Road, London SW19 3RU  
telephone number: 020 8812 7743

**Dr Sian Job**  
Clinical lead for Patient and Public Involvement (PPI)  
email: [mailto:sonian.job@nhs.net](mailto:sonian.job@nhs.net)  
Queenstown Practice  
14 Queenstown Rd, London SW8 3RX  
tel: 020 7622 9295

**Andrew Craig**  
Lay user representative on the Professional Executive Committee (PEC)  
Area of expertise: Working with groups and individuals  
email: [andrew@agcraig.com](mailto:andrew@agcraig.com)

**Contact PALS**  
email: [pals@wpct.nhs.uk](mailto:pals@wpct.nhs.uk)  
NHS Wandsworth Wimbledon  
Bridge House, 19 Hartfield Road, London SW19 3RU  
tel: 020 8812 7640

**Sandra Iskander**  
Head of Performance and PPI  
email: [sandra.iskander@wpct.nhs.uk](mailto:sandra.iskander@wpct.nhs.uk)  
NHS Wandsworth Wimbledon Bridge House  
19 Hartfield Road, London SW19 3RU  
tel: 020 8812 7892

**NHS Wandsworth website**  
You can also check out NHS Wandsworth’s website