



Engaging and Championing the Public : What we need now: What matters to people for health and care, during COVID-19 and beyond

New National Voices | Statements
Presenters: Charlotte Augst

PPL





PPL is a social enterprise that exists to promote better health, wellbeing and economic outcomes across the UK working with individuals, communities and the organisations that support them.



National Voices is the leading coalition of health and social care charities in England.

National Voices works together to strengthen the voices of patients, service users, carers, their families and the voluntary organisations that work for them.

Context

- In 2013, National Voices described what good health and care looked like from the service user perspective in a set of I Statements.
- As COVID-19 took hold, we felt that the experiences of people whose health, care and lives had been most disrupted needed to be taken directly to decision-makers.
- That is why we launched Our COVID Voices – a project to collect first-person accounts of living through the 2020 COVID-19 pandemic.



“I am one of the shielding. I feel alone and invisible.”

How did we approach the challenge

Innovation

We built the Our Covid Voices platform quickly having never collected insight in this way before.

Collaboration

Throughout we worked closely with our members to reach people whose voices weren't being heard. Worked with PPL, AYUP and had input from numerous people who had invaluable skills and expertise.

Person-centred

We kept people and their experiences at the core of the work

Inequalities focus

We sought out a diverse range of voices and experiences

Co-production

Focus groups were used to shape the I statements.

Solution Focus

We identified concrete actions that everyone in charge of health and care services could take to address the needs expressed in these statements

Creative

We decided to ask an artist to design the I statements

What was the output



① I am listened to and what I say is acted on



② I make decisions that are respected, and I have rights that are protected



③ I am given information that is relevant to me, in a way I understand



④ I am supported to understand risks and uncertainties in my life

What was the output



⑤ I know how to talk to the person or team in charge of my care when I need to



⑥ I know what to expect and that I am safe when I have treatment and care



⑦ I am supported and kept informed while I wait for treatment and care



⑧ I am not forgotten

What made this project special?

What made this project special?

- Coproduced with people- they started with what actually matters to people
- Presented using clear and eye catching illustrations
- Can be used by everyone, whether it is designing or delivering health and care services or helping people who use health and care to ask for what they need.

*“If we get stuck or are not sure what to do, these statements will ground us in what really matters.
Make this the constant. Even after the virus becomes a distant memory, these statements will remain relevant and will help all of us move forward in creating quality of life for all. “*



Cherelle Augustine, Sickle Cell advocate and Co-Founder of Broken Silence Charitable Organisation

- They have been included in the Beneficial Changes Workstream at NHSE
- They are being used to inform a new approach the CQC is adopting to inspections and regulation
- They have been used by academics at the South Bank University to create a forum to discuss equity and inclusion across universal health care.
- They have been used to shape the work NHSE/I is doing on elective care recovery, and how to support people whose care has been disrupted or delayed.
- They have been discussed with various Royal Colleges and industry partners .

