

## **Reaching Out 2020**

# **Patient Engagement and Experience in a Post-Covid World**

For NHS staff who have responsibility for patient engagement and/or experience.





## About Reaching Out 2020

The NHS Constitution makes it clear that patients and the public have a right to be involved in their care, the services they use and any future plans for the way care is delivered. This is a key feature of the NHS Long Term Plan. As a result, many trusts now have dedicated Patient Engagement specialists in place to support this.

The aims and objectives of the programme are:

- To help patient engagement and experiences leads, tasked with embedding patient, carer and citizen engagement and development, to develop the knowledge, skills and attitudes to do this effectively.
- To create a safe learning environment in which participants are encouraged to share good practice, learn from each other and from a range of other contributors, and develop their ideas about how to be effective in the role.

By the end of the course, participants will have:

- Gained an understanding of the range of ways their role can be carried out
- Widened their network of support and shared good practice among peers
- Developed a plan for recruiting, developing and retaining a diverse group of patients, carers and citizens to act as critical friends for organisations (individual and collaborative)
- Considered how to engage leaders and inspire champions within their organisation
- Developed a vision of what good would look like in their organisation and how they would know when this had been achieved.

The programme will be highly interactive throughout and based on small group work with a trained coach facilitating each group.

External contributors with expertise in reaching out to less heard voices and influencing staff attitudes will be invited to share their experiences, answer questions, and provide links to written resources. Contributors will include patients and carers with excellent track records as effective patient leaders.

## Who this masterclass is for

**This programme is open to NHS staff who have responsibility for patient engagement and/or experience..**



## Dates:


Due to the Covid 19 pandemic, the original plan for the Reaching Out programme has been revised to allow for working in a virtual, post Covid 19 world. As a result, we have restructured the programme to allow for this utilising Microsoft Teams.

- Wednesday 21st October 09:00 – 12:00
  - Session 1 – Welcome and introduction
  - Session 2 – Sharing and learning experiences
  
- Thursday 22nd October – Tuesday 3rd November (choice of dates / times to be offered) 75 Mins
  - Session 3 – Roles and responsibilities (group work)
  
- Wednesday 4th November 09:00 – 12:30
  - Session 4 – Making Patient Experience Data Drive Improvement
  - Session 5 – Why does patient experience & engagement matter to a healthcare board?
  
- Wednesday 11th November 09:00 – 12:00
  - Session 6 – Learning from patient leaders
  - Session 7 – Reaching out widely
  
- Thursday 12th November – Tuesday 17th November (choice of dates / times to be offered) 45 mins
  - Session 8 – Individual mentoring
  
- Wednesday 18th November 09:00 – 12:00
  - Session 9 – Learning from Healthwatch and Healthcare Safety Investigation Branch
  - Session 10 – Group review of learning and reflection – Action Plans.

## How to book your place:

Please book your place using our online facility by clicking [here](#)

Places are limited and are offered on a 'first come, first served' basis. We reserve the right to close registrations when all places are filled (a waiting list of ten places will be held).



Please book early to avoid disappointment. Once your place is confirmed, please make sure the dates for the programme are booked in your diary.

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**Keep in touch:**

**E:** [nhsi.selll@nhs.net](mailto:nhsi.selll@nhs.net)

**W:** [www.se.leadershipacademy.nhs.uk](http://www.se.leadershipacademy.nhs.uk)

**Twitter:** @SELA\_NHS

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