



Having a Voice in Health and Social Care

TRAINING FOR PATIENTS AND THE PUBLIC






BASED ON A TRIED AND TESTED MODEL

The course has already been delivered to over 500 people in the last two years. It receives consistently positive feedback and has directly supported newly skilled and motivated patients and the public to actively engage in improving services.

The course has been developed by Patient and Public Involvement Solutions who have extensive experience of developing and delivering high quality, participative and engaging learning.

99% of people who took part said they would recommend the training to someone else and 98% of people said it was a good use of their time.



course details

You provide the VENUE and ATTENDEES and we provide:

- the trainer
- all material and content
- evaluation of each session
- certificates of attendance

This is a **2 MODULE COURSE** aimed at patients and the public.
Each module is 3 hours and can be run at times and dates to suit you.

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£750_{+VAT}

SESSION 1 The Health and Social Care Landscape

- Understanding the context for change in the NHS
- Understanding the health needs of your area and why these are important to planning and arranging services
- Creating a map of health and social care, how does it work, who pays for what and who influences who
- An overview of commissioning.

£750_{+VAT}

SESSION 2 Getting Involved

- Understand what being a representative or lead entails and how to feel confident in the role
- Opportunities to get involved with commissioning
- The difference between speaking as an individual and speaking on behalf of others
- How to prepare and participate in meetings
- How to manage conflicts of interest
- How to influence others
- How to support others to have a voice.

course booking

For more information and to book please email **Jessie** at info@patientpublicinvolvement.com or call **07964 007884**.

“The facilitator was brilliant, informative, interesting, entertaining and challenging and balanced the time and discussions extremely well. The objectives were made very clear at the outset and constantly referred to throughout. The content was spot on with just the right mix of talk/slides and group work/discussion.”

Lesley Humphrey, Lay Member, Coastal West Sussex CCG

“As a Carer I felt empowered and part of the seminars. I have had a lot of experiences with GPs and hospitals in the last 15 years and this was an escape from my daily struggle; a place to voice and share my thoughts, to learn about changes and to engage with matters that relate to my role as a Carer.”

Vijay Rai, Patient and Carer Hounslow

“The training delivered by PPI Ltd has been an essential and integral patient facing service. It has allowed NHS WLCCG to empower its patients to access NHS services effectively. The training has been well received by local population groups and patients alike, with patients being directly involved in informing key strategic priorities.”

Dr Puvana Rajakulendran, PPE Clinical Lead, West London CCG



Established in 2008 Patient and Public Involvement Solutions have experience of working with public, patients, carers, staff groups, senior leadership teams as well as clinical teams and specialists. To find out more visit www.patientpublicinvolvement.com