

# Patient and carer participation

## Contents

- [Our work](#) [1]
- [Online learning](#) [2]
- [Health careers](#) [3]
- [News, blogs and events](#) [4]
- [About](#) [5]

We are committed to developing strong and constructive relationships with patient and public audiences, such as individual patients, carers, users of medicines and of pharmacy services and the groups that represent them.

We understand that groups, or individuals who can affect, or are affected by the School's work should be given the opportunity to influence decisions that affect them, as they have the experience and insight that is most valuable.

We have the involvement of lay members and use focus groups to aid us in listening to patients and carers to understand their issues with medicines and through this we are working to support the development and use of a Medicines Communication Charter. We will ensure the patient and public voice is at the heart of decision making in the medicines optimisation education that we support and advise on.

## Becoming more involved in your own care and health

How to enable people to thrive by feeling more motivated, confident and in control of managing their own health and care. If you'd like to find out more about the ways in which health and care staff are helping patients become more involved in their own care, please visit the Better Conversations Better Health website here [6]. You might also like to watch the short video.

## Me and My Medicines - "It's OK to ask" (Medicines Communication Charter)

Conversations with patients, their family members and carers reveal that all too often patients leave a consultation or other health professional encounter with unresolved medicines related issues. Questions that they should have asked but didn't or issues and concerns that for whatever reason have not been shared or discussed when they should have been. *Graham Prestwich, Author of Medicines Communication Charter*

Me and My Medicines [7] is a campaign led by patients and supported by clinical staff to help people raise concerns and use their medicines better. This will help everyone benefit from more effective and safer care.

The Medicines Communication Charter is a free tool to help and encourage patients, their families and carers to ask questions about their medicines. You can download your free copy [8] and find out more about

getting involved by visiting [meandmy Medicines.org.uk](http://meandmy Medicines.org.uk) [7]

## Getting involved

There are a number of ways of getting involved in, and having your say on the services provided by your local NHS. Clinical Commissioning Groups (CCG's) across Yorkshire and the Humber have a number of initiatives to encourage patient and carer participation in the healthcare offered in their areas. This work actively encourages public involvement in decision making, service provision and quality, through participation in for example, Patient Assurance Groups (PAG), or GP Patient Participation Groups (PPG), and also includes Patient Champion/Ambassador Programmes and local networking groups. You can find out more about CCGs, how to find your local CCG and how the NHS is structured on NHS Networks [9].

## Are you a carer?

You can get involved in the Carers Toolkit from NHS England, watch this video [10] to find out more. This toolkit is about how health services, social care services and carer support organisations can work together and help local Carers and their families. By finding out when someone is caring or looking after someone else we can make sure they receive the right help at the right time and that they are able to enjoy life outside of their caring role (extract from NHS England Commitment to Carers). The Carers Trust also has more information on getting involved in this campaign, visit their website here [11].

## What else can I do to help?

The Involvement Hub [12] supports patients, carers, staff and the public who want to find out more about participation ? both how to do it and how to get involved. It is a source of information and resources which will help people to develop their knowledge, skills and confidence to get involved in the design and delivery of health services. The site also includes examples of good practice and links to learning and involvement opportunities.

## A Patient's Story

From the Think Kidneys Campaign [13]: A film [14] which highlights Dave's experience of chronic kidney disease, how it changed his life and how, by becoming activated and involved in his health and care he was able to take back some control and do the things in life he wanted to do.

Dave's activation as a patient changed his outlook so significantly that he decided he wanted to help others facing similar challenges. By watching this short film you will learn about Dave's experiences and how he continues to be involved in every aspect of his own health care while continuing to encourage others to get activated to live their best life. The film can be accessed by clicking here [14].

---

**Source URL (modified on 12/07/2018 - 13:50):** <https://www.hee.nhs.uk/our-work/medicines-optimisation/patient-carer-participation>

### Links

[1] <https://www.hee.nhs.uk/our-work>

[2] <https://www.e-lfh.org.uk/>

[3] <https://www.healthcareers.nhs.uk/>

[4] <https://www.hee.nhs.uk/news-blogs-events>

[5] <https://www.hee.nhs.uk/about>

[6] <http://www.betterconversation.co.uk/>

- [7] <http://meandmy Medicines.org.uk/>
- [8] <http://meandmy Medicines.org.uk/the-charter/>
- [9] <http://www.nhs.uk/NHSEngland/thenhs/about/Pages/nhsstructure.aspx>
- [10] <https://youtu.be/NwxF-WGv6rI>
- [11] <https://carers.org/carers-toolkit-campaign>
- [12] <https://www.england.nhs.uk/participation/>
- [13] <https://www.thinkkidneys.nhs.uk/>
- [14] [http://www.thinkkidneys.nhs.uk/ckd/wp-content/uploads/sites/4/2016/01/Dave\\_CKDFilm\\_Jan07V16N\\_CLIPCHAMP\\_keep1.mp4](http://www.thinkkidneys.nhs.uk/ckd/wp-content/uploads/sites/4/2016/01/Dave_CKDFilm_Jan07V16N_CLIPCHAMP_keep1.mp4)