

## **Strengthening Parent Carer Participation**

### **Engaging with Health – How Contact can help Parent Carer Forums**



# Welcome!

Welcome to this Contact Webinar

If there is a technical hitch, please do bear with us

Those of you joining by pc, laptop, tablet or smart phone should now be able to see this introduction slide



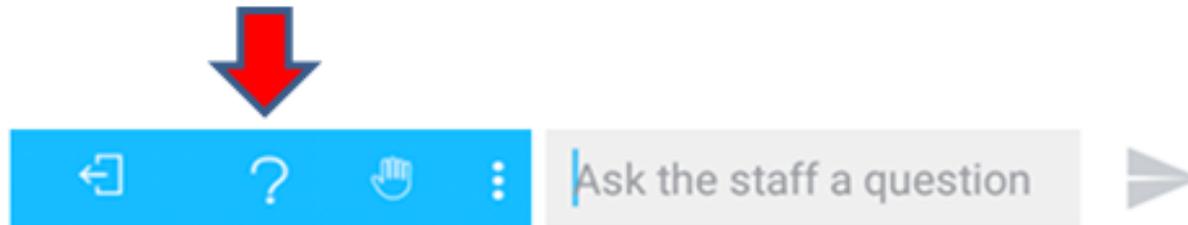
## Timings and Questions

As there are so many attendees you will all remain 'muted' throughout

To ask a question of the presenter, please use the question icon on your GoToWebinar tool bar on your screen

This will allow you to type your question in to the text box and submit this to the Webinar administrator

I will select as many relevant questions to answer as time allows, if similar questions are received I will condense these where possible



# Q & A

Further relevant questions, not covered in the time allowed, will be answered and posted on the Contact website along with the recording of this Webinar, details of which will be circulated next week

At the end of the Webinar a short questionnaire will launch, please take the time to complete this as this will assist with future online training events



# Contact's Strategic Health Lead



# Overview

My role at Contact and how I can support engagement with health

Looking at resources and guidance available on Contact's website

Good organisations and websites to find useful information and learn more

Some of the national networks and organisations we are involved in & how our involvement supports forums



# Strategic Health Lead

## My role & how I can help



# Strategic Health Lead – My role

Working with Parent Carer Participation Advisors to support forums

Identifying opportunities for parent carer participation

Providing briefings and updates on health related subjects

Working with other national organisations involved with children

Looking out for changes to national policy, practice or service changes that may affect children with disabilities

Targeted support – working directly with forums to understand and support better engagement with health



# How I can help you

Understanding the NHS and who's who within it

Understanding what the NHS's 'duty to involve' means and how you can use it to improve engagement

Help you identify what the health issues are and who you need to engage with about a specific issue

Help you understand your local health networks and who might be the best person/organisation/group to make connections with

Building on your existing engagement and exploring ways to increase your engagement across the whole of health



# Understanding the NHS

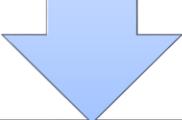
## Who's who?

- The NHS and its complexities, abbreviations and 'transformations'
  - Commissioners and providers
  - What are the different roles?
  - Who decides what?
  - NHS England
  - NICE - National Institute for health and care excellence
  - Public Health & local authorities
  - Sustainability and Transformation Partnerships or Integrated Care Systems
- The [Kings fund animation](#) is a good overview of how complex the NHS is:

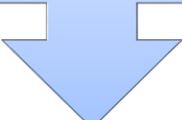


# The NHS's 'duty to involve'

## The NHS Constitution - Your rights in the NHS



“You have the right to be involved in planning and making decisions about your health and care with your care provider or providers, including your end of life care, and to be given information and support to enable you to do this. Where appropriate, this right includes your family and carers.”



“You have the right to be involved, directly or through representatives, in the planning of healthcare services commissioned by NHS bodies, the development and consideration of proposals for changes in the way those services are provided, and in decisions to be made affecting the operation of those services.”



# Identifying the health issues

How do you know what the health issues are?

Why you need good evidence

Is there any quality standards or best practice guidance to back you up

Is it a local 'priority' – what gets counted gets done!

Who do you need to talk to – commissioner or provider?



# Understand your local health networks

Lots of “Transformation” programmes going on at the same time

- Transforming Care
- Mental Health
- Individual Personal Commissioning/personal health budgets
- Sustainability & Transformation Partnerships or Integrated Care Systems or devolved funding

Hospital mergers

Clinical Commissioning Groups mergers

Who is leading on SEND?



