



Final report to South East Commissioning Support Unit

**RAISE supporting the Patients in Control Programme:
Whose Health is it Anyway?**

June 2014

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With thanks to our core partners for their contribution to this work:

Jane Smallcombe and Steve Woollett, South West Forum

Paul Rieger, facilitator

Hastings Voluntary Action, host partner

Living Options Devon, host partner

Voluntary Action South West Surrey, host partner

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Appendices

Template documents for working with the voluntary and community sector

1. Grants and the voluntary and community sector
2. Template Frequently Asked Questions sheet for participants
3. Template Reward and Recognition scheme
4. Template participant feedback forms

Grants and the voluntary and community sector

Working with the voluntary and community sector

Our voluntary and community sector partner organisations costed their input into this project by estimating the time it would take to carry out the key tasks. This included the time taken to organise the logistics, to liaise with local organisations to identify suitable participants, to chair the sessions and to provide ongoing support to participants.

A simple two page contract was put together by RAISE, the coordinating organisation, to clarify roles and responsibilities and to agree the overall fee. RAISE also drafted an information pack for each of its partners to keep them informed about the project and to address many of frequently asked questions.

NHS England has recently published guidance support CCGs wishing to contribute grant funding to a voluntary and community organisation.

That guidance is available via the following links:

- [Grant agreement](#)
- [Guidance on the use of the draft model Grant Funding Agreement](#)
- [Bite size guide](#)

Template Frequently Asked Questions sheet for participants

Supporting people to participate – crucial behind the scenes support

People with long term conditions have physical and emotional needs that need to be thought through carefully. The voluntary and community sector partner organisations provided not only on-site support but also behind the scenes support, sending out 'keeping in touch' messages, signposting patients to further information and other services and fielding questions that may have arisen as a result of the meeting. All participants were also provided with a briefing sheet to put their work in context.

FREQUENTLY ASKED QUESTIONS FOR PARTICIPANTS

Thank you for agreeing to take part in [INSERT NAME OF PROGRAMME]

These notes will explain the background to the programme, the benefits of participating, what to expect during each session and your entitlements.

What is this programme about?

[INSERT AS APPROPRIATE]

Why should I participate?

[INSERT AS APPROPRIATE]

Example text:

The NHS and its component organisations, including the new Clinical Commissioning Groups which are responsible for organising health services across England, recognise the fact that major change is needed to ensure that care and support is built around what patients and their carers need, and what is important to them to feel both in control of their care.

This is not always as easy as it sounds, because health services have traditionally been designed from the perspective of clinicians and commissioners.

In participating in this work you will have the opportunity to share what is important to feel in control of your care. You will also have the opportunity to meet other patients and learn from their experiences as well as to reflect and develop your thinking in relation to what is important in managing your health needs.

How will my feedback will be used?

[INSERT AS APPROPRIATE]

How many sessions are there?

[INSERT AS APPROPRIATE]

How will each session be run?

[INSERT AS APPROPRIATE]

Example text:

- You will be asked to share your thoughts and opinions in detail, but you do not have to talk about anything they do not feel comfortable talking about.
- There are no right or wrong answers. You are not being tested or judged in any way.
- You will not be asked to evaluate existing services, but rather to share generally what is important in managing your health. As such you will be asked to focus on how else they could better manage their own health (retaining independence and control over your life).
- There will be some time at the end of each session to discuss any other broader issues should you wish to do so.

Are the sessions confidential?

[INSERT AS APPROPRIATE]

Will the meetings be accessible?

If you have any special access requirements (such as wheelchair access, or documentation in a special format) please let us know as soon as possible.

Can I claim travel expenses?

Yes. You will be able to put in a claim at the end of each session.

What about my time?

[INSERT AS APPROPRIATE]

Example text:

You may claim £60 worth of vouchers as a thank you for the time you have given to this programme of work. The vouchers will be available to claim for those who have attended all 3 sessions and will be available to collect at the end of meeting 3.

Finally, at the end of each meeting you will be asked to share with us your feedback about the process itself – from the choice of venue, to the format of the day. You may also have other ideas about how we gather this sort of information. In this way we can learn and ensure we do it better next time.

Thank you once again for your support.

Template Reward and Recognition scheme

Note: further to the advice of the partner organisations, RAISE recommended the implementation of a 'Reward and recognition scheme' to acknowledge the time and efforts made by participants. This meant that they could not only claim basic travel expenses, but also receive some reward (here in the form of vouchers from local shops) in recognition of their time (3 meetings of 3 hrs each meant 9 hours). As an example, participants who attended 3 insight gathering meetings, each of 3 hours were rewarded with £60 of vouchers in addition to their travel expenses. Refreshments were also provided at each session. **Do** talk to voluntary and community sector partners about what is most appropriate. Not all scenarios would require supplementary payment through vouchers, but it is important to be thoughtful about the time people give.

[NAME OF PROGRAMME/PROJECT/ACTIVITY]

Reward and Recognition for Participants

Participants attending all [INSERT NUMBER] sessions will be invited to receive [INSERT AMOUNT] worth of vouchers as a thank you for the time they have given to this programme of work, including attending the meeting, contributing to discussions and sharing their experiences of the programme as part of the evaluation of this work.

You are asked to issue vouchers at the end of the final session (though travel expenses may be claimed at the end of each session). We appreciate that some individuals may not be able to attend a session because of their circumstances (e.g. an unplanned visit to hospital or because they are unwell). We ask you to use your discretion in such circumstances.

