

# The “new” agenda in England for Patient & Public Involvement in Health!

An update by  
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# So we all know what it's about?



- It's about the Government wanting to get rid of CHCs.
- And they have done it!
- All sorts of reasons have been given, no one really knows why.
- But the day will soon be here!

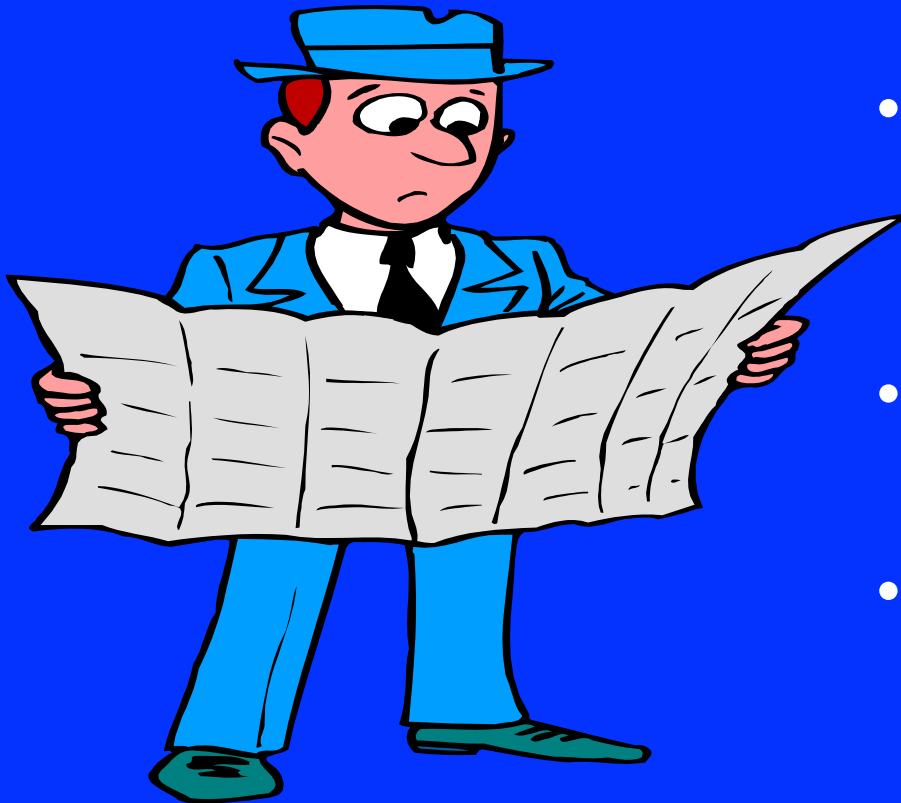
# It's been a long war!

- The original proposals were crazy, but have changed dramatically as a result of a strong campaign by ACHCEW and CHCs.
- We gained many improvements but...
- CPPIH seem intent on doing it their own way...
- And are getting away with it!

So while we won many battles,  
I feel we have now lost the war!

- My greatest fear is that the new system will fail!
- All the dedication and skills of CHC staff and members will be lost!
- CPPIH are determined to re-invent the wheel!
- It's not just that they are getting away with it.
- And they are taking far too long in setting up the “new” system!

# So where is CPPIH now?



- Well I think I know the answer.
- I'm not sure that carers, the public or patients do.
- I'll try my best to explain.
- But, it's not easy because it is so fragmented!

# First let's look around.

- Wales, CHCs have been reformed not abolished!
- They are forging ahead at great speed!



# Scotland is also going to change!

- Health Councils will lose many of their important roles.
- Here too they seem intent on destroying the system...
- But seem to want to keep the staff and members.
- At least they seem to be organised, unlike England!

# So most of you know what WILL happen in England?

- ACHCEW WILL be abolished along with CHCs on 1<sup>st</sup> December 2003.
- CPPIH will take over PPI.
- The office in Birmingham is moving.
- The Chair Sharon Grant and the Chief Executive Laura McMurtrie will be totally free to do their own thing...
- Without fear or favour!



