

# Overcoming Challenges in Patient and Public Involvement

Rachel Matthews

Programme Lead for Patient and Public  
Engagement and Involvement

[r.matthews@imperial.ac.uk](mailto:r.matthews@imperial.ac.uk)

# Introducing patient and public involvement

## Objectives

1. Consider the purpose of involvement, what to achieve and why?
2. Reflect on the influence of complaints
3. Be introduced to the core values for involvement including the need for plain English
4. Identify groups and individuals to involve
5. Reflect on the importance of building relationships and developing roles
6. Be introduced to approaches to involvement
7. Learn how to capture the difference involvement can make



# Learning together

Take 5 minutes

1. Why should we work together with patients, carers and families?
2. What could the benefits be?
3. What are the risks?

Get ready to report back

# Why?

## **Individual**

- To improve the quality of care and patient's experience
- To ensure appropriate and effective treatment and care
- To reduce complaints and litigation

## **Collective**

- To increase public understanding of health issues
- To promote efficient use of resources
- To promote health and reduce inequalities

(Coulter, 2011)

# Balance

## Benefits

- Knowing rather than assuming
- Gaining insight from both the patient and staff perspective
- Building trust
- Demystifying how healthcare works

## Risks

- Raising expectations
- If not done well, reinforcing adversarial relationships

Risks can be mitigated by being clear, systematic and by managing expectations.

# What's the difference?

## **Engagement**

Providing information, can be a one-way flow.

## **Involvement**

Active, being part of something which you can shape and influence.

## **Complaints**

Critical learning opportunity. When resolved can support further involvement.

# Values – How to work together

(from National Involvement Standards 4Pi)

A commitment to:

- Improve services
- Listen with respect and openness
- Make changes in response to the views of service users and carers
- An open-minded approach to cultural differences
- Inclusivity, equality of opportunity and fairness
- Clarity and transparency
- Sensitivity about language and actions

# Guidance



**INVOLVE**

**NHS**  
*National Institute for  
Health Research*

**Public involvement in research:  
values and principles framework**

October 2015



# Plain English

What is the task of involvement? PPI....?

## **Our problem**

We notice that patients are not receiving...

## **We need your help**

To understand what is actually happening...

## **So that we can improve**

What happens for similar patients...



# Learning together

Take 10 minutes

What could the task of improvement with patients and carers be in this collaborative?

1. Is it about clinical care?
2. Could it be about safety?
3. Could it be about the experience of care?
4. Who needs to be involved?

