

Patient experience and feedback Opportunity for innovations

Context

The West Midlands Academic Health Science Network (WMAHSN) has a defined process for addressing the region's health delivery needs and challenges through asking for outcome-focused innovation proposals that can be received and agreed with our partners throughout the year. This document provides you with an overview of the areas in which we are interested in seeking to pull innovation proposals.

WMAHSN criteria

Proposals will be shortlisted against the following criteria:

-  Regional scalability
-  Fit with WMAHSN priorities and business plan
-  Clear deliverables, outcomes measures and quality indicators
-  Evidence of support across the region
-  Patient/carer involvement
-  Consistency with other WMAHSN themes
-  Fit with the NHS Outcomes Framework
-  Evidence of additional investment.

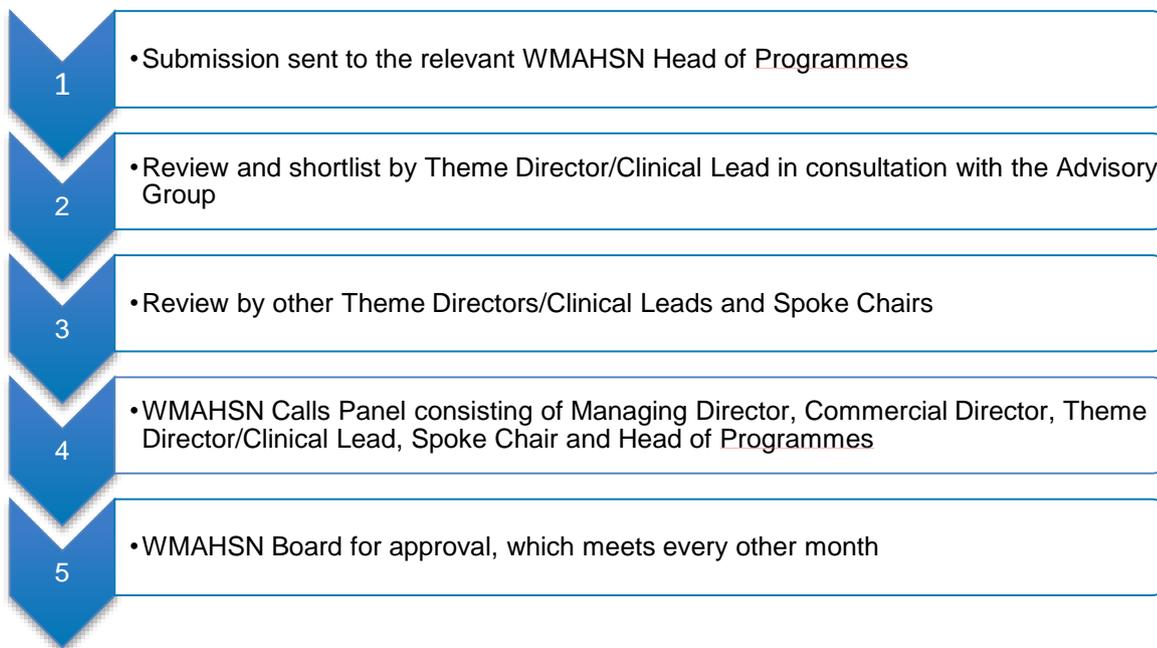
Priority – Patient experience and feedback

In order to deliver a patient-focused service, there is a requirement for patients to be involved in the design of these services and for their feedback to be taken into account when reviewing the quality of such services. There is a plethora of organisations which support the voice of the patient, carer or public citizen and the WMAHSN is interested in how programmes of work could be delivered to demonstrate the following:

-  A range of approaches to engage with seldom heard or hard to reach voices in order to obtain their feedback as to whether their health needs are currently being met.
-  Once people have expressed an interest in becoming involved in providing their thoughts on a service, ensuring West Midlands-based organisations have consistency in approach and establish key principles for anybody engaging with service users to abide by – for example, explaining all acronyms, using plain English, setting the context and purpose for people attending, obtaining and providing feedback and demonstrating how people can contribute and what differences their involvement has made.
-  Demonstrating where and how patient, public and carer involvement has made a meaningful difference, along with how many have been involved in order to raise the awareness of the value of patient, public and carer involvement in the redesign of services in order to demonstrate truly patient-centred services.
-  Development of strategies to engage with patients, carers and the public early enough and on an ongoing basis to make a meaningful difference to the design and development of new services.
-  Integration of service models based on the needs of the patient, determined by the patient and involving both health and social service models.

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 New models of care are on the horizon with the 100,000 Genomics Project set by the Prime Minister. The sequencing of genomes will radicalise the way that we deliver and receive care and treatment in the future, with implications for patients; their involvement is required now to deliver a more patient-focused service in the future. The impact will be across all specialisms and conditions and will require a multi-condition view on how to manage the impact of this approach. Patient, public and carer representation is required to be involved in the development of the West Midlands Genomics Medicine Centre in order to highlight and be able to address the sensitivities of this approach as soon as possible.
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 Innovative, flexible, accessible and inclusive methods to gather patient feedback, at source more effectively that will have the greatest affect for the patient and the service. WMAHSN has undertaken an initial review of current technology to support this process, so we would be keen to hear of any innovative use of relevant digital solutions such as mobile apps, web sites, social networking etc. that can improve the NHS's ability to receive, act upon and respond to user feedback
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 Development of the knowledge, training and skill set of those conducting patient, carer and public involvement.

Process



For any queries on the process please contact the relevant contact for assistance. A template for any submissions can be obtained from our website at www.wmahsn.org/get-involved/Opportunities or by emailing for a copy.

Theme	Contact	Email
Medicines optimisation and adherence	Lucy Chatwin	lucy.chatwin@wmahsn.org
Patient experience and feedback		
Wealth creation		
Digital health	Neil Mortimer	neil.mortimer@wmahsn.org

Mental health

Open data

Education and workforce for the future	Louise Stewart	louise.stewart@wmahsn.org
Integrated care	Lucy Chatwin and Neil Mortimer	lucy.chatwin@wmahsn.org
Long term conditions		neil.mortimer@wmahsn.org
Evidence and adoption		
Wellness and healthy ageing		
Patient safety	Peter Jeffries	peter.jeffries@wmahsn.org