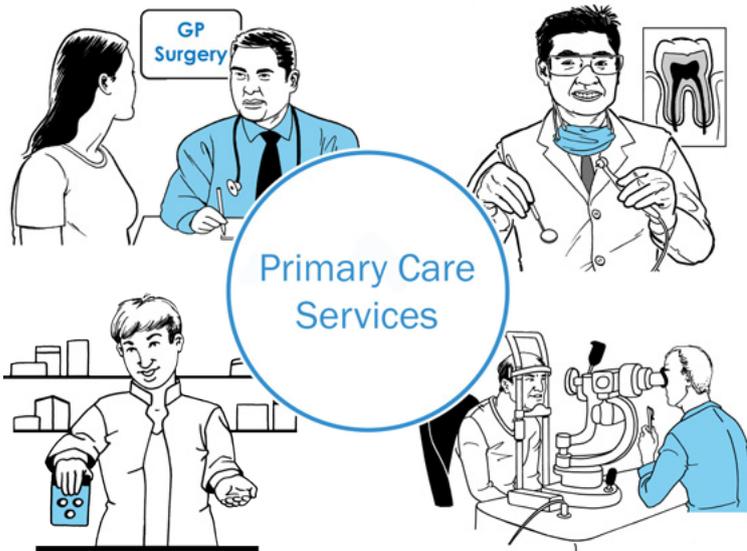


Involving the public in primary care commissioning



How you can get involved in your primary care

Primary care services means your GP (doctor), dentist, optician and chemists.



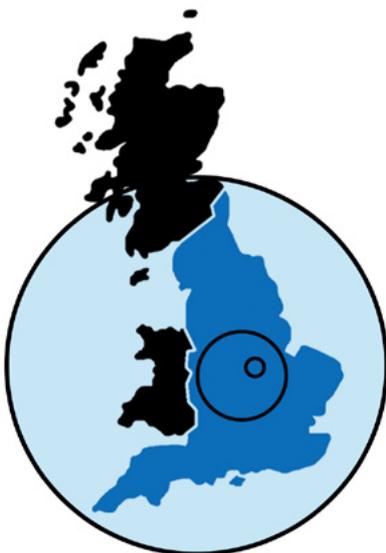
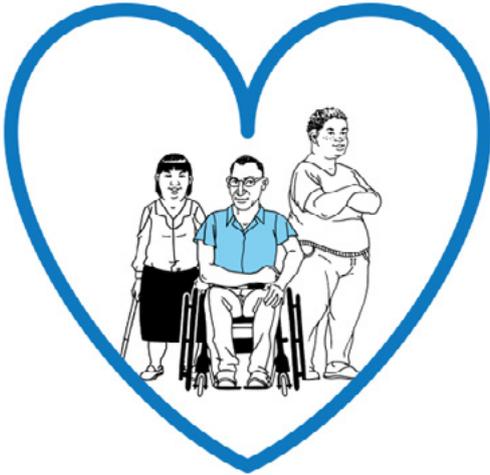
Doctors are the biggest part of primary care services. There are more than 5 million doctors appointments in England every week.



NHS England and Clinical Commissioning Groups are in charge of planning and paying for primary care services.



NHS
England



They are also in charge of making sure services are good quality and meet people's needs.

In line with the NHS Constitution, NHS England wants patients and the public to be at the heart of everything it does.

The law says we must involve the public when planning and paying for primary care services.

There are many ways for people to take part and help make decisions about primary care services.

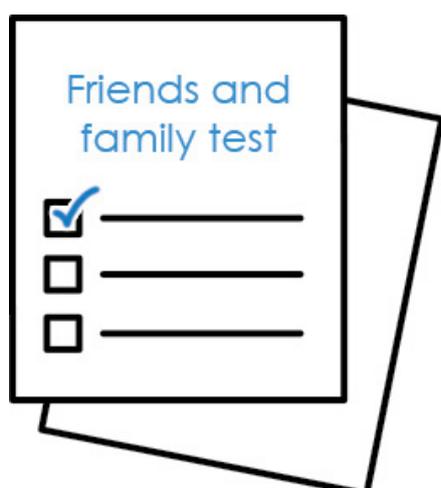
Getting involved at local and regional levels



You can give feedback on primary care services. Some examples of how you can do this are:

- Completing local and national surveys. An example of this is the **GP Patient Survey**, which is sent to over 1 million people in the UK.

