



South Wales and South West  
**Congenital Heart  
Disease Network**

# Patient Engagement Workshop

Strategy Day

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10/7/2018

# Introductions

- Introductions from group members
- Overview of session
- What is patient engagement?
- Areas for patient engagement
- Factors affecting pt engagement
- Challenges
- Moving forward
- Patient story-Tony
- Goals in 3 years-Tony

# What is patient engagement

- Patient engagement is increasingly recognized as an integral part of health care and a critical component of safe people-centred services.
- Engaged patients are better able to make informed decisions about their care options.
- In addition, resources may be better used if they are aligned with patients' priorities and this is critical for the sustainability of health systems worldwide.
- Mutual accountability

# Resources



**Patient and Public  
Participation Policy**

# 'no decision about us, without us'

## What matters to you?

**NHS**  
England




### **Involving people in their own health and care:**

Statutory guidance for clinical commissioning groups  
and NHS England



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# Areas for patient engagement in CHD

- Outpatient area
- In-patient experience
- *Cardiac surgery, cardiology, learning disability,*
- *Transition, pregnancy, end of life.*
- Involvement with peripheral clinics
- Contacting us
- The way we communicate with you, website  
Twitter, newsletter and letter.

# Factors affecting pt engagement

- Clarity of the role
- Personal situation
- Unclear 'contract'
- Practical considerations
- Unclear 'terms of reference'
- Unclear timescales

# Successful patient engagement

- Trust process, recruitment
- Governance
- Board participation
- Communication



# Challenges

- Engagement
- Duration of involvement
- Unclear remit

# Moving forward

- How will it work?
- What are your thoughts?
- Discuss patient story?
- Ideas?

# Patient story-Tony



# Goals in 3 years-Tony

- Group work
- Imagine the CHD Network in 3 years time
- What are you doing?            10 mins + Feedback
- How have we got there?       10 mins + Feedback
- Keys to success?                10 mins + Feedback
- Where do we start?              10 mins + Feedback
- How can we work with our charity partners? 10 mins + Feedback