# Exploring ways to increase your engagement

Have you already got a good relationship?

- With a Children's Commissioner?
- DCO/DMO – Designated Clinical/Medical Officer?
- With a local hospital?
- With a community services provider?

How to find other key people to engage with

- Every area has different arrangements

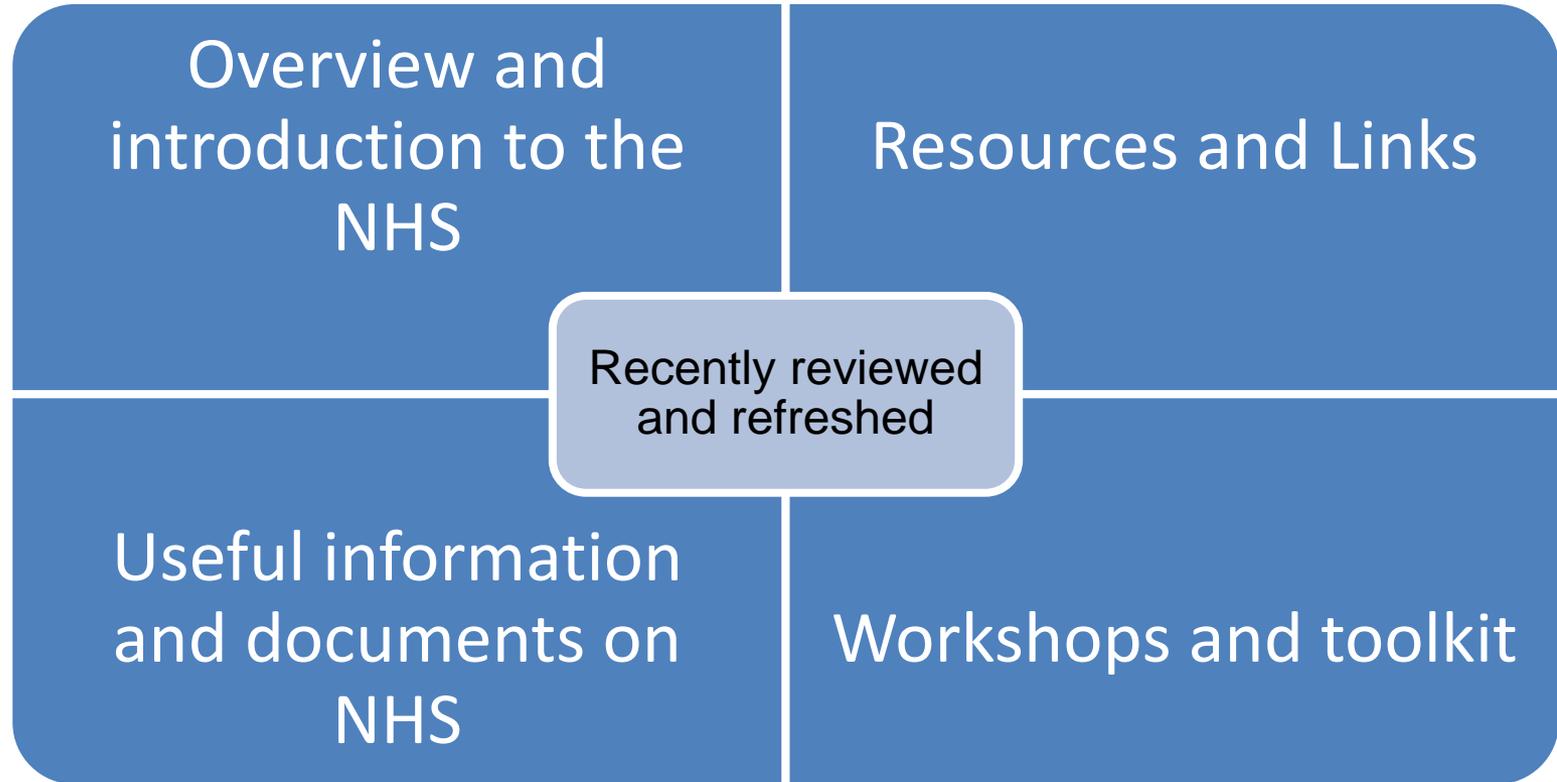
Engaging with the regional NHS – STP's, linking with other forums



# What help is available?



# Contact - Improving health services webpages



Introduction to parent carer participation

How we support forums in England

Success stories

Support setting up and running a Forum

News for Forums

Learning & events for forums

Forum resources

Grant & monitoring

Improving health services

Health news & updates

Engaging with local health partners

Health resources

NHS changes (England)

# Engaging with local health partners

## UNDERSTANDING THE NHS

If you find 'health' confusing, you are not alone. It is a complex system with many layers and organisations working within it.

