

Ways of involving patients and the public in tackling hypertension

Tool H14

Patient and public involvement is now a core part of health service development and decision-making. Without it, truly responsive services cannot be delivered. This tool outlines the benefits of public and patient participation in developing a local hypertension strategy, as well as the statutory requirements.

Benefits

Patient and public involvement has the following benefits.

- It informs the development of improved patient-centred services and service delivery.
- It increases patient satisfaction, through a sense of greater involvement and being listened to.
- Engagement in developing appropriate care plans and services can increase concordance.
- It improves relationships, through increased understanding and trust between, on the one hand, managers and professionals, and on the other, patients, carers and the public.
- It helps to provide services which are culturally sensitive and appropriate, and which are tailored to an individual's particular needs.
- It helps to inspire change and innovation in service delivery.
- It helps to build solid community partnerships.
- It demonstrates a willingness by organisations to be held more accountable to patients and the public.
- It meets statutory requirements.

Statutory requirements for patient and public involvement

Key policy drivers include:

In England:	Health and Social Care Act 2001 (www.legislation.hmsso.gov.uk) The NHS Plan (www.dh.gov.uk) Planning and Priorities Framework 2005-2008 (www.dh.gov.uk) Local authorities also have a duty to scrutinise local NHS.
In Scotland:	Our National Health: A Plan for Action, A Plan for Change (www.scotland.gov.uk) Patient Focus and Public Involvement (www.scotland.gov.uk)
In Wales:	Improving Health in Wales (www.wales.gov.uk) Signposts – A Practical Guide to Public and Patient Involvement in Wales (www.wales.nhs.uk)
In Northern Ireland:	A Healthier Future: A Twenty Year Vision for Health and Wellbeing in Northern Ireland 2005-2025 (www.dhsspsni.gov.uk) Good Practice Review on User Involvement – Proposed Guidelines (www.dhsspsni.gov.uk)

Performance assessment

Patient and public involvement processes are subject to performance assessment through bodies such as the Healthcare Commission (in England).

Ways of involving the public and patients

- Individual feedback or contributions to care plans
- Consultation and formal evaluation of services
- Focus groups for feeding back thoughts and feelings on services
- Project working groups
- Patient forums
- Planning groups
- Patient Environment Action Teams (PEAT)
- Expert Patients Programme
- Patient Advocacy and Liaison Services
- Independent Complaints Advocacy Services
- Commission for Patient and Public Involvement in Health (England)
- Patient and Public Involvement Forums (England)
- Voluntary and charity organisations
- Independent Local Authority Forums
- Local healthcare cooperatives

For more information on patient and public involvement

England

Commission for Patient and Public Involvement in Health

The Commission's role is to make sure the public is involved in decision-making about health and health services in England through Patient and Public Involvement (PPI) Forums – one for each NHS Trust. **www.cppih.org**

Health in Partnership

A research programme to support greater patient, carer and public participation in healthcare decision-making. Provides links to online publications and useful websites.

www.healthinpartnership.org

Medicines Partnership

This is an initiative supported by the Department of Health, aimed at enabling patients to get the most out of medicines, by involving them as partners in decisions about treatment and supporting them in medicine-taking. **www.medicines-partnership.org**

Scotland

Involving People

Part of the Scottish Executive's commitment to improving public and patient involvement. Provides details on training, initiatives and projects being undertaken in Scotland, and links to publications. **www.show.scot.nhs.uk/involvingpeople**

Wales

NHS Wales

Provides links to policy on patient and public involvement. **www.wales.nhs.uk**

Northern Ireland

Department of Health, Social Services and Personal Safety

Provides links to policy on patient and public involvement. **www.dhsspsni.gov.uk**