



Draft Patient Focus and Public Involvement Strategy (PFPI) Strategy for 2012/15

Feedback Form

Thank you for reading our draft Patient Focus and Public Involvement Strategy for NHS 24. We would like to know what you think and welcome your views on this Strategy.

In order to make it easier for you to respond, we have put together a list of questions which you may wish to use as a guideline for your responses.

You may answer as many of these questions as you wish to, give your views and comments overall, or focus on a specific area. We would be very pleased to take your comments. You do not have to answer all the questions, but please do put in as much information as you can.

Should you need any additional space for comments, please place these on the last page of the document or use an extra piece of paper.

This response is being submitted by the Royal College of Physicians of Edinburgh. Our contact details are:

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Our Vision

1.To what extent do you agree that the strategy addresses most issues that are required to enable us to best deliver patient focus and public involvement over 2012-2015?	Strongly Agree	1
	Slightly Agree	2
	Neither Agree nor Disagree	3
	Slightly Disagree	4
	Strongly Disagree	5

2. If possible, please give reasons for your answer to question 1 above.
<p>Slightly Agree.</p> <p>It is difficult to disagree with the objectives of such a strategy but the short document gives limited information on how NHS 24 will address PFPI and offers few measurable outcomes.</p>



3. Please describe any general comments you have on the strategy?

As above.

In addition, the wording of the vision statement is clumsy, using managerial language and is also unhelpful in describing how and why the vision is important.

4. Please describe any areas of the strategy that you feel could be improved?

The strategy is thin and might be better promoted as a shorter statement of strategic intent to emphasise to service users the commitment of NHS 24 to addressing their needs and involving them in future developments. The strategy itself could then include detail on the impact of previous PFPI activity on the delivery of services and how NHS 24 proposes to extend this in the future for the benefit of users.

The use of managerial jargon is particularly inappropriate in this document.

5. Are there any specific ways in which you think that we could improve the way we undertake our patient focus and public involvement activity?

It is difficult to comment given the absence of detail within the strategy about how it is being implemented and its impact to date. It is important to ensure information both about NHS 24 and opportunities to contribute through PFPI is easily accessible through electronic and more traditional methods with the latter focused in primary care.

Our PFPI Strategy outlines the key areas of work. We would like to ask for your comments on elements of these sections.

1 Structure		
1a. To what extent do you agree that these key points address structural issues to deliver this strategy?	Strongly Agree	1
	Slightly Agree	2
	Neither Agree nor Disagree	3
	Slightly Disagree	4
	Strongly Disagree	5



1b. Please describe any ways that this area of the strategy could be developed.

Neither agree nor disagree.

The references to demonstrate the impact of the work are welcome and necessary to guide future developments. This could be usefully developed further by ensuring such impact is clearly communicated externally to all “partners” including service users.

When seeking feedback on such issues it would be helpful to cross reference to information on the constituents of your structures, e.g. how you recruit to your CGPP and PPF and their remits.

2 Participation and Awareness		
2a. To what extent do you agree that these key points cover most issues that will enable NHS 24 to improve participation and awareness?	Strongly Agree	1
	Slightly Agree	2
	Neither Agree nor Disagree	3
	Slightly Disagree	4
	Strongly Disagree	5

2b. Please describe any ways that this area of the strategy could be developed.

Slightly Agree.

The language in the first bullet point is a little patronising and the use of “managing patient expectations” could be misinterpreted.

An alternative is offered below:

“Raising public awareness and understanding of our services by providing clear information to allow all to understand the role we play in the wider NHS family and how we work with others, for example in supporting out of hours services”.

3 Communication		
3a. To what extent do you agree that these key points cover most issues that will enable us to ensure effective communication with you?	Strongly Agree	1
	Slightly Agree	2
	Neither Agree nor Disagree	3
	Slightly Disagree	4
	Strongly Disagree	5



3b. Please describe any ways that this area of the strategy could be improved.

Slightly Agree.

Ensuring that communication is relevant by demonstrating impact and change will be helpful and encourage greater participation.

4 Training and Resources		
4a. To what extent do you agree that these key points cover most training and resources issues to enable us to deliver this strategy.	Strongly Agree	1
	Slightly Agree	2
	Neither Agree nor Disagree	3
	Slightly Disagree	4
	Strongly Disagree	5

4b. Please describe any ways that this area of the strategy could be improved.

Slightly Agree.

The commitment to staff training is welcome but it is difficult to assess as it will depend on the effectiveness of the training that is employed.

5 Measure		
5a To what extent do you agree that these key points cover all the issues that will enable NHS 24 to measure the effectiveness of the public involvement.	Strongly Agree	1
	Slightly Agree	2
	Neither Agree nor Disagree	3
	Slightly Disagree	4
	Strongly Disagree	5

5b. Please describe any ways that this area of the strategy could be improved.

Neutral - difficult to assess.

This question is a little circular in that you commit to measuring but say nothing about how, nor do you comment on the effectiveness of your current measurement systems.



6. Do you have any other comments?

This response has been informed by the College's Lay Advisory Committee.

**Please return your response in the envelope provided to the following address:
Freepost**

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