You can find out more about this survey at:
<https://gp-patient.co.uk/about>



- Completing the **Friends and Family test**



- Making comments and complaints and asking questions

Any comments, complaints or questions someone has about a primary care service, should be go directly to that service.

If you make a comment, have a complaint or ask a question and are not happy with the answer from a service, you can get in touch with **NHS England's Contact Centre** to report the problem.

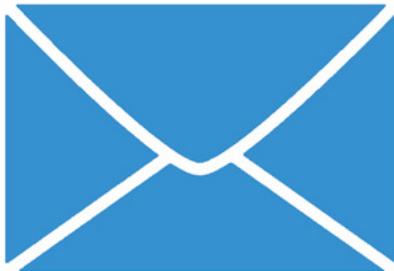
**You can get in touch with the
Contact Centre by:**



Telephone:
0300 311 22 33



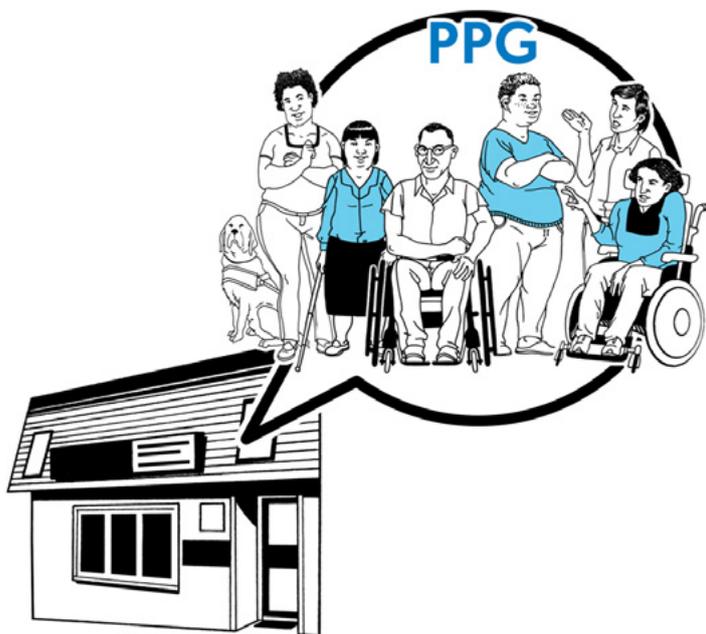
Email:
england.contactus@nhs.net



Post:
**NHS England
PO Box 16738
Redditch
B97 9PT**

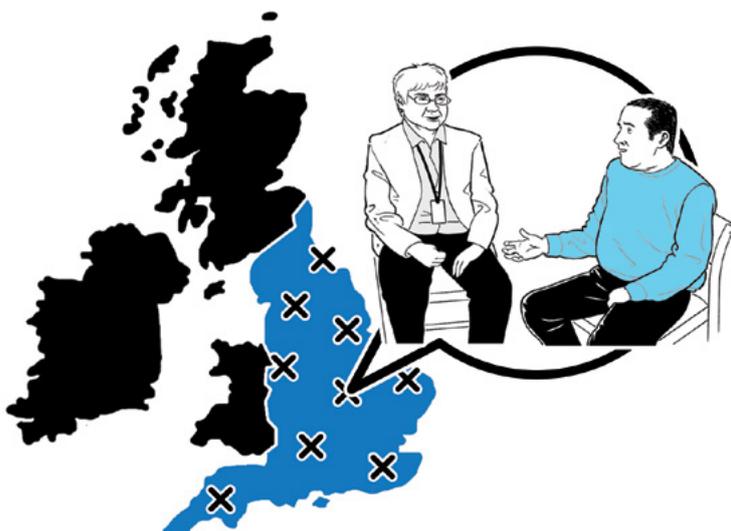


For more information about
the what happens with
complaints, you can visit the
NHS England website:
**[http://www.england.nhs.uk/
contact-us/complaint/](http://www.england.nhs.uk/contact-us/complaint/)**



Patient Participation Groups

All GP practices should have a **Patient Participation Group (PPG)** which is made up of patients who use the practice.