### Online resources

Our webpage [An introduction to the NHS](#) provides an overview of the main organisations and jargon.

You can also download our [Introduction to the NHS briefing \[PDF\]](#), which has guidance on how forums can start to influence health locally. This will be useful if you find the NHS confusing, haven't had much involvement with health services or want to understand who's who in health.

[This King's Fund animation](#) is a good explanation of the NHS's complexity.

### Book a Contact workshop

We have an introductory workshop that forums can purchase to help understand the different organisations and terminology. The workshop will help you identify key points for influencing and engagement. It is aimed at forums that want a more bespoke, facilitated learning sessions.

Find out more on [our training webpages](#).

### Understanding the Five Year Forward View

If you want a more in-depth look at the NHS and its transformation plans, [our briefing paper on the NHS Five Year Forward View \[PDF\]](#) gives an overview.

<https://contact.org.uk/get-involved/parent-carer-participation/improving-health-services/engaging-with-local-health-partners/>



# News & Updates

NEW page added to website  
<https://contact.org.uk/get-involved/parent-carer-participation/improving-health-services/health-news-and-updates/>

For up to date information, documents, publications and consultations that may be useful for forums

Updated regularly with anything I find

If you come across something that is useful to you – send onto me so I can share with others



# Resources

Publications

Resources for working with GP's

Examples of how to collect evidence and feedback

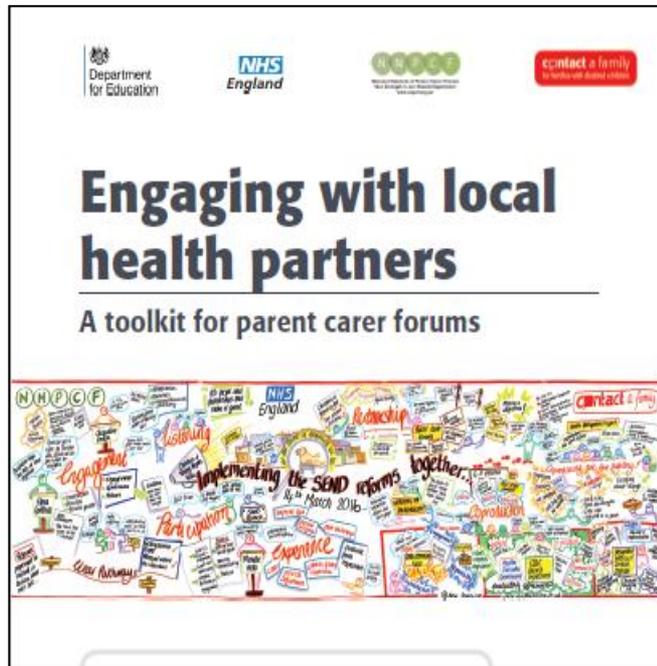
Examples of working with hospitals

Health related webinars including Transforming Care

<https://contact.org.uk/get-involved/parent-carer-participation/improving-health-services/health-resources/>



# Engaging with health toolkit



- Toolkit and workshop developed through a project working with NHS England, Contact, NNPCF and DfE in 2015-16
- The toolkit covers:
- who makes decisions about health services locally and nationally
- the health commissioning process
- national legislation and policy that can support parent carer participation in
- health commissioning
- how to get to know your local system
- how to use local plans and priorities to influence local commissioning
- developing outline action plans for future activity.



# Webinar - First steps towards understanding and working with the health system

['First steps towards understanding and working with the health system.'](#) With Contact associate Anna Gill and Rachel Trueman from South Gloucestershire Parent Carer Forum, this webinar includes: a bird's eye view of how the health system is structured; an introduction to commissioning within the health system; identifying key levers for change within health and much more. [Download the presentation from the day](#) along with [further resources](#), information on [marketing your forum](#), an [example report from South Gloucestershire forum](#) and a [Q&A document](#).



# Engaging with health workshop



- The Working Together Workshop can be purchased by forums
- Focusses on participation and co-production at a strategic level
- Aims of the workshop: Participants will:
- have a better understanding of how health commissioning and participation works nationally and locally.
- Have gained knowledge as how to find and engage key health contacts.
- Understand levers for change to enable the Forum to get its voice heard.
- Develop an outline action plan for future activity.

