

Ask me what I want

*Transforming End of Life Care in Partnership
with Patients and Carers*

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Overview

- Why engage patients and the public?
- Review of lessons learned
- Statutory and DH Framework:
 - Section 242 of National Health Act 2006 – duty to involve
 - Local Involvement Networks (LINKs)
 - World Class Commissioning – Competency 3
 - NHS Constitution
- DH End of Life Strategy
- Guidance and resources for Patient and Public Engagement



“When we fail to listen to our patients and our local communities, we cannot rely on their support for the changes we need to make.”

“The ultimate arbiter of our success will be the patients we serve.”

**2007/08 NHS Chief Executive's
Annual Report**

PCTs spend on behalf of their population

**£70 billion a year or
£200m a day**

**World class commissioning is
about investing £70bn for local
health improvement**

Care home 'jail' for dementia patients

Report
...meful treatment of vulnerable OAPs

The hospital of death

'Appalling' care may have led to hundreds of deaths

18 March 2009

Patients asked to rate their GP
Telegraph
01 Apr 2009

Shock levels of care home MRSA
One-in-four nursing home residents carries MRSA
Thursday, 4 June 2009

Britain's wards of shame

being struck off
abused
Nurse
ole scale' again

Probe into deaths of 4 patients

'Hospital was like prison'

Patients face alcohol quiz as GPs chase counselling target
15 June 2009

Why was nobody listening to patients?
23 March 2009

Staff are not stopping to help patients with meals

Bristol Royal Infirmary



Stafford Hospital (Mid Staffs NHS FT)



Patient Involvement and Empowerment - Update



‘This is a story of appalling standards of care and chaotic systems for looking after patients’

‘The main responsibility for the failures..... rest with (the) Trust. However other organisations, including the PCT as the local leader of the NHS and commissioner of services, and the local SHA with responsibility for oversight and management of the health system, also have lessons to learn and improvements to take forward’