The form below can be used for your records

Name	Signature: 'I confirm I have attended all X meetings'	£ awarded – signed by host organisation

Template participant feedback forms

Overleaf

About Me (please tick the boxes that apply to you)

I am						
I am aged	18 – 24	25 – 44	45 – 64	65 – 79	80+	

I am a carer of someone who is aged	Under 10	11 – 17	18 – 24	25 - 44	45 – 64	65 - 79	80+
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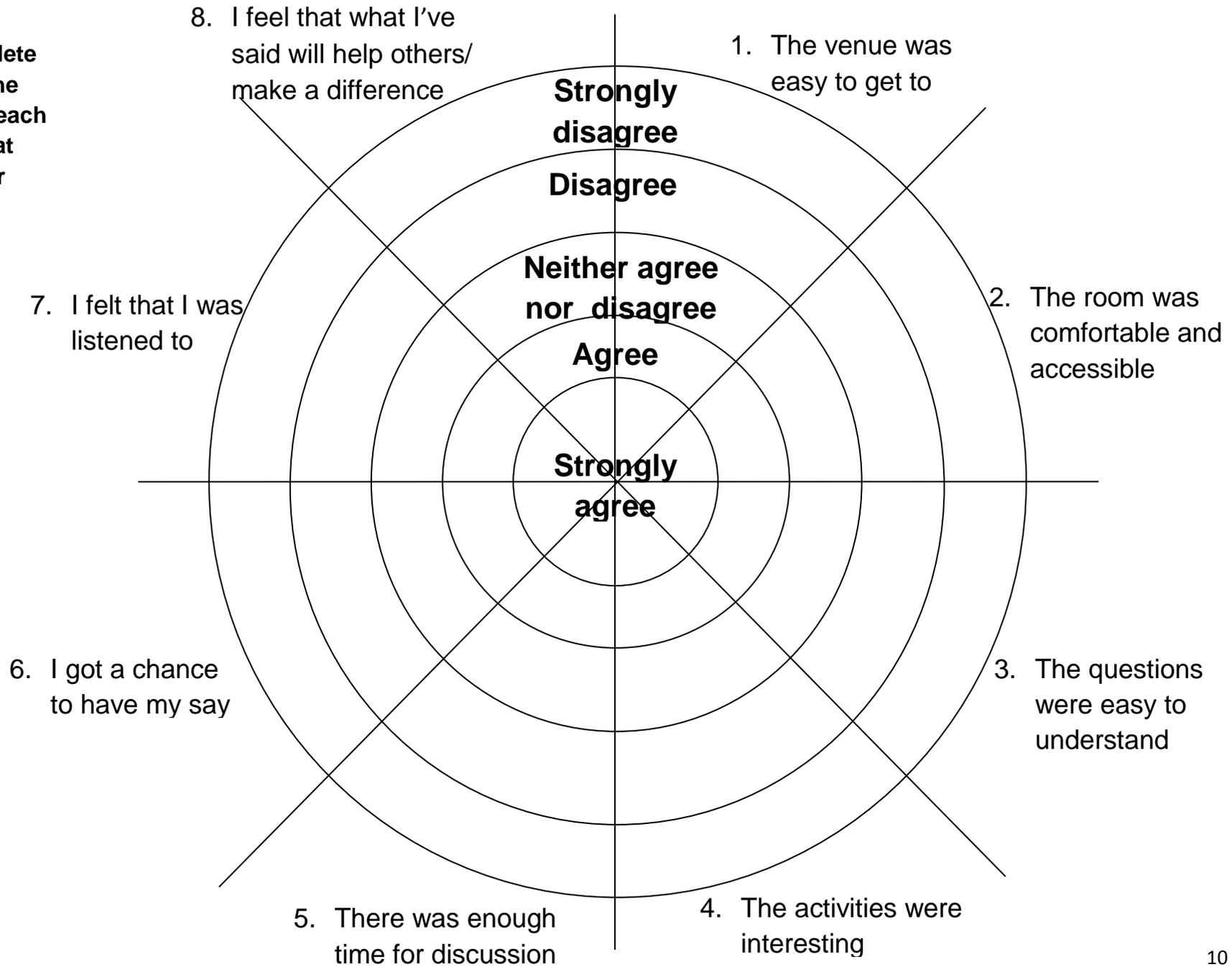
I am currently involved in a patient group (e.g. at my GP surgery)	
I know about local patient groups but am not involved	
I don't know about local patient groups but would like to know more	
I don't know about local patient groups but they do not apply to me	

I have a long term condition	
I care for someone with a long term condition	
I have a long term condition <i>and</i> also care for someone else	

My condition is due to ... Or	Stroke	
	Diabetes	
	Dementia	

I care for someone who has ...	Mental health issue (<i>What kind? Please tell us</i>)	
	Neurological condition (<i>What kind? Please tell us</i>)	
	Sensory impairment or loss	
	Physical disability	
	Learning disability	
	Respiratory Problem	
	Heart condition	
	Other (<i>Please tell us</i>)	

Please complete by shading the segment for each statement that matches your view



Overall I thought there could be...

(please let us know what you thought was great or not so good about the focus group)

<p>More of... <i>(what was great?)</i></p>	<p>Less of... <i>(what was not so good?)</i></p>