[See the flyer for further information](#)



# Introduction to Health Workshop

An introductory workshop that can be purchased by forums. Includes:

- An introduction to the complexities of the NHS in England and will explain the role of each agency, what they do, their responsibilities and how you as a group can influence what is happening.
- It covers the roles of NHS England, Public Health England, Clinical Commissioning Groups, Hospital and Community Trusts and local authorities, and it will demystify key jargon. It also helps you to identify key points for influencing and engagement.

- If you find the NHS confusing and prefer a face to face workshop
- Can help you get a better understanding of 'health' to move onto using the action planning of the toolkit
- Delivered by me & can be adapted to your individual needs



# Other sources of useful information





[The Kings Fund](#) – useful independent views on what is happening in the NHS.

Council for Disabled Children Health resources, particularly their [Joining the Dots pages](#) which shows how many of the changes in the NHS are related and interlinked



**NICE**

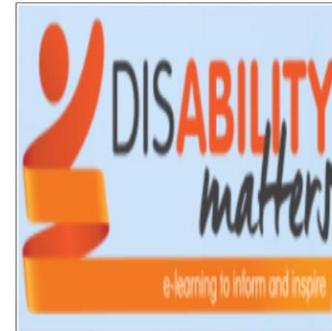
[NICE](#) – National Institute of Health and Care Excellence. Guidance and quality standards aimed at improving health and social care services. Also have an 'evidence search' that allows you to find best practice examples.





[What Works](#) Website from the Communication Trust. Aimed at SLT practitioners but useful to see what evidence there is to back up particular therapy interventions

[Disability Matters](#) e-learning. Now hosted by NHS – Health Education England



[Easy Health](#) – website that provides 'easy read' health information.



# National organisations



# NHS England – Children with Complex Needs Board

- Set up in 2015, led by the nursing directorate of NHS England
- The 'steering group' of how the NHS implements the Children & Families Act
- Has 3 main aims:
  1. Drive up quality and reduce variation by responding to feedback from local area inspections;
  2. Improve the quality and timeliness of education and health care plans
  3. Improve the overall reported experience of CYP and their families.
- Members include : Other NHS England leads eg: Transforming Care, IPC (Integrated Personal Commissioning), Mental Health, Contact & NNPCF, CDC, Dept for Education, Dept of Health, Preparing for Adulthood, Together for Short Lives, Royal College of OT's, Royal College of SLT



# Royal College of Paediatrics & Child Health (RCPCH)

## Develop standards, guidance and reviews

- [Facing the Future Standards for Paediatric Care](#)
- [State of Child Health](#)

## Invited Reviews

- An 'ofsted' style review of service delivery
- Can look at safety, service changes, how well services meet the RCPCH standards, workforce, better joint working etc
- Have to be requested by service provider

## RCPCH &Us: the voice of children, young people and families

- Lots of ['how to'](#) engage with children & young people
- Practical tips and activities – many of which can be translated to parent carer engagement



# British Academy of Childhood Disability (BACD)

The only UK multidisciplinary professional organisation in Childhood disability

Includes medical, nursing, and therapy professionals

Develop guidance and policy advice around childhood disability

Encourage debate & promote research in childhood disability

Promote and share best practice.



# What does this mean for forums? And how can you use it?



# Finding the right person

And using the right language...

## Local practitioners

- Are they involved in a national organisation eg: BACD, RCPCH?
- Who is responsible for Patient & Public Engagement/Involvement?
- Looks for names with 'quality' or 'experience' in the job title  
Quality Improvement/Quality Assurance/Quality & Experience

## NHS England

- Using your regional SEND lead to promote engagement with your CCG – your Parent Participation Advisor can help (or me)



# Finding evidence to support your case

## Standards and Guidance

- NICE Guidelines – often statutory ie: **MUST** be followed
- RCPCH Quality Standards – all paediatricians **SHOULD** follow standards and guidance
- BACD Quality Standards

## Best practice

- Find best practice examples eg: What Works website – NICE evidence search
- What the 'Royal Colleges' say.



How are you feeling now?



## Next steps...

Contact your [Parent Carer Participation Advisor](#)

Contact me direct:  
[lynn.hoppenbrouwers@contact.org.uk](mailto:lynn.hoppenbrouwers@contact.org.uk)



# Q & A



# Thank You!

Thank you for attending with us today

A short questionnaire will launch at the end of this webinar

Please take the time to complete this it will help us plan future online training events including other topics you would like to see

The recording of this Webinar, presentation and questions will be on the parent participation Resources page of Contacts' website next week – an email confirming this will be sent to you once this is available

