



**Royal College
of Physicians**

Patient and Carer Network Work Plan

2019-2020

Person centred care is at the heart of every physicians practice – The Patient and Carer Network (PCN) will work with the Royal College of Physicians (RCP) to support physicians and health care professionals throughout their career to improve the care of patients and the health of the population.

The PCN will do this by:

- providing a patient, carer and/or public perspective to support the work and strategy of the RCP
- identifying and bringing the views, interests and concerns of patients and carers to the RCP with a view to informing and influencing RCP activity, policy and strategy
- supporting the RCP to find solutions and strategies to improve the care of patients and the health of the population
- sharing the responsibility of embedding the RCP values – ‘taking care, valuing learning and being collaborative’.

The PCN’s strategic aims for 2019/2020 will be:

1. support the RCP to listen to what patients need from their doctors and the health service, with a particular focus on promoting and supporting person-centred care
2. support the efforts of the RCP, stakeholders and relevant bodies to ensure that health and care services are delivered in an integrated way
3. continue to support the 11 principles of patient care that underpin the Future Hospital Commission’s report, contributing to ensuring that health and care services are delivered in an integrated way and inform the development of RCP quality improvement work
4. promote patient safety and high-quality care by influencing the way healthcare is designed and delivered
5. support the development of a sustainable NHS and ensure that patients and carers have access to the information they need.

The PCN’s approach for 2019/2020 will be:

- **Meaningful:** patients and carers participating meaningfully in RCP work to support and influence real improvements in health and health care for all
- **Collaborative:** building understanding across the RCP and externally that working with patients and carers leads to better outcomes
- **Accessible:** being inclusive and communicating information clearly, openly and in accessible formats for all
- **Responsive:** patients and carers, RCP colleagues and stakeholders sharing successful work in public and patient involvement across the RCP and beyond

Our operational focus for 2019/2020 will be:

- Recruitment of new PCN members – Particularly patients and carers from underrepresented groups and communities and continue to build a representative and engaged PCN
- Support recruitment of new PCN Chair
- Inductions to the RCP and PCN for new members joining the Forum and Community
- Embedding PCN terms of reference and supporting change within PCN liaison group, the Forum and the wider network
- Implement mechanisms for feedback and communications to support PCN representatives to feel informed and confident about sharing consistent messages and good practice in public and patient involvement
- Continue to develop the means by which PCN input to RCP work is facilitated, not just via membership of committees, but also where appropriate, focus groups, surveys, workshops, specialist projects and programmes.
- Strengthen communications and raise profile of PCN

To support the PCN strategic aims in 2019/2020 we will:

Strategic Aim	What we will do	How we'll know we've achieved it
Support the RCP to listen to what patients need from their doctors and the health service, with a particular focus on promoting and supporting person-centred care	Engage PCN representatives, RCP colleagues, members and fellows through PCN workshops, liaison group meetings, committees, boards, policy planning and projects	Increased workshop attendance. Feedback from committees. PCN annual survey. Monitor and evaluate projects.

	<p>Work with colleagues across RCP Education department to support, design and co-deliver training for clinicians and healthcare professionals. Delivery of PPI workshops. Recruit to education board.</p>	<p>Increased involvement and communication with education colleagues. Successful recruitment to Education board. Assess success of co-delivery through evaluation. Evaluation and feedback from delegates and PCN members. Increased understanding of public and patient involvement.</p>
<p>Support the efforts of the RCP, stakeholders and other relevant bodies to ensure that health and care services are delivered in an integrated way</p>	<p>Work proactively with RCP and other organisations to develop policies, processes and enabling tools and information that improve integrated care for all patients. Emphasise the importance of caring for patients in the community and at home and supporting patients with long term conditions</p>	<p>Involvement in the setting of policies, standards, tools and information across the healthcare settings and providers.</p>
<p>Continue to support the 11 principles of patient care that underpin the Future Hospital Commission's report, contributing to ensuring that health and care services are delivered in an integrated way and inform the development of RCP quality improvement work</p>	<p>Work with colleagues in Communications, Policy and Research directorate - Support and influence 2020 policy and campaigns priorities on workforce, research, integration and health inequalities. Recruit to CPR board.</p> <p>Engage with Clinical Director for Digital Health and maintain links with digital health work.</p> <p>Strengthen links to Quality Improvement and Patient Safety work. Meet regularly with QI colleagues. Joint planning and delivery of PPI workshop.</p>	<p>Analysis of workshop content and feedback, success of 'position statements' with external stakeholders, collated responses to surveys, consultations and calls for evidence. Increased understanding of CPR work through membership on board.</p> <p>Regular communication and workshop content</p> <p>Increased PCN involvement with QI collaboratives and Chief Registrar scheme. Successful delivery of PPI workshop</p>

<p>Promote patient safety and high-quality care by influencing the way healthcare is designed and delivered</p>	<p>Strengthen links to Quality Improvement and Patient Safety work – PCN workshop and regular communications with head of patient safety. Ongoing PCN representation on patient safety committee</p> <p>Promote committee guidance and recommendations to support a shared understanding across the RCP of how to practically support patient involvement and lay representation on committees, boards and projects.</p> <p>PCN involvement in the RCP annual conference: Medicine 2020 to support RCP members, fellows and colleagues in understanding the importance of patient and carer involvement in improving health and health care</p>	<p>Increased PCN involvement with patient safety work.</p> <p>Increased communication between PIU, PCN members and committees. Evaluation, feedback and communications through committees, boards and projects.</p> <p>Increased involvement in planning and delivery – Evaluation and feedback from PCN members and conference delegates.</p>
<p>Support the development of a sustainable NHS and ensure that patients and carers have access to the information they need.</p>	<p>Continue to work with RCP colleagues and external stakeholders on designing and producing accessible patient and carer information. Complete research for all position statement.</p> <p>Build on external links and opportunities to learn from and engage with stakeholders, organisations and community groups outside of the RCP. Involvement in Academy of Medical Royal Colleges (AOMRC) patient seminar and RCP conference 2020</p>	<p>Increased links with RCP projects (Digital Health, Falls and Fragility Fracture Audit Programme etc.). Increased understanding of importance of research for all.</p> <p>Increased external joint working activity and engagement with a wider audience to support and strengthen PPI messages and practice in the RCP</p>

<p>All of our aims</p>	<p>Input to and support development of the new RCP strategy. Continued involvement on RCP Council and Medical Specialties Board.</p> <p>Respond to emerging public and patient involvement priorities that link to PCN strategic aims. Produce regular communications and annual report</p>	<p>Increased understanding and importance of patient and carer involvement across the RCP's work.</p> <p>Increased understanding that the PCN is a responsive, responsible and credible network</p>
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Our Structure

