

Patient Engagement Workshop

Strategy Day
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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?



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

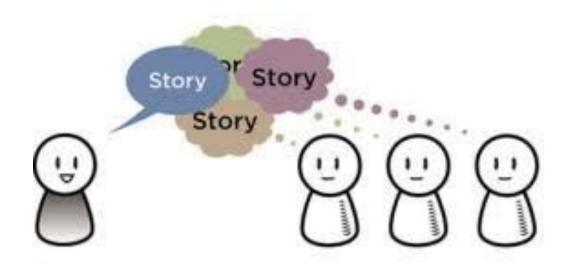
Moving forward

- 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