Sir Ian Kennedy, Chair, Health Care Commission 2009

Patient Involvement and Empowerment - Update



Mid-Staffs – review of lessons learned

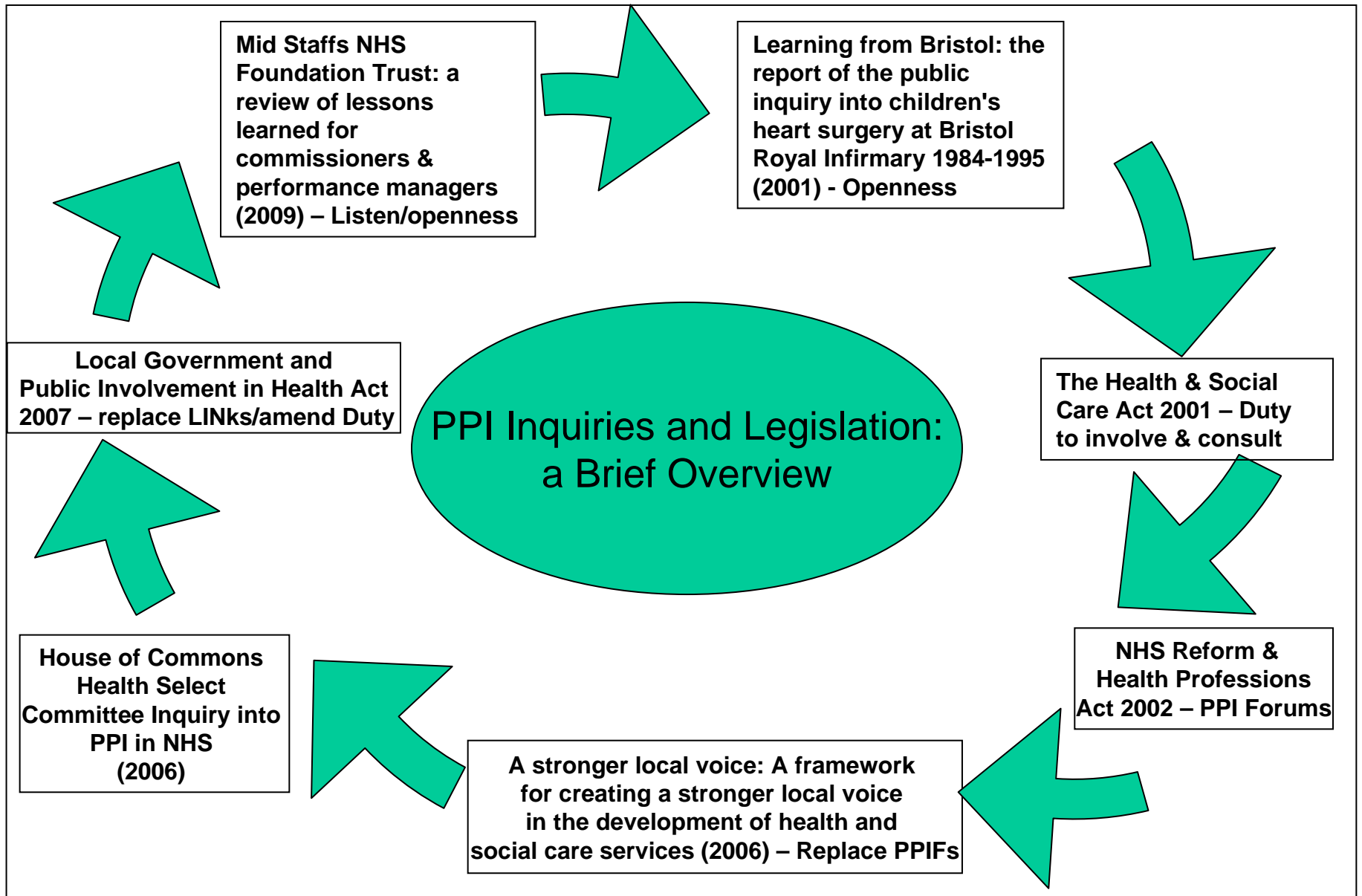
- **Use of data** and local information - ‘Real time’ data captures feedback early
- Embedding **new Complaints Procedure**
- Role of ‘**Monitor**’ – strengthening role of **FT governors** to work more closely with PCTs
- Strengthening Local Involvement Networks (**LINKs**)
- Proposed new annual ‘**Statement of Involvement**’ setting out how patient and the public have been engaged in decisions

World Class Commissioning – Competency 3

- Strengthen the role of PCTs as commissioners
- PCTs should be held to account for engaging patients and public

‘A key lesson is that all organisations should be focused on prioritising high quality patient care as judged by outcomes.’

Dr David Colin Thomé, April 2009



The journey of systemic health reform



Why a Constitution?



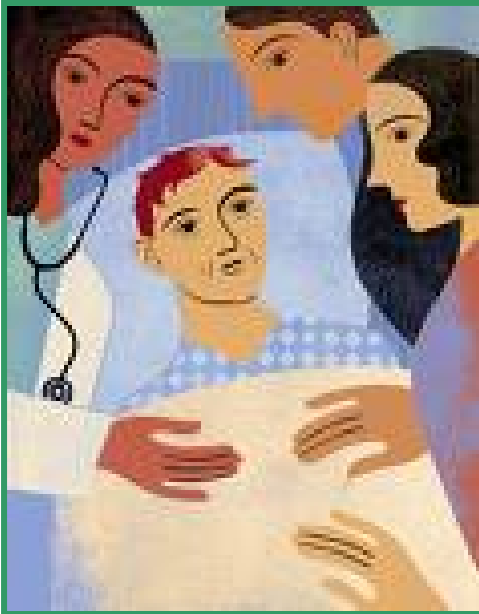
The Health Bill aims to reinforce the core functions and principles of the NHS, to promote wellbeing and prevent ill health