# So what is CPPIH doing so far?

- They are (finally) recruiting people to become members of ‘Patient Forums’.
- A massive task and if the information I have is correct they are finding it difficult!
- They have yet to decide on terms and conditions for members!
- They have yet to re-invent that wheel!!

# Local Management systems.

- Advertisements are out for staff to manage the Patient Forums.
- Problem is that because there are so many different contract holders it is very confusing!
- E.G. Age Concern 75 years...The Scouts, etc.
- Those interested in PPI or Health don't give it a second look!
- So the “new” system is way behind target!

## Then there are:

- Local Network Providers!
- They have won the Contracts to support the Patient Forums Service.
- To call them “local” is stretching it a bit!
- To make matters worse these LNPs have some strange names...
- The public will...
- Are already totally confused...
- Is that the aim...I wonder!

# What else was CPPIH supposed to do?

- Performance management of all Patient Forums...
- *No, that's now the LNPs*
- Employ all the staff of Primary Care Trust ('PCT') Patient Forums who will also provide staff support for other Patient Forums...
- *No, that is to be done by contractors...*
- Such as Age Concern, CABs, etc.
- Makes you wonder why CPPIH need so many highly paid staff!

I really don't know why they are  
doing it this way!



# At local level there should be:

- PCT Patient Forums.
- Acute Trust Forums.
- Mental Health Forums.
- Ambulance Trust Forums
- Plus many more.
- About 640, one in every Trust.
- Minimum 7 members that's 4480 volunteers!
- PCT Patient Forums were also to provide advice on complaints -'ICAS'- Not now!
- Ensure that “hard to reach” groups have their say on health.
- Collect information on health services in their area.

# The new system is already failing!

- Don't forget that all these new bodies were to be in place “before” ACHCEW & CHCs were abolished!
- The Minister, Secretary of State AND Sharon Grant gave assurances in Public!
- The fact is they have not got a chance!
- My worry is what happens to Carers, Patients and the Public?

# Don't forget that PFs are.

- Members drawn from various sectors:
- Voluntary sector
- Patients
- Carers
- NO local authority appointments
- Only now is CPPIH seeking to bring on board CHC Members!



# What of the great idea that each Patient Forum will elect a member to become a Non-Executive Director on the Trust Board?

- That idea seems to have gone?
- You may recall that it was said that “Most PCT Patient Forums will need to deliver some of their functions jointly”.
- The way things are going they will have to...
- Because there are not enough Members

# But Patient Forums **must**

- Monitor Services provided by its Trust.
- Seek the views of Patients in its Trust.
- Inspect premises where NHS services are provided or arranged by its Trust.
- Make reports & recommendations.
- Refer matters to ‘OSCs’, ‘StHAs’, ‘CPPIH’, ‘CHI’, etc.

# We all know that...

- But how can they do it by 1<sup>st</sup> December 2003?
- At this moment in time they are thousands of members short!
- Yet they still refuse help...
- They are still trying to re-invent the wheel!

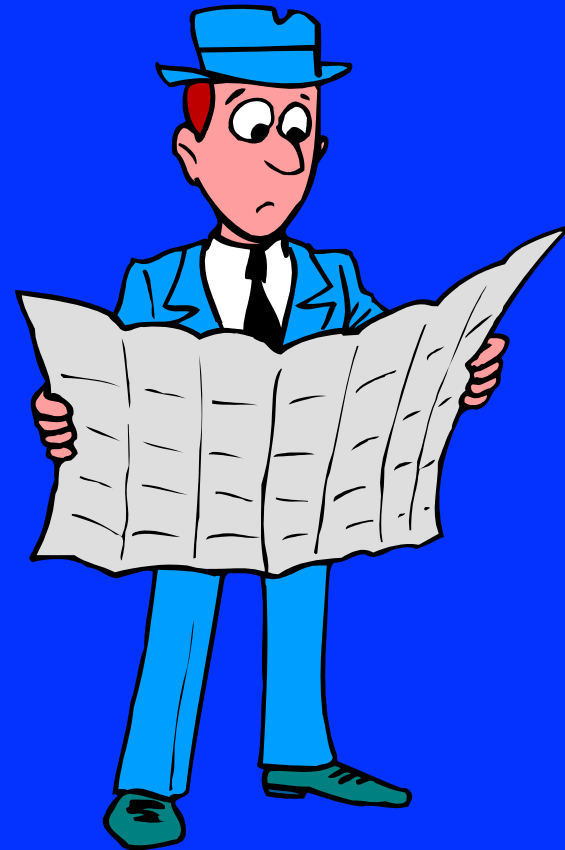
# Are you still with me?