Healthwatch

Local **Healthwatch** organisations all over England look into people's experiences with health care and the issues they have.

You can find your local Healthwatch here:
[www.healthwatch.co.uk/
find-local-healthwatch](http://www.healthwatch.co.uk/find-local-healthwatch)



Clinical Commissioning Groups (CCGs)

CCGs are parts of the NHS in charge of planning and paying for health care services for people in their local area.



There are 209 CCGs in England.

CCGs ask local people to get involved in health care services in many different ways. To find out what these are you can visit the NHS website or ask your local Healthwatch.



You can find your local CCG here: <http://www.nhs.uk/Service-Search/Clinical-Commissioning-Group/LocationSearch/1>

Local Health and Wellbeing Boards

Local Health and Wellbeing Boards join up the NHS and local authorities when they are making decisions about primary care services. This means they can work together.



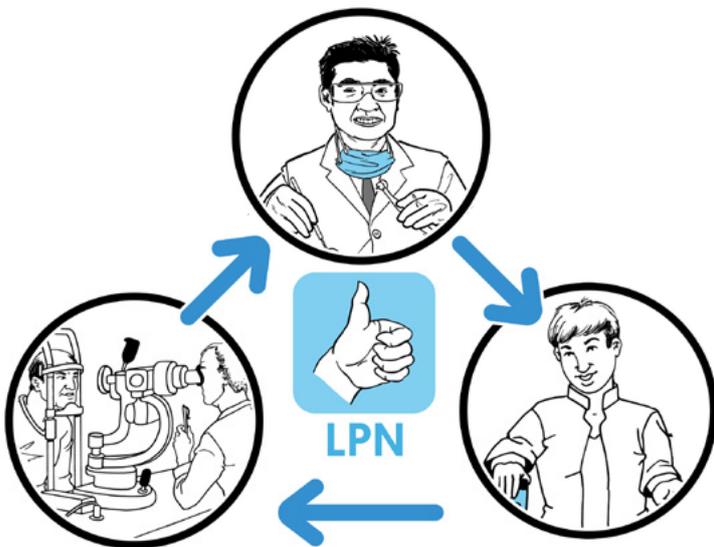


Local Health and Wellbeing Boards always include local **Healthwatch** members and sometimes people from local voluntary and community organisations.



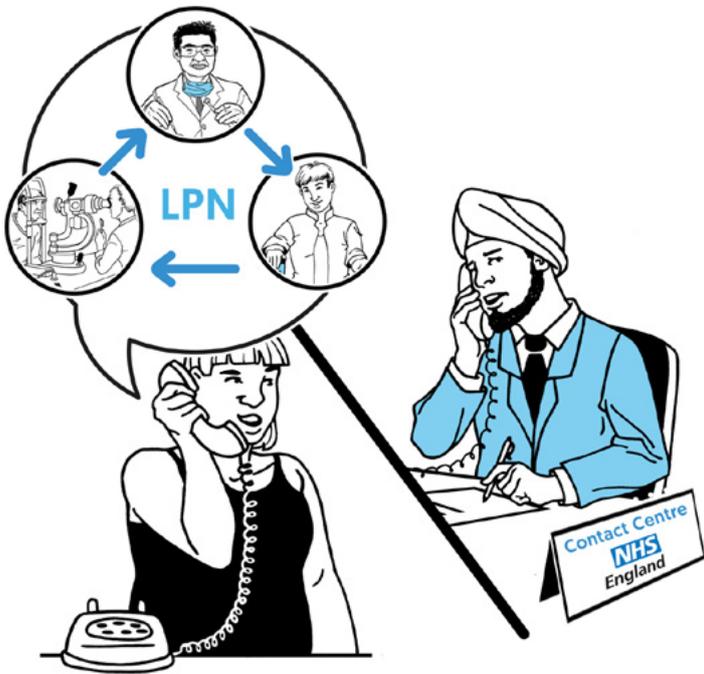
For more information on how Health and Wellbeing Boards work, you can visit:

www.regionalvoices.org.uk



Dental, pharmacy and optometry (eye health) services

NHS England organises local professional networks (LPNs) which bring together dentists, pharmacists and opticians to improve local services.



Some LPNs are more developed than others. You can find out more about your local LPN by contacting the **NHS England Contact Centre**. Their contact information is on page 5.