Both the Constitution and Quality Accounts will be ratified by the Health Bill

Principles

- ✓ The NHS provides a **comprehensive service**, available to all
- ✓ **Access** to NHS services is based on clinical need, not an individual's ability to pay
- ✓ The NHS aspires to **high standards of excellence** and professionalism
- ✓ NHS services must reflect the **needs and preferences** of patients, their families and their carers
- ✓ The NHS works across organisational boundaries and in partnership with other organisations **in the interest of patients**, local communities and the wider population
- ✓ The NHS is committed to providing the **best value** from taxpayers' money and the most **effective and fair** use of finite resources
- ✓ The NHS is **accountable** to the public, communities and patients that it serves

NHS Constitution and the right to good end of life care



“The NHS belongs to the people. It is there to improve our health and well-being, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can to the end of our lives.”

DH End of Life Strategy – progress



First annual report on implementation of strategy due in Summer 2009.

Key points for patient and public engagement likely to be:

- establishment of a National Coalition
- guidance on advance care planning, aimed at both professionals and the public
- guidance on care planning for people with long term conditions, incorporating end of life care planning where appropriate
- communications training for professionals
- publication of Quality Markers for end of life care
- VOICES survey of bereaved relatives

One of the Strategy's key messages is the importance of involving individuals - and, as appropriate, carers and families - in discussions, decisions and planning for end of life care

Policy and delivery drivers for improved quality

National Policy Drivers

High Quality Care for All confirms quality is the organising principle behind everything that we do

NHS Constitution sets out rights and pledges relating to the quality of care. Commitment to the quality of care is one of six NHS values

World Class Commissioning requires continuous improvement in quality

Operating Framework sets out the 2009-10 requirement

These combine to accelerate implementation of quality improvement programmes

Delivery Drivers

Operating Framework sets out the case for commissioners and providers to work together to improve experience

Local CQUIN Schemes must include at least one goal covering patient experience

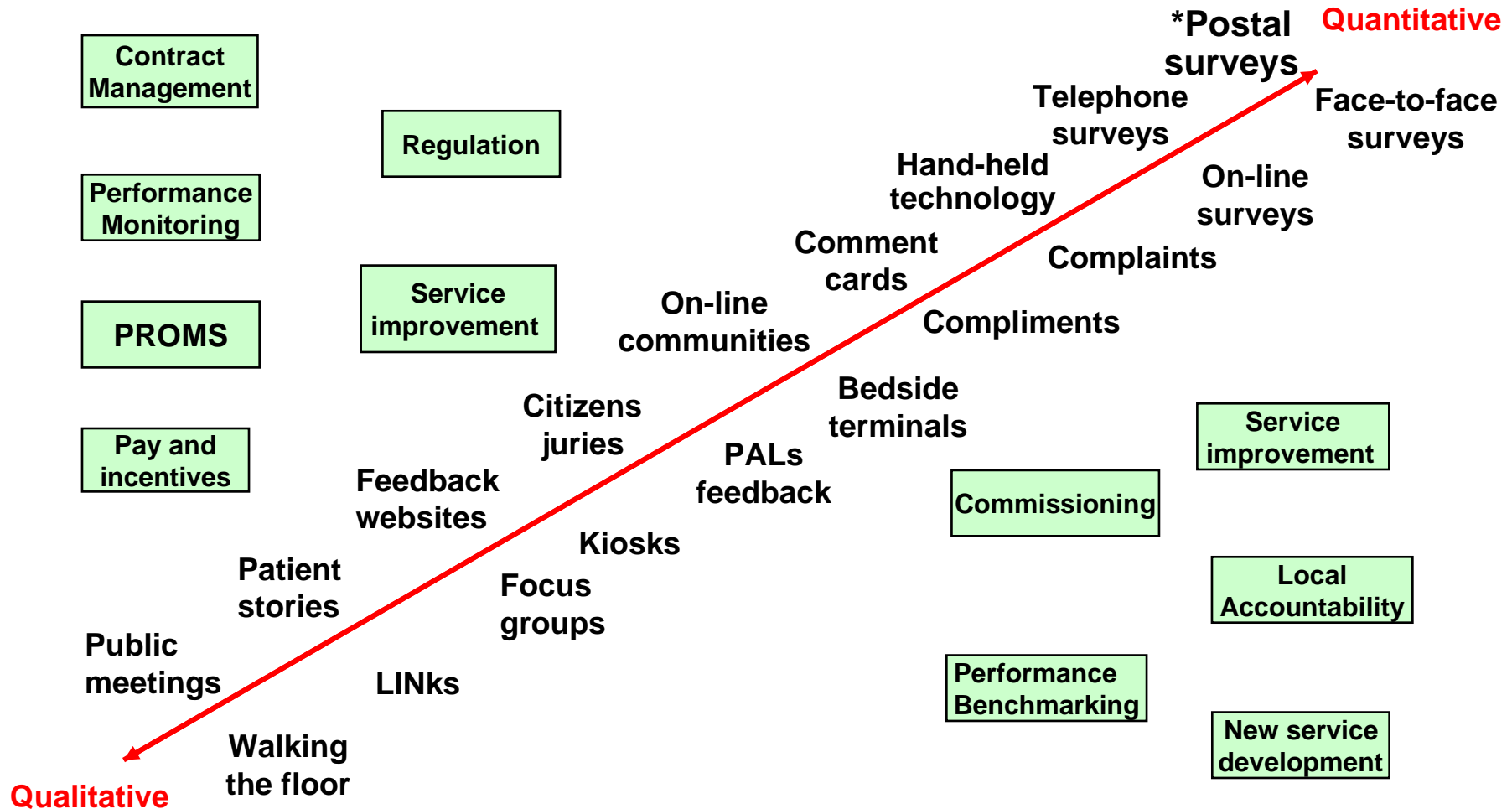
Quality Accounts must include progress on measures in CQUIN schemes

