

# Wessex Voices

Activities, Outcomes and Plans: 2016 Summary

## We are up and running:

- ✓ Our Project Manager is in place
- ✓ Our Steering Group meets every two months to guide the work
- ✓ Our agreed work and communications plans are well underway

## Highlights

- ✓ Created a new **Wessex Voices website** and published the well-received 'Buying and Choosing Together' Commissioning **Toolkit and Starter Guide**.



[www.wessexvoices.org](http://www.wessexvoices.org)

- ✓ Ran 10 half day **learning & development** events for around 75 people, from Dorset, Hampshire and the Isle of Wight, to support them to understand more about the NHS and how they can get involved. They gave up more than 360 hours of their time to do this.

- ✓ Organised the '**Positively engaging in NHS change**' event to bring together 50 Wessex Voices volunteers, other members of the public, six local Healthwatch organisations and Wessex Sustainability and Transformation Plan (STP) leads to discuss how people can be engaged in significant NHS changes.

"Very informative event both around local and national structures. Looking forward to discussing more about getting involved."  
Training participant

- ✔ Developed an 'Empowering Engagement Programme' for North East Hampshire and Farnham Clinical Commissioning Group (NEHF CCG) to support six leaders to develop their own engagement projects and the organisation to embed their Engagement Strategy.

"The Empowering Engagement programme means that our staff are provided with the tools and support to focus on how they can do their day job in a way that embeds patient and public engagement from beginning to end. We are already seeing a change amongst teams with people thinking and doing things differently in a way that brings patients and the public in to the heart of our work."

Associate Director of Communications and Engagement, NEHF CCG

## Recent successes

- ✔ Featured as an **example of good practice** in NHS England's Annual Report 2015/16 and the 'Framework for patient and public participation in primary care commissioning', as well as Patient Voice South's newsletter.
- ✔ **Showcased the project** at Healthwatch England's 2016 annual conference to share our practice with other local Healthwatch organisations.
- ✔ **36 volunteers** gave over **90 hours** of their time by participating in the 'Positively engaging in NHS change' event. 16 new people said they want to be involved in this project.



"It was my first attendance, and I found the event really interesting, and I hope the momentum keeps going".

Event participant

- ✔ With Macmillan, we supported patient involvement in the **Strategic Clinical Network (Cancer)** primary and secondary nurses conference and facilitated a workshop at the event.
- ✔ Supported the recruitment of patient representatives for the **Wessex Urgent and Emergency Network** and the **Pharmaceutical Services Regulation Committee**.

- ✓ Our most recent learning and development events in Dorset were **fully booked within five hours** and we now have a waiting list for future opportunities.
- ✓ Created an **'Involvement plan on a page'** that identifies the future involvement activity for each of the Wessex Cancer Clinical Network's workstreams.
- ✓ **Shared** the Portsmouth Healthwatch Cancer Screening Report; the Healthwatch Isle of Wight Cancer Services report; the Dorset Macmillan Advocacy Project case studies; the Dorset People First Accessible Information in Hospital Report; and Healthwatch Hampshire's Dementia Services report with NHS and Clinical Network colleagues.


## Our business as usual

- ✓ Supported and acted as a critical friend to **NHS England and Clinical Networks** and their partners to identify how they can meaningfully involve people in their work. Those supported include:
  - Academic Health Science Network
  - Cancer Clinical Network and the Clinical Networks for Children, Young People and Maternity, and for Mental Health, Dementia and Neurology
  - Hampshire and Isle of Wight (HIOW) Mental Health Alliance
  - Wessex NHS England Primary Care Team
  - Wessex Local Professional Networks for pharmacy, ophthalmics and dentistry
  - NHS England Wessex Safeguarding Programme
- ✓ Advised on and supported patients and the public to take part in procurement exercises for two General Practices and a Diabetic Eye Screening Service.

'Wessex Voices have been instrumental in supporting the coproduction approach that the Hampshire and Isle of Wight Mental Health Alliance will take ... The advice and information they provided has supported our commitment to the coproduction of recovery based mental health services.'

HIOW Mental Health STP Programme Director

- ✓ **Highlighted key issues** to NHS colleagues, such as the need for coordinating engagement for people with learning disabilities, and the challenges of involving the public in evaluating procurement exercises.



'Wessex Voices have been a great help to the pharmacy Local Professional Network - ensuring we have heard views of people with learning disability about pharmacy services'

Network Chair

- ✔ Provided **NHS England's Participation Team** with feedback on their draft guidance and involvement frameworks.
- ✔ **Shared learning** from local Healthwatch with NHS England and Clinical Networks both about specific service areas and service change.
- ✔ Continued to **build relationships** between local Healthwatch and NHS and Clinical Network colleagues, as well as CCGs, Local Authorities and cancer support groups, patients and voluntary sector colleagues.
- ✔ Communicated with our **Wessex Voices volunteers** via our social media and Healthwatch Networks about opportunities to get involved, such as the HIOW Mental Health Alliance independent chair and other patient representative roles.
- ✔ Promoted **health awareness campaigns**, for example, the 'Be clear on cancer', the 'Cover up mate' and the 'Stay well this winter' campaigns

## Upcoming activities.

- ✔ Pilot a **public engagement event** around cancer prevention and early awareness and diagnosis in Boscombe (an area of high health inequalities in Bournemouth).
- ✔ Develop a **co-design process** to create a pilot service to support those just diagnosed with cancer to have better physical and mental health outcomes.
- ✔ Organise **learning and development events** to enable Wessex-wide NHS commissioners to network, build their confidence and share good practice around engagement including in large scale change, such as STP vanguards and clinical reviews.
- ✔ Offer more learning and development events for people to understand and **get involved** in influencing NHS services in Dorset.
- ✔ **Complete and evaluate** the NEHF CCG 'Engagement Empowerment Programme' and consider opportunities to share the programme with other NHS organisations.
- ✔ Continue to offer our business as usual **advice and support** and other activities identified in our agreed project workplan.



### Contact us at:

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