

**HOW TO SET UP A
PATIENT
PARTICIPATION
FORUM**

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NHS

**PATIENTS GETTING INVOLVED
THE WAY FORWARD**

PATIENT PARTICIPATION FORUMS

THE BASIS OF A FORUM

By networking with practice staff and other patients, a forum can draw attention to patients' experiences beyond the doctors' and managers' knowledge and capacity.

Many of these experiences can have immediate consequences on patients' health – whether at the practice's door, in specialist homes, institutions, day care centres or hospitals.

Patients are encouraged to help in the improvement of the NHS and become a vital and independent part of the new public involvement initiative. Patient groups will become the fundamental and essential connection between the service providers and the users within the community.

This is an opportunity to ensure that the health care provision is right and relevant for those who receive it.

THE BENEFITS OF A FORUM

Participation groups will mutually benefit doctors, practice staff and other patients as they become actively involved in the practice's decision-making process and its future development.

Patients will work in partnership with GPs to improve the services provided. There will be a meeting of minds to share views and experiences, provide feedback on public, patient and carer views, and to help set and maintain standards.

Patients will join the GPs, nurses and other professionals at this cutting edge of modernisation in an aim to change patients' experiences at the primary level.

- Foster a relationship between patients and medical advisers on the basis of openness, equity and integrity
- Encourage the involvement of patients in their own care and the health service at all levels
- Provide a platform for patients to share their views on the local services and to assist in the planning of future ones
- Improve patient care within the practice
- Work together with patients and carers, medical staff and the practice managers to improve services and exchange information

THE FACILITATORS

As facilitators, with considerable experience in setting up patient forums, we can offer your practice the opportunity to establish your own, personalised Patient Forum.

The set up of such a project requires considerable planning; drafting and production of documents; circulation of material, and monitoring of progress. Our involvement will enable the Practice Manager and staff to continue to manage and run the practice, largely undisturbed by the setting up process.

The partners and the Practice Manager will be consulted throughout to assist the facilitators to achieve an informed and enthusiastic Patient Forum.

The facilitators will require several short meetings, primarily with the Practice Manager, to monitor progress, obtain feedback and to update and review notices. We shall monitor progress and report back for an agreed period and always be approachable for consultation.

EXPERIENCE

FEE STRUCTURE

Leading to the activation of the patient forum, the setting up process has been designed to fit into the four stages.

- (Say) £1,000.00, with interim payments at each of the four stages.
- Personal attendance at the practice to assist in the recruitment of patients, if agreed - £75 per day
- Disbursements – paper, printing, etc., at cost

STAGE ONE

ASSESSMENT

A meeting will be arranged between the Practice Manager, a member of the partnership and the facilitators.

THE MEETING WILL

- **Examine the importance of:**
 - **Informing staff of the intention to set up a Forum and ensure that everybody is on board.**
 - **The presence of the Practice Manager and one member of the partnership at every meeting of the Forum.**
- **Assemble information on the practice – size, locality, ethnicity, etc.**
- **Obtain the Practice Leaflet**
- **Define the needs and wants of the practice and staff – the Forum's objectives will materialise later.**
- **Assist in the decision on the structure of the Forum - number of members, frequency of meetings, budget and how a group will progress.**

A report on the findings will be made available to the practice.

A meeting will then be arranged to debate the findings and to decide how to move forward to Stage Two.

THE MEETING WILL

- **Discuss and define the practice's objectives and timescales**
- **Decide upon target areas**

STAGE TWO

OUTLINE THE CAMPAIGN

THE FACILITATORS WILL

- **Personalise the campaign using the practice logo**
- **Design posters, notices, flyers and leaflets**
- **Draft a letter of acknowledgement for those who respond**
- **Send documents to the practice for approval**

THE PRACTICE WILL

- **Approve and/or amend the documents**
- **Agree to move forward to Stage Three**

STAGE FOUR

SET UP THE MEETINGS

THE FACILITATORS WILL

- **Set up the first meeting.**
- **The facilitators will attend the first two meetings to assist the Forum to define its Mission Statement and elect its officers.**
- **The facilitators will write the Minutes of the first two meetings**
- **The facilitators will provide relevant information and folders for each member**
- **Keep to the meeting times as rigidly as possible.**

THE PRACTICE WILL

- **Provide a room for the meeting**
- **Provide refreshments**

WITH PATIENT INVOLVEMENT
EVERYONE'S A WINNER