

Involving patients in developing a Centre for Health

Introduction

Farnborough Centre for Health is a new facility which will provide high quality services and improved accessibility.

Location of services impacts on large numbers of the community. Patient and public engagement in the design and planning of services is important at each stage of the commissioning cycle to ensure services align to needs.

Project Description

I used the principles in the Wessex Voices guide for ways of involving people in commissioning to engage with people in the following ways:

- organising a meeting with Patient Participation Group members and NHS Ambassadors to plan engagement with the community;
- organising a community event where patients and the public were invited to come along, and give their views and voice their concerns;
- holding focused groups where people could have open and honest conversations and meaningful engagement;
- co-designing a patient leaflet to inform patients and the public about the services which will be available at the new centre;
- regular updates in newsletters and on the CCG and practice websites;
- setting up information boards in the GP practice.



Project Goals

- To connect with patients and the public in a variety of ways working in reciprocal relationships to inform service change.
- To understand methods of communication, listen to feedback and adapt as necessary to meet their needs.
- To recognise the impact of service change on users, particularly those with learning disabilities, mental health or those from seldom heard groups.

Key Learning

Involving people allows us to make the best use of their knowledge and wisdom, harnessing their experiences to do things differently.

Co-production means involving people in designing and delivering services in an equal and reciprocal relationship between professionals and people using services. Where activities are co-produced in this way, both services and communities become far more effective at managing change.

Patients and the public were extremely interested in the new Centre for Health and positive about the premises and services offered; however the strength of feeling regarding changes to location and services should not be underestimated.

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Conclusions

I learned a lot about the most effective ways to involve people and connect with them to understand what is important to them. Listening to people and providing feedback to people about how their involvement has influenced decision making is important.

Evaluation Strategy

The project led to an increased level of engagement with patients and the public through a range of engagement methods. People had the opportunity to voice their concerns.

Public transport links were the main concern which influenced the CCG to work with local councils and voluntary services to develop improved transport services.

Credits With thanks Paul England, Sue Newell and Lee Culhane for advice and support; my peers on this programme for their contributions; Communication and Engagement team for supporting public engagement activities; Premises Project team for being part of the project; and PPG members for their feedback.

References

Wessexvoices.org
nesta.org.uk