- Or becoming confused and concerned?



# Well just think about this...

- So far I have touched on only a small part of the “new improved” system.
- There is much more!



# There are the 'PALS'

- These will be in every Trust, employed by the Trust, they will:
- Resolve problems on the spot!
- Provide information to Patients, Carers, and their families about health services and support services and support groups.
- Explain how to complain and where to go.
- Act as an early warning system for Trusts.

# Great System – well...

- ACHCEW has undertaken two major surveys...
- Needless to say PALS is nowhere near up and running in every Trust.
- Even where there is a telephone contact...
- It's often an answering machine or...
- Staff have no idea how to advise persons wanting to find an advocate!

# If this continues then

- Patients will have nowhere to turn to.
- The legal profession will have a field day.
- It will cost millions in compensation claims.
- The public will lose faith in the NHS.
- NHS staff will be in fear of the “blame” culture.
- In other words...DISASTER!



# Then there are the OSCs

- Overview & Scrutiny Committees.
- **They should:**
- Take on the role of scrutiny of local health services.
- Be able to call NHS Managers and Chief Executives to explain service provision, etc.
- Be consulted on Major changes to services.
- I must admit I don't know how many are up and running and dare not ask!

# As you can guess I'm not very impressed!

- We have all been misled!
- The CHC movement.
- The Voluntary Sector.
- Members of the House of Lords and Commons.
- But worst of all Carers, Patients and the Public!

# So there should be...

- Patient Forums for every Trust
- CPPIH, new national body with a co-ordinating role over PFs.
- PCT PFs with allocated staff and members from other PFs.
- ICAS.
- PALS.
- OSCs.
- 7000 volunteers.
- Estimated costs £86m.
- CPPIH started in Jan 2003.
- It seems to be working very slowly!

So what do I think?



# So much for ‘Transition’

- Transition Advisory Board ( ‘TAB’ ) made recommendations to Department – ignored!
- CPPIH got the report ... ignored!
- ACHCEW was seeking a genuine transition from CHCs to PCT Forums, including transfer of staff & members (those who want to play a role)...**IGNORED!**

# So when will it work?

- I really do not know....
- That is why I am very concerned.
- We all know that...
- All it needed was to reform CHCs!
- The huge budget (rumoured £86million) will all come out of frontline services!
- That means Carers, Patients and the Public will suffer even more!

Yes I fully admit...  
I am not very pleased!

- What can be done?
- There is a slim hope that if thousands of people like you... CHC members and staff join the new system...
- You can pick up the pieces when it falls apart!

# If you still care...

- Get in touch with CPPIH.
- Push and push to get appointed to a PF.
- Urge as many “caring” people who you know to do the same.
- Once there push and push to make the system work!



# Before I conclude...

- I would like to thank you all for the hard work, skill and dedication that you have brought to your roles within the CHCs.
- To urge you to remember all the major changes that have come about because of your efforts.
- To remember that thousands if not millions of people have benefited because of your efforts.
- Thank you for the invite... I wish you success in the future.

# Thank you!

I am happy to take questions.

Hopefully I'll be able to give you answers!