



**Standing Conference  
on Patient Voice**

**Making A Difference  
How to get your voice  
heard to influence  
change.**



**July 2019**



## Introductions

Chris Bain- Chief Executive Healthwatch Warwickshire

&

Phil Robson- Chair of the Standing Conference

&

Prof. Sir Chris Ham



Recap from 17<sup>th</sup> May

# Delegate Feedback

- Acoustics
- Speakers gave useful context
- Need a guide for acronyms
- 82% of delegates felt able to contribute
- Needed more time
- Too many delegates!

# Key Issues Emerging



- Jargon
- Transport especially in rural areas
- Engaging younger people/use of technology
- Regular meetings of PPG (Patient Participation Group) Chairs within PCN (Primary Care Network) areas
- Regular engagement with Clinical Directors
- PPGs to be more proactive
- PPGs to work more closely together
- How can we get more
- Where does social care fit?
- involved in self care and prevention?
- A bit late in the day?
- Can PPGS really influence things?

# Making a difference – ‘Our Starter for 10’

- How do we pursue an effective and timely influence on decisions - an ‘adult’ conversation?
- How do we use PCN (Primary Care Network)’s to develop our relationships?
- How do we effectively prioritise Social Care?
- Improving health outcomes requires change - how do we ensure access is managed in the interests of patients and carers?
  - Community Transport
  - Appointment Arrangements
  - Local Clinics



How we can make changes

Barry Franklin - Chairman of Whitnash Medical Centre PPG



# Actions from the Leamington Primary Care Network

- Finding the evidence for each PCN (Primary Care Network)
- Map skills of PPG (Patient Participation Group) chairs
- Develop a PCN website?
- Sharing example Job Descriptions and info about Social Prescribing
- Next steps?
- ✓ Look at PCN patient survey
- ✓ Look at population data
- ✓ Wider engagement
- ✓ Social Prescribing



# Table discussions

What is it you need to do in your local area?

What needs to happen to help you achieve this:  
Questions/statements for Prof. Sir Chris Ham

# Feedback and response



Prof. Sir Chris Ham CBE

Independent Chair of Coventry and  
Warwickshire Health and Care Partnership  
Board (Formerly the STP)

# Contact us



[info@healthwatchwarwickshire.co.uk](mailto:info@healthwatchwarwickshire.co.uk)



[www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk)

[@Healthwatchwarw](#)



01926 422 823