

# **PPIEE: Patient and public involvement, engagement and experience**

**Diabetes Network Launch**

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# Patient & public involvement, engagement & experience: What

- **Involvement: improving everyone's care**
- **Engagement: improving care for individuals, their families and carers**
- **Experience: listening to and acting on what patients and the public say**

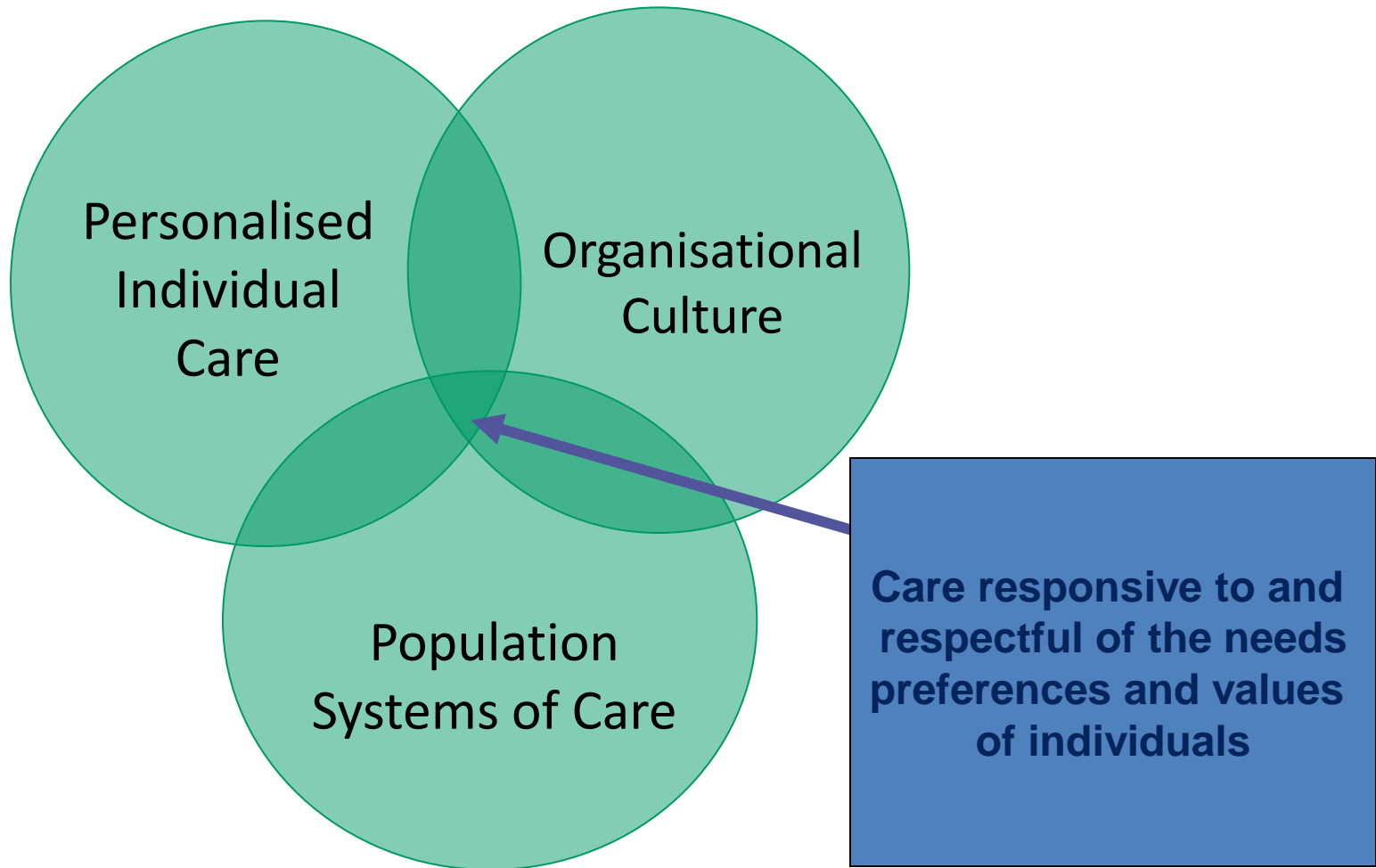
# Patient & public involvement, engagement & experience: Why?

- **Policy**
  - NIHR and others
  - NHS England and others
- **Improve processes and outcomes**
  - Clinical outcomes and safety linked to experience for patients and staff
  - Sustainability
  - Network effectiveness
- **Ethics**

# Patient & public involvement, engagement & experience: How?

- **Develop person-centred care**
  - Individual care
  - Organisational care
- **Support person-centred research and innovation**

# Person-centred care: What is it?



# Person-centred care: What its not



# Experience not equal to satisfaction

*“The other thing I didn’t raise and I should have done because it does annoy me intensely, the time you have to wait for a bedpan. ....elderly people can't wait, if we want a bedpan it’s because we need it now. I just said to one of them, ‘I need a bedpan please.’ And it was so long bringing it out it was too late. It’s a very embarrassing subject, although they don't make anything of it, they just say, ‘Oh well, it can't be helped if you’re not well.’ And I thought, ‘Well, if only you’d brought the bedpan you wouldn't have to strip the bed and I wouldn't be so embarrassed.’*

## Patient survey

Overall, did you feel you were treated with respect and dignity while you were in hospital?

*Yes, always*

Overall, how do you rate the care you received?

*Excellent*

# Patient & public involvement, engagement & experience: How

- Network plans
- Organisational work with partners



# Involvement:

## Developing person-centred organisations

How will the network involve public and patients in:

- governance
- determining priorities
- designing programmes/interventions/service design etc
- education and training?

How will the network use experience, opinion and safety data to measure, monitor and benchmark service quality?

How will the network use experience, opinion and safety data in service design, service improvement, education and training etc?

# Involvement: developing person-centred research and innovation

How will the network involve patients and the public in:

- Defining evidence uncertainties and innovation need
- Designing research and innovation
- Disseminate research findings and innovation interventions
- How will the network support researchers to better involve patients and the public?
- How will the network help increase population and patient understanding of research and innovation?

# Engagement: developing person-centred care for individuals

How will the network support the following:

- Personalised care – shared decision making, personalised care plans, use of risk stratification information as appropriate
- Patient and carer health literacy
- Use of patient and carer defined and reported outcomes and experience?

# Patient & public engagement in research, innovation & service delivery

**Engagement: improving care for individuals, their  
family's and carers**

- **working with patients and their families to improve their  
own care**

# **Patient & public experience in research, innovation & service delivery**

**Experience: listening to and acting on what patients  
and the public say**

- **collecting, understanding and using patients' and the public's feelings about their involvement and engagement in care, research and innovation in improvement work**

# **Patient & public involvement in research, innovation & service delivery**

## **Involvement: improving everyone's care**

- **working with patients and the public to improve care delivery, research and innovation for the population**