The NHS may involve you when it is making plans about local primary care services. An example of when this would happen is if a GP practice was closing or moving.



The way the NHS involves patients depends on the change that is planned. You could get a letter about the plans. You could be invited to a meeting to talk about them.

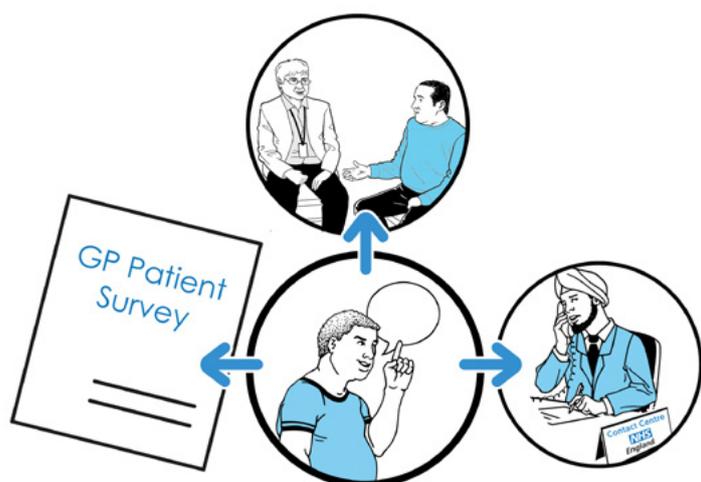
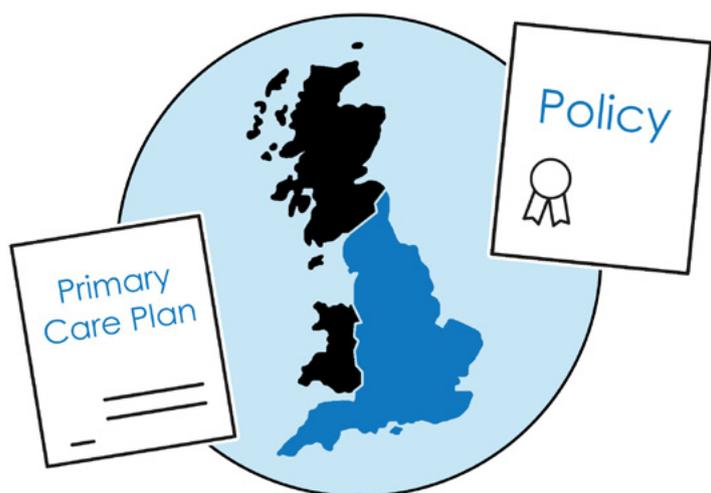
Getting involved at a national level

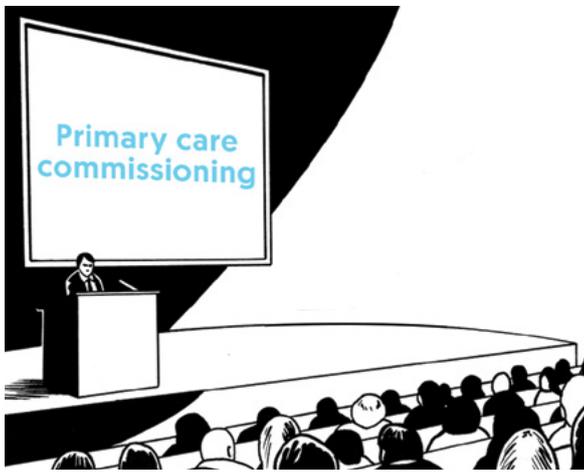
Some examples of activities that are done at national level are:

- National planning, policy and advice
- National contracts for GP and dental services and other primary care services

Primary care planning and activity at a national level is partly based on feedback from patients.

This feedback comes from the **GP Patient Survey** and the **Contact Centre** as well as **Healthwatch** and other partners.





The Annual General Meeting and Board meetings

Meetings are held in public. This means that any member of the public can attend. The meetings can be watched live on the NHS website. They are also recorded so people can watch them online after the meeting is over.

In Touch

If you would like to keep up to date with NHS England news or to get involved in primary care commissioning or any other NHS work you can read our newsletter called **In Touch**.

