



# **London Patient and Public Advisory Group**

## **Handover report**

**September 2012**

## **Handover report for the London Patient and Public Advisory Group**

This report summarises the work of the London Patient and Public Advisory Group (PPAG), introduces its members and outlines the Group's plans for the future of pan-London patient and public engagement in the context of NHS reform and transition to a new system after April 2013.

The diversity of communities and interests across London is reflected in PPAG, whose members also have knowledge of specific clinical areas from a lay perspective and specialist patient and public involvement (PPI) skills. Through involvement in pan-London projects and dialogue with local Local Involvement Networks (LINKs), members have gained the experience and knowledge to brief clinicians and contribute to service improvement from a London perspective.

### **Background and current work**

PPAG's current role is to contribute to the development of healthcare across London by representing the interests of patients and the public within a London-wide group

The benefits of patient engagement are well documented, as engaging with patient and public representatives is key to developing services that meet the needs of the people using them.

The Strategic Health Authority NHS London works hard to actively engage with patients in all areas of the organisation, and PPAG has been an important resource in achieving this aim. After April 2013, NHS London will no longer be in existence to support the PPAG group, and consideration therefore needs to be given to the future of the Group following its final meeting in November 2012.

It will continue to be important in the future that issues such as commissioning decisions, patient safety, the safety of users of care homes, the increasing involvement in public health and influencing policy through Health and Wellbeing Boards are approached from both a local and pan-London user perspective.

The NHS London PPAG consists of twenty-one members of the public, most of whom are already active within their local LINKs at leadership and representative levels. Members are also involved with their local Clinical Commissioning Groups (CCGs)s, Health and Wellbeing Boards and Local Authorities, as well as pan-London projects such as cancer, cardiovascular, mental health and stroke care.

PPAG members have been expert panel members with a teamwork approach to information sharing with local groups within their Boroughs, and providing feedback to the Group with the overall aim of improving PPAG's effectiveness. PPAG Group members' biographies are given in Appendix A.

The PPAG Group is the only NHS patient advisory group working at a pan-London level as an essential means of informing health and social care policy from the user's perspective. At the national level, the interests of London LINKs are currently represented directly with the Department of Health's Healthwatch Team and Healthwatch Programme Board. PPAG and LINKs are supplemented by the work of other organisations, such as 14 Healthwatch Pathfinders across London and the Patients' Forum Ambulance Services, an independent body which monitors the London Ambulance Services.

The PPAG members meet as a group on a quarterly basis at NHS London chaired by an independent facilitator to hear from a wide range of speakers from across the health and social care system in London and input expertise at an early stage to pan-London initiatives.

Meeting support is provided by NHS London's communications team. In addition, a regular newsletter is distributed by NHS London to keep the PPAG members up to date on NHS transition, and members are encouraged to share this information more widely.

The Group's members were originally recruited for the Healthcare for London Programme in 2007, and the Group transferred to NHS London in January 2011.

The PPAG Group played a key part in Healthcare for London's Consulting the Capital programme to improve the health of Londoners, helping to make services safer and more accessible by providing a focus on services from a patient's point of view. The Group advised on the consultation strategy and implementation, and reported on its view of the consultation results. These deliberations led to major changes, in particular, in the accessibility to primary care.

The PPAG Group also provided advice to Healthcare for London in the lead-up to the pan-London consultation on stroke and major trauma care in 2009. The consultation concerned the number and location of the new specialised treatment centres.

Two major NHS London programmes were developed with the advice and participation of a cohort of PPAG members. The Cardiovascular and Cardiac Care workstream had a total of 10 lay members, 5 recruited from the PPAG. The contributions of the lay members were highly complimented by the clinical members. This led to the development by the lay members of an ancillary document dealing with issues most relevant to the patient perspective, which was published side-by-side with the clinical treatise.

A second major programme was the reconfiguration of cancer services in London, where 5 PPAG members and 5 patients from the London cancer networks gave patient perspectives to the Case for Change and the Model of Care proposals. As the programme moved into the development and implementation phase, two of the PPAG members were recruited to sit on the newly re-organised patient panel. The latter panel made sure that the Model of Care and its acceptance by the newly created Integrated Cancer Services incorporated the recommendations of the patient panel.

PPAG members have also been strong advocates for 24 hour, 7-day week consultant care.

### **Contribution to cross-London programmes**

PPAG members have contributed to a number of programmes requiring patient engagement at a cross-London level:

- Information Revolution (Janet Grant)
- Health & Well-Being Board Children Special Interest Group (Michael Vidal)
- My Health London (Janet Grant)
- NHS London Cardiovascular Review Patient Panel (Martin Saunders, Michael English)
- NHS Institute of Innovation's The Productive Ward Programme (Janet Grant)
- NHS 111 London (Barry Silverman)
- Patients' Forum Ambulance Service, London (Martin Saunders, Barry Silverman, Michael English, Natalie Teich)
- Community Pharmacy (Natalie Teich, Janet Grant)

London Health Programmes:

- London Health Improvement Board (LHIB) (Natalie Teich)
- Adult emergency services patient panel (Dilmohan Singh Bhasin, Martin Saunders)
- London Cancer Implementation Board's Patient Panel (Natalie Teich, Bonnie Green)
- Cancer Survivorship Panel (Bonnie Green)

## **PPAG Future Planning Task Group**

The PPAG Future Planning Task Group has been created to formulate ideas as to the future role of PPAG in the new NHS system after 2013 and provide a report and an action plan to determine future options for the role of PPAG if a new organisation should wish to host them. This is to help stakeholders and interested parties to gain a better understanding of the potential of PPAG as a London-wide body with strong local links under the new arrangements, and to ensure that important learning and information is not lost in transition.

