



Patient and Public Involvement



**Tower Hamlets
Clinical Commissioning Group**

Our vision

We want to put people at the heart of everything we do and to commission services that are based on the needs of our community and provide a good patient-centred care.

Patient and public are involved in planning and reviewing services, as we know their involvement leads to improved quality and experience of services, they feel supported to manage their own health and have a stronger sense of ownership of services they use.



Our achievements

- We launched a new website, produced a written and animated guide to the CCG and developed clear and concise communications that explain how people can provide feedback, comments and complaints, and get involved in the work that we do.
- We provided lots of opportunities for people to work with us to plan, manage, review and deliver health services, including engagement events, workshops and user groups. We ran a patient stories project to improve our understanding of how people feel about our services.
- We awarded bursary project funding to local community and voluntary sector organisations to develop innovative projects to improve services find new ways to involve patients and the public in improving health, and address health inequalities across the borough.

Our current priorities

- We will work with Healthwatch and Social Action for Health to recruit, support and develop a group of local people to act as patient leaders, who will work with us on key pieces of work and provide a strong influence across the range of services we commission.
- We will investigate new ways for people to work with us, including setting up a patient panel and producing a regular newsletter and will provide updates on how involving patients and the public helps to improve services.
- We will make sure the contract we developed with our local hospital trust, Barts Health NHS Trust, which requires them to analyse and act on patient feedback, is working effectively, has a positive impact on service improvement and delivers better experiences for patients.