You can also visit the NHS website:

www.england.nhs.uk

You can also follow us on Twitter:

@NHSEngland



NHS Citizen

NHS Citizen lets patients and the public give their views about NHS England. This will help NHS England when making decisions and to hold the Board of NHS England to account.

NHS Citizen lets people bring up their problems, worries and ideas and have a say in what should be done about them.

For more information, visit:

www.nhscitizen.org.uk



NHS England have also set up groups to reach different people. These groups are:

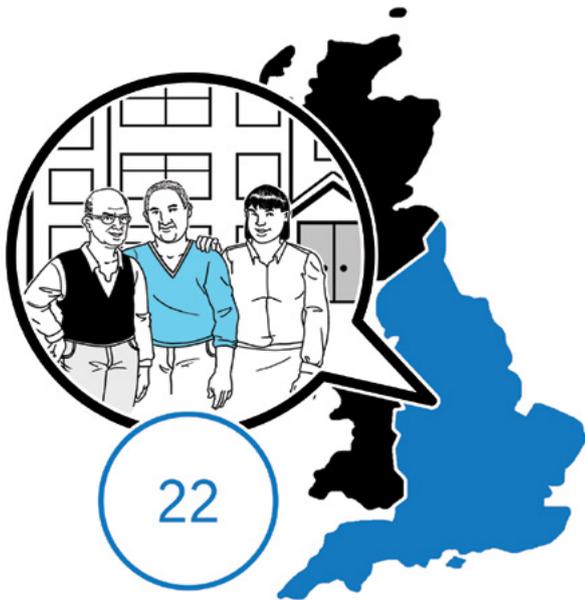
NHS England Youth Forum

NHS England Youth Forum is a group of around 25 young people from different parts of the country.

These young people interact and speak to hundreds of other young people through Facebook.

For more information about NHS England Youth Forum, visit:

**[www.england.nhs.uk/
ourwork/patients/public-
voice/yth-for](http://www.england.nhs.uk/ourwork/patients/public-voice/yth-for)**



Voluntary and community sector strategic partners

There is a group of 22 partners from voluntary organisations that give their thoughts about how NHS England plans and pays for primary care services.



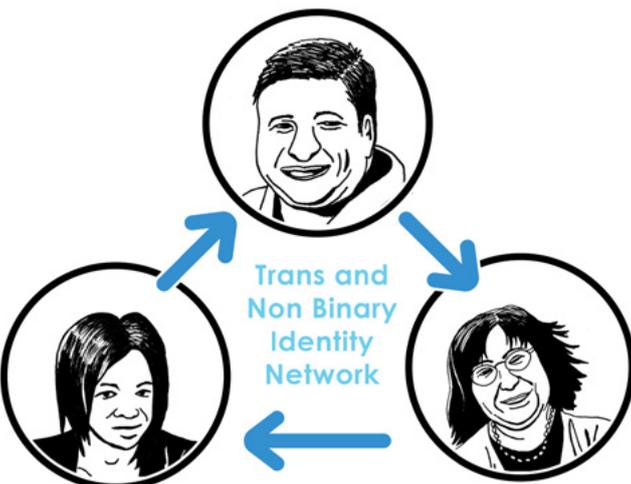
For more information about these partners, visit:

www.voluntarysectorhealthcare.org.uk.



Targeted networks

NHS England has created a **learning disability network**.



They have also created a **trans and non binary identity network**.



These networks make sure that people who experience the biggest health problems are listened to.

For more information about the **learning disability network**, email:

Idengage@nhs.net

For more information about the **transgender and non binary network**, email:

england.voice-scgd@nhs.net



Involving people in primary care

NHS
England



NHS England is developing a new approach to involving people in primary care services.



Part of this approach is:

- Using the large amount of patient feedback and other information that has come from a local level to help planning and activity at national level
- Making sure we listen to the groups that are the least likely to be heard and have the worst health

If you have any questions about anything you have read in this document, or want to find out how you can get involved, please email: **england.nhs.participation@nhs.net**

For a full version of this document, please go to: **www.england.nhs.uk/commissioning/primary-care-comm/involving-the-public**

Wordbank

Clinical Commissioning Group

Parts of the NHS in charge of planning and paying for health care services for people in a local area