Get ready to report back

# Getting started



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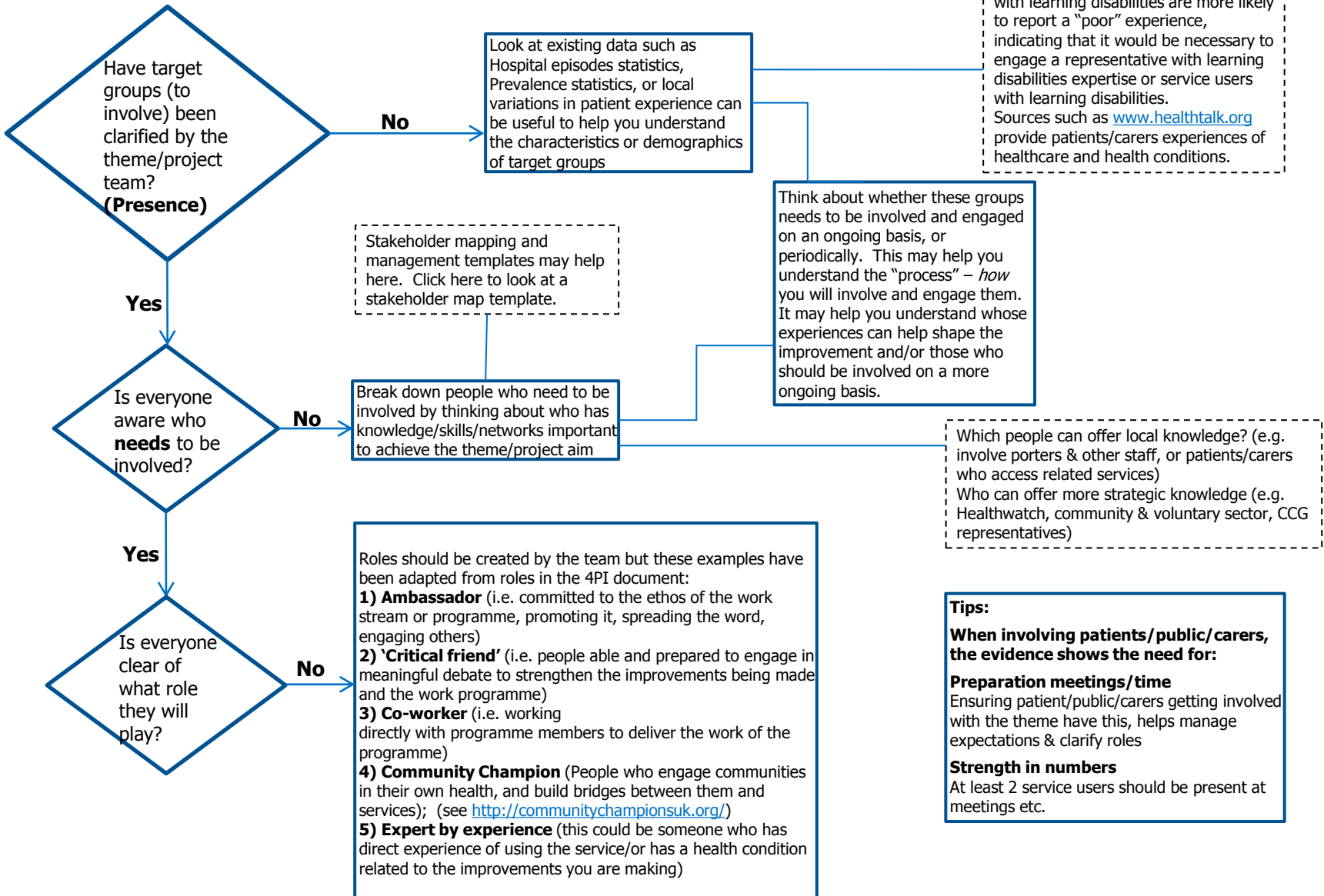


NSUN  
Riverside House  
27-29 Vauxhall Grove  
Vauxhall, London  
SW8 1SY  
Telephone:  
020 7820 8982  
Email  
info@nsun.org.uk

Website:  
www.nsun.org.uk  
Registered Charity  
number: 1135980  
Company number:  
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# National Involvement Standards

- A framework to enable people to think about and implement the involvement of service users and carers in any aspect of services, organisational governance and research.
- The 4PI Standards: Principles ~ Purpose ~ Presence ~ Process ~ Impact – provide a simple framework with which to approach involvement, in almost any activity and in diverse fields.



# Process – How?

- 1:1 Informal conversations
- What matters to you?
- Small group work
- Surveys – use with caution
- Social Media
- Events

**Consider resources, experience and time**

# Impact

## The 'so what'?

- Be systematic – Plan, Do, Study, Act
- In planning make predictions, what do you think will happen?
- In studying, what actually happened?
- What did you learn together?
- What would you do differently next time?

# More information?

## Patient and Public Engagement and Involvement eLearning Module

# QI4U



Action effect diagram



Plan Do Study Act cycles PDSA



Public and patient  
engagement/involvement



Process Mapping



Long Term Success



Measurement for improvement



Mental and physical wellbeing



Stakeholder engagement



# Thank you

Any questions?

[r.matthews@imperial.ac.uk](mailto:r.matthews@imperial.ac.uk)