Patient and Public Engagement and Involvement
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Purpose of a PPEI Toolkit
The purpose of this toolkit is to assist Healthcare Scientists (HCSs) to undertake effective public and patient engagement and involvement in the development and improvement of services that they deliver. This could be for a range of activities. The toolkit has been developed to allow HCS professionals to work together with patients and the public to improve service delivery and ultimately the health of the community they serve.

In 2010, the Government (Department of Health, Equity and Excellence policy document) adopted the strap line ‘No decision about me, without me’. Equity and Excellence aims to put patients at the heart of decision making in the NHS. This toolkit is a timely resource for those HCSs who need to make Patient and Public Involvement (PPI) happen. Through shared decision making about their care patients will have meaningful involvement in how healthcare services are organised, strengthening the definition of involvement to reflect the principle of ‘No decision about me, without me’.

What do you want to find out?
- Be clear about the purpose of the consultation i.e. what information are you seeking?
- Be clear about the parameters of the consultation i.e. what can be influenced by patient/public input and what can’t be.

Who are you going to involve?
- Numbers involved needs to be manageable with the resources available.
- Use a cross section of society – consider a range of ages, races and geographical locations.
- Always involve relevant staff.

What level of involvement is suitable?
- The decision needs to be made in line with the objectives of the project.
- Is ongoing involvement suitable?

How are you going to support the patients/public throughout the process?
- Patients need to have appropriate information.
- Patients need to have a personal contact to call for advice or clarification.

How are you going to support staff throughout the process?
- Staff need to have appropriate information and support.
- PPI can be challenging; ensure that staff are comfortable with what they are doing and can refer people on appropriately to senior managers if individuals raise issues it is not in their remit to discuss.

How are you going to ensure that contributions are obtained from all sections of society?
- Consider diversity issues when producing literature – languages, accessible formats, hold events in accessible buildings etc.
- Consult through established networks of community groups.

How is the information going to contribute to progress?
- Identify what is going to happen to the information once it is gathered.
- Establish a means of feeding back to those who have been consulted.

A Patient and Public Engagement and Involvement (PPEI) exercise is an excellent way of improving the quality of services. The commissioning framework indicates that all service planning and redesign should include a PPEI strategy and activities. Outcomes from PPEI activities should be communicated across the HCS Networks in order to inform best practice and spread learning to other services to ensure that all HCS Services are providing the highest quality care for patients and the public.

“No decision about them, without them”