**Weekly Public Voice – information update**

Update 2 – 31st October 2014

**New information about the Friends and Family Test**

An animated film is just one of the resources that NHS England has provided to help support healthcare providers who are starting to implement the Friends and Family Test for their patients over the next few months.

A cornerstone of the pack is a short animated film, which explains the FFT simply. It was developed after consultation with patient groups and members of the public who gave feedback the early concept and characters. It has been made in three versions: a general one for primary health settings and the same film with a British Sign Language translation, then another version that has been tailored for mental health settings.

You can view the FFT materials here:

<https://www.youtube.com/channel/UCI-kWXLNEK7rsBW9ZVCvPfg>

From 1 December 2014, the FFT will be available in GP practices, from January 2015 in mental health and community services and from 1 April 2015, it will be expanded to NHS dental practices, ambulance services, patient transport services, acute hospitals outpatients and day cases.

This means that the feedback mechanism will soon be available across most of the NHS. Launched in April 2013, the FFT question is already asked in all NHS inpatient and A&E departments across England and, since October 2013, by all providers of NHS funded maternity services. More than four million responses have already been received from patients.

**Calling patient representatives with an interest in planned care……….**

National Medical Director Professor Sir Bruce Keogh has invited Celia Ingham Clark, NHS England’s Director for Reducing Premature Mortality, to consider ways in which planned care might be delivered more effectively and efficiently.

The project aims to scope, compile and engage with partners on a clinical evidence base considering models of planned care including best practice internationally and in the private sector, and will consider the implementation of these including the implications for provider models and workforce, and the financial impact across local health economies.

In particular, the project has scoped the following draft principles for planned operations:

1) The right person for the right operation at the right time – including citizen participation and shared decision making

2) The best possible quality of care with the most efficient possible use of resources – including pre-operative preparation in primary and community settings and enhanced recovery ‘plus’

3) Efficiency in-theatre – including productivity in anaesthetics

The project team now seeks the input of patients and carers, and Celia Ingham Clark as its Chair would like to invite patient representatives to join a patient experience workshop from 12pm-2pm on 17 November in London. If you would like a place at this event please contact [Camilla.gauge@nhs.net](mailto:Camilla.gauge@nhs.net) Places are limited and likely to fill fast.

The project team would be pleased to follow up by correspondence with those unable to attend in person. If you have any queries about the project’s work, would like to discuss it further please do not hesitate to contact Camilla Gauge, Project Manager, on [Camilla.gauge@nhs.net](mailto:Camilla.gauge@nhs.net)

**Call for evidence – LGB&T social care needs**

The National LGB&T Partnership is working with the Department of Health to develop a lesbian, gay, bisexual and trans (LGB&T) companion to the Adult Social Care Outcomes Framework (ASCOF). This work follows the publication of an LGB&T companion to the Public Health Outcomes Framework in April 2013 ([www.lgf.org.uk/phof](http://www.lgf.org.uk/phof)). The companion will set out the current evidence on LGB&T social care needs in relation to the framework, share best practice and lessons learnt in delivering LGB&T inclusive services.

The ASCOF is a key tool for social care commissioners in planning services, and this companion will be a significant step towards improving provision for LGB&T communities. To inform the companion we want to hear from providers and LGB&T people and carers through two surveys.  The **deadline for both surveys is Friday 14th November 2014**. All responses will be treated as confidential and will be anonymised if cited in the companion document.

 Providers/Commissioners: To ensure our companion is informed by all available data, we are calling for local authorities, service providers and commissioners across the social care sector to share evidence and data on LGB&T people’s access, experience and outcomes in relation to the ASCOF indicators.  Please complete our short survey here <https://www.surveymonkey.com/s/RZZY8XR> If you would like your organisation to be cited as a best practice case study in the companion, please indicate this in your survey response.

LGB&T individuals and carers: The National LGB&T Partnership also want to know how LGB&T people and their carers across England experience social care to help inform our companion piece. Please forward this link to the survey across your networks <https://www.surveymonkey.com/s/NR5V27Y>

For more information about the project, email [research@lgf.org.uk](mailto:research@lgf.org.uk)

If you have any queries about this newsletter please contact the following email address: [england.nhs.participation@nhs.net](mailto:england.nhs.participation@nhs.net)

Thank you - Public Voice Team