This also fulfils current NHS London requirements for PPAG members to provide an insight on upcoming issues, and provides evidence of their role in specific projects and of dialogue with local groups. London PPAG have agreed to host a local dialogue on information sharing and feedback with LINKs, HealthWatch Pathfinders and patient support organisations and commissioning groups from the north east, north west, and south sub-regions, taking place at NHS London on Thursday 29 November 2012. **Future plans**

After April 2013, the Strategic Health Authority NHS London will no longer be in existence to support the PPAG group, and consideration therefore needs to be given to the future of the Group following its final meeting in November 2012. Any future role needs to be considered within the context of the NHS reforms and the new commissioning structures that will exist in London.

It will continue to be important in the future that issues such as commissioning decisions, patient safety, the safety of users of care homes, the increasing involvement in public health and influencing policy through Health and Well Being Boards are approached from both a local and pan-London user perspective. A re-constituted PPAG with strong links to local LINKs groups would be crucial to achieving these aims by providing advice for Healthwatch and guidance for the emerging NHS related Bodies such as CCGs, NHSCB and Health and Wellbeing Boards. This could take place without the usual 2-year period of development for new bodies to re-build expertise, networks and appropriate systems of patient and public involvement. Members of London PPAG have also agreed to make themselves available to existing and incoming bodies and projects who wish to hear views and receive feedback from a group with pan-London experience.

## **APPENDIX A: Member biographies**

The diversity of communities and interests across London is reflected in the PPAG Group, whose members also have specialist PPI skills and knowledge from a lay perspective. The members are listed below:

### **Amber Qureshi**

Amber is devoted to healthcare, and is a full time Senior Dental Officer with the Department of Community Special Care Dentistry, King's College London Dental Institute. Amber also devotes much of her personal time to charity organisations, including the MedicAlert Foundation and the Mouth Cancer Foundation.

### **Amjad Rahi**

Amjad is a retired hospital consultant and reader emeritus at the University of London. He has authored and co-authored several medical books and numerous research papers. He is

a community activist: he chairs a school governing body, a Local Area Partnership in Docklands and Tower Hamlets LINK, and is a Director of Eastend Homes.

### **Barry Silverman**

Member of the Chartered Institute of Marketing. Headed the Food Marketing Group of the National Coop, positioning the Coop as The Caring Sharing Coop. In retirement, developed a wide experience of patient representation in health and social care as Chair of Southwark Patients Forum and then founder Chair of Southwark LINK. Current activities include: co-chair of LINK Southwark, Member of LAS Patients Forum, representing the Forum on the LAS Clinical Quality & Safety Committee; LINK Member of the Southwark Clinical Commissioning Group, Member of the Royal College of Surgeons PLG, representing The Academy of Royal Medical College on the Clinical Committee for Surgical Safety; Guys & St Thomas' NHS Foundation Trust.

### **Beryl Pankhurst**

Beryl has worked in research biology and education. Her particular interests are in health and environmental education, although she has had special responsibilities for equal opportunities. In recent years she has been involved in local patient engagement work on commissioning dental services and setting up Healthwatch to work with care homes. She represents a resident's group at LINKs and is involved in the Ealing Wildlife Network as well as other environmental and human rights concerns.

### **Bonnie Green**

Bonnie is Chair of Richmond upon Thames LINK and was previously a member of the Richmond/Twickenham PPIF. She represents Richmond LINK on Richmond Shadow CCG and HWB, is a member of Richmond Community Involvement Group and was a Trustee of Shooting Star Children's Hospice until 2011. She represents NHS SWL PPAG on NHS SWL Better Services Better Value (BSBV) Implementation Board and has been invited to join the BSBV Reader's Group to review the draft Pre-Consultation Business Case Report. Bonnie retired from a career in communications/public affairs in the charity health care sector in 2007.

### **Dharam Sahdev**

Dharma is a retired civil engineer. Born in Kenya in 1940, he moved to Britain in 1984. He served as a councillor for the London Borough of Newham 1990-1994. He was Chairman of Redbridge PPI Forum from 2005-2008. He has good links with many community and faith groups, and has won silver medals in photography from Japan and India.

### **Dilmohan Singh Bhasin**

Dilmohan is a retired businessman who has lived in Ealing for the last 41 years. When he retired he wanted to use his experience and knowledge to help the community. He is an elected member of the Ealing LINK Steering Group, a Trustee and Director of Mind, an ex-member of a patient and public involvement forum, and has served on various primary care trust committees.

### **Janet Grant**

Janet is a member of her local LINKs in South West London.