Regulatory Regime – the Act setting up CQC says it must look at people's needs and experiences of care

National Contracts refer to the monitoring of quality

The key is to gather feedback in a variety of ways and at different times

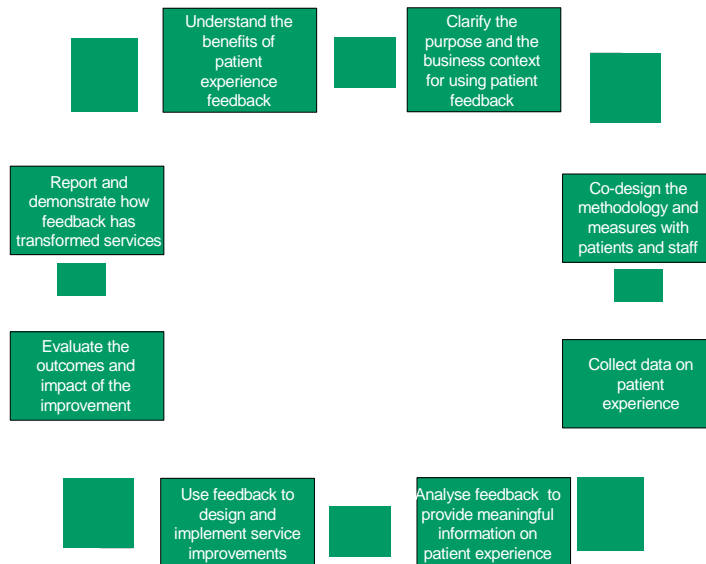
And to use this to inform different types of local decision



Listening, understanding, responding – engaging with patients & local communities

Patient and Service User Feedback

A guide written with the NHS



Designed to help providers and commissioners collect, analyse and use patient feedback

The engagement cycle (e-cycle)

An interactive toolkit developed with the NHS



Designed to support the NHS when engaging with patients and the public

Looking out – not up

Patient and public engagement and experience:

More than an ‘aspiration’ that
*develops systems, tools and
strategies to:*

- ***Involve and listen to patients***
- ***Use insight to critically
inform decision-making***
- ***Engage the public to help
improve personalised care
across health and social care***

“An NHS that gives
patients and the
public more
information and
choice, works in
partnership and has
quality of care at
its heart.”

Lord Darzi
High Quality Care For All