

Interested in getting involved in health
and social care?

Sign up for our FREE Patient Representative Training

Healthwatch Waltham Forest and Patient and Public Involvement Solutions are holding a series of interactive training workshops for patient/service user representatives. The purpose of the training is to support the learning and development of NEW patient representatives, and those interested in taking up these roles.

The training will outline the local health and social care context, use local case studies and be informed by those who buy health services for the borough (Waltham Forest Clinical Commissioning Group).

The training consists of five separate modules and participants are encouraged to attend all five sessions. After completing the course participants should be prepared to take their training forward through signing up to local opportunities for patient involvement.

Contact

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 @Healthwatch_WF



healthwatch
Waltham Forest

Session 1: Introducing the health and social care landscape and local models

Saturday 26 Sept 2015, 10am-1pm, Resource Hub (Central) 1 Russell Road, E10 7ES

Introducing the current health and social care landscape and exploring local models to see how this is being delivered. This session will also look at national drivers for change including: government policies, the rising demand for health and social care, and the impact of the Francis Report into the failings of Mid Staffordshire.

Session 2: Designing services to meet local need

Saturday 10 Oct 2015, 10am-1pm, Resource Hub (Central) 1 Russell Road, E10 7ES

Providing background information on what commissioning (buying services) is and how it works in the NHS and social care setting. This session will focus on why it is important for patients and commissioners to work together. It will also introduce the commissioning cycle.

Session 3: Patient and public engagement in procurement and contracting

Saturday 24 Oct 2015, 10am-1pm, Resource Hub (Central) 1 Russell Road, E10 7ES

Providing participants with information on procurement and the tendering processes used within health and social care. The aim of this session is for participants to feel more confident in their role as a service user representative in a procurement process undertaken by Waltham Forest CCG or jointly with the Council.

Session 4: Monitoring quality of services and measuring outcomes

Saturday 7 Nov 2015, 10am-1pm, Resource Hub (Central) 1 Russell Road, E10 7ES

Highlighting how patients and service users can play an essential role in monitoring and measuring the quality of health and social care services. This session will look at how patient feedback, experiences and stories inform the commissioning cycle and how services are being provided. It will include information about how the CCG manages contracts, how it holds those who deliver services to account and details of the CCG's Quality Committee.

Session 5: Being a patient lead/representative - getting involved

Saturday 21 Nov 2015, 10am-1pm, Resource Hub (Central) 1 Russell Road, E10 7ES

This session is designed to help participants understand what being a patient representative or patient leader entails and how to feel confident in discharging their roles and responsibilities.

If you are interested in booking a place, please contact Healthwatch Waltham Forest. If you have any dietary, accessibility, transport or support requirements to enable you to attend please make these known at the time of booking:

Tel 020 3078 9990 | Email info@healthwatchwalthamforest.co.uk

Please note that places are limited