### **Jim Wong**

Jim was born in Hong Kong, and came to England with his family in the early 1970s. He holds a BSc (Hons) & PGCE, and has been a resident of the London Borough of Ealing for over 35 years. Jim is a former IT professional and a qualified teacher, who now works with a local charity in health and social care.

### **Kay Winn-Cannon**

Kay worked in the health service for 28 years before retiring, and becoming involved with her local service users' forum. When Whipps Cross Hospital set up its Patients' Panel, Kay was asked if she would like to sit on the panel representing service users. She was also invited to join the Whipps Cross Hospital Forum, and the panel of the North East London Cancer Network.

### **Mansukh Raichura**

Mansukh has been active with voluntary and community organisation in Brent over the past 32 years and was awarded the Brent Citizenship award for his community services. He is Chair of his local LINks and has been Chair of his local Community Health Council for 4 years. He has been a coopted member of his local LA Health Partnership committee since 2003 and was elected member of the local Strategic Partnership Board. He is member of the Merger of Ealing Hospital & NWLH Trust Programme Board and member of NHS London PPAG since 2007.

### **Martin Saunders**

Martin became established in the service user involvement field in 2000 and has since advised the Strategy Unit (Cabinet Office), Greater London Authority, National Treatment Agency (NHS), Alcohol Concern, Department of Health, and several primary care trusts in this capacity. He was a member of the (now defunct) Southwark Patients' Forum with responsibility for mental health, urgent and emergency care, and alcohol and drug treatment.

### **Mary McNulty**

Mary has an active interest in social and health care and a long history of involvement in these areas. As well as being a member of Richmond LINks Steering Group and participating in its Mental Health Group, she chairs the Richmond NHS/Social Services Users and Carers Group and is secretary to Friends of Barnes Hospital Mental Health. With a masters in social policy, Mary has taught community, daycare and residential social workers and community nurses at Brunel University, and is a current carer with over 25 years experience caring for people with physical and mental disabilities. She has an active interest in mental health and dementia issues.

### **Mary Sexton**

Mary Sexton was born in Northern Ireland but has lived in London for the past 40 years. Mary studied for a social science degree at South Bank University, completing her social work training in 1990. Mary has held posts in Chelsea and Westminster Hospital, and for the last 11 years has worked as a senior social worker and Assessing Social Worker (ASW) in a South West London Borough. Mary is a parent of two children and grandparent to two boys. She lives with a diagnosis of Type 1 Diabetes and is particularly interested in the management of long and enduring illness.

### **Michael English**

Michael had tuberculosis as a child, and worked in the asbestos industry. He has a law degree and for 19 years was a Member of Parliament. Before 1964, he led Rochdale Council (then a Unitary Authority including public health). Later he was a Lambeth Councillor and

Chief Whip of the London Fire and Civil Defence Authority. He is director of NALM at a national level and Chair of London NALM.

### **Michael Vidal**

Michael left the civil service in 2007 to pursue other interests. From 2002-2010 he was a London Education Authority appointed governor at Betty Layward Primary School in Stoke Newington. From 2003-2007 he was an Independent Member of the London Borough of Hackney Standards Committee, and from 2003-2004 he sat on the Independent Remuneration Panel of the London Borough of Hackney.

In 2007 he joined the City and Hackney PCT PPI Forum where he led on matters relating to the changeover to LINKs. He has been an active member of his LINK and is currently the Vice Chair.

### **Mike Loosley**

Mike was a teacher for 25 years until the abolition of the Inner London Education Authority in 1990. He came into mental health service user involvement through personal experience and has been working in that field ever since. He worked for a Community Health Council until its abolition in 2003. He was a member of its successor body – the South London and Maudsley patient and public involvement forum. Mike has been elected to the Steering/Advisory group of Ealing LINKs, where his avowed intent is to keep alive the voice of the mental health service user.

### **Natalie Teich**

Natalie holds a PhD in Microbiology, and has a career in cancer research. She is a member of the Consumers' Forum (patient/public group) of the Royal College of Obstetricians and Gynaecologists, and considers writing patient information leaflets among the most productive outcomes of her work. She is a member of Islington LINK. Natalie has a special interest in access to primary care, and is a patient representative on some Islington primary care trust committees.

### **Neil Collins**

Neil Collins is a retired local authority social worker and is a mental health service user as well as being a carer and diabetic. He is an active member of Waltham Forest LINK, Chair of the Waltham Forest Carer's Association, a trustee of the local CVS and Diabetes Service Champion for Waltham Forest. He has been a member of PPAG since 2008.

### **Nicola Kingston**

Nicola is a member of Lambeth LINK. Her particular interests are health inequalities, health literacy and self management. Nicola is a Diabetes Network patient representative working with children and young people. She has worked as a Neighbourhood and Regeneration Manager, on the Expert Patient Programme and Information Prescriptions, and now works in the NHS on community engagement.

### **Susan Jackson**

Susan is an active member of her local LINK in Woodford Green.

### **Rudi Page**

Rudi is the PPAG Group's independent facilitator and contributed to the shortlisting and selection of the Group's members, as well as chairing Group meetings.