



Londonwide LMCs

The professional voice of London general practice

Is this right for us?

The benefits of this workshop

Working together with patients to come up with improvements to care has multiple benefits, including:

- Enabling safe, effective care;
- Supporting you to explain and communicate the challenges effectively to your local population;
- Enabling meaningful engagement with patients and the public, including underserved and excluded groups;
- Building trust and mutual empathy with patients, improving understanding of the constraints under which practices and staff operate;
- Building foundations for effective new ways to engage with patients and the public (this work will produce a case story of your work with patients that you can share with your patients, PCN, ICB etc.).
- Learn a new method for involving a diversity of patients in the issues that matter in your area, while meeting the requirements of the GP contract and CQC.

This process and workshop can be repurposed to address a range of other issues. Maybe you want to understand more about low uptake of vaccinations or screenings amongst certain groups, or high frequency users. This process is an effective way to involve a diverse range of patients, including those you don't normally hear from, based on Co-create's 7 years of experience supporting NHS organisations to involve the people they serve.

Requirements

The purpose of the workshop is to co-design improvements that will enable safe care for patients. To make this process worthwhile, you'll need to be able to commit some time to implement some of the improvements/changes. Some of them will be out of your control, too expensive, or unmanageable for other reasons; but it's important for trust with patients that you take action on some of the improvements that come out of the workshop (these will not necessarily be time consuming actions, or you pass ideas to other parts of the health system that your patients interact with).

You will also need two facilitators for the workshops. These could be staff in any roles, or PPG members. The workshop is designed to be run by people who aren't experienced facilitators, and role isn't important. You need people who would like to take a role in supporting others to work through their experience and ideas. It's important that facilitators understand that this role *doesn't* include inputting their own ideas - a facilitator is there to support others.

You will also need to make sure you have capacity to:

- Read and digest the contents of this pack
- Learn the workshop before facilitating it
- Book a venue
- Send invitations to patients and staff (there's a template invitation in this pack)
- Share the outputs of the session with those who take part and your other patients and practice staff.

Support available

This pack sets out everything you need to do the workshop. It contains:

- Guidance for setting up the workshop

- Co-create Guide to session invitations
- Workshop plan and facilitators notes
- Guidance following the workshop
- Keeping people in the loop template
- Workshop notes workbook to record your learning
- Training slides to set you up for facilitating the workshop

Londonwide LMCs have staff who have been trained in facilitating this workshop and involved in designing the support. They can take you through the pack and answer questions and offer support with specific issues. They can also help you understand how this work will fit in with CQC and GMS contract requirements.



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