Contract

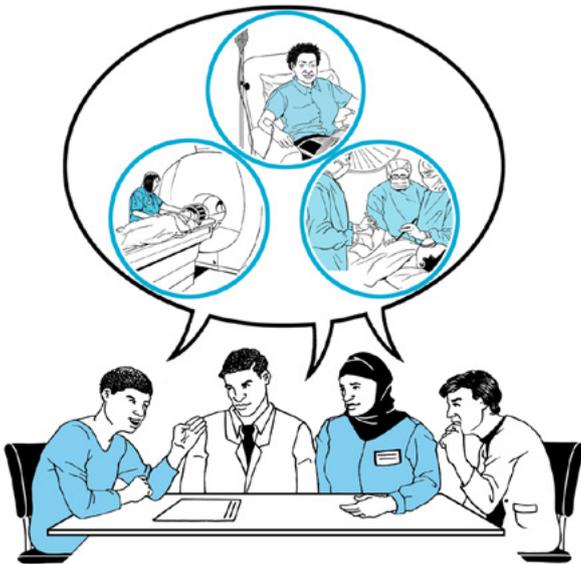
An agreement between individuals or organisations that says who will do what, and how much money they will get

Commissioning

Planning and paying for services

Friends and Family Test

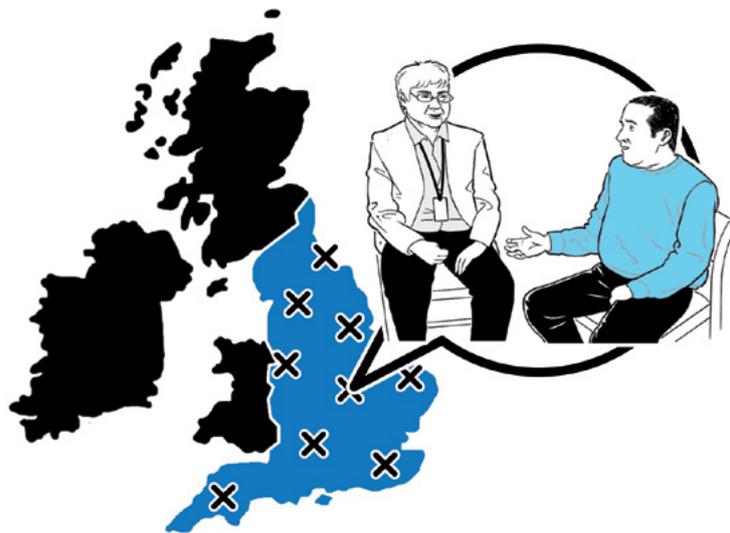
The NHS wants everyone to get the best possible care and treatment. The Friends and Family Test helps to do that. The questions are a chance for patients to tell GPs, hospitals and other services what you think about the care you had.





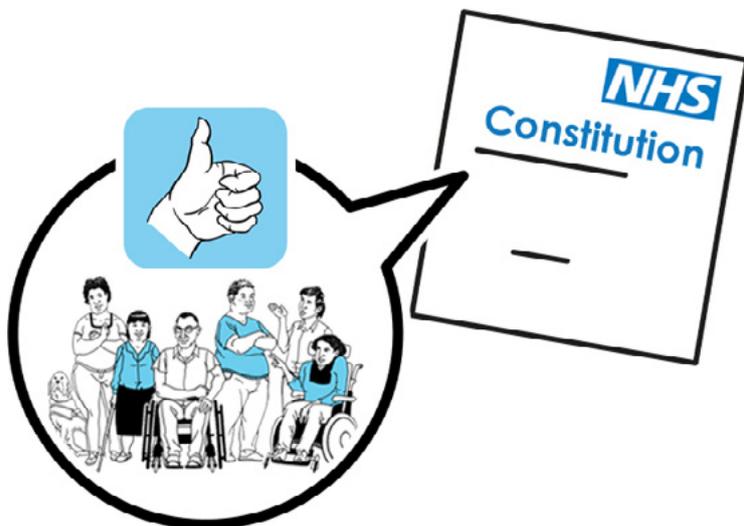
GP Patient Survey

A list of questions to patients about how the services they get from their GP practice (family doctor)



Healthwatch

Healthwatch is an independent organisation that helps people speak up about health and social care. It speaks up for adults and children. It makes sure the government, NHS, health and social care services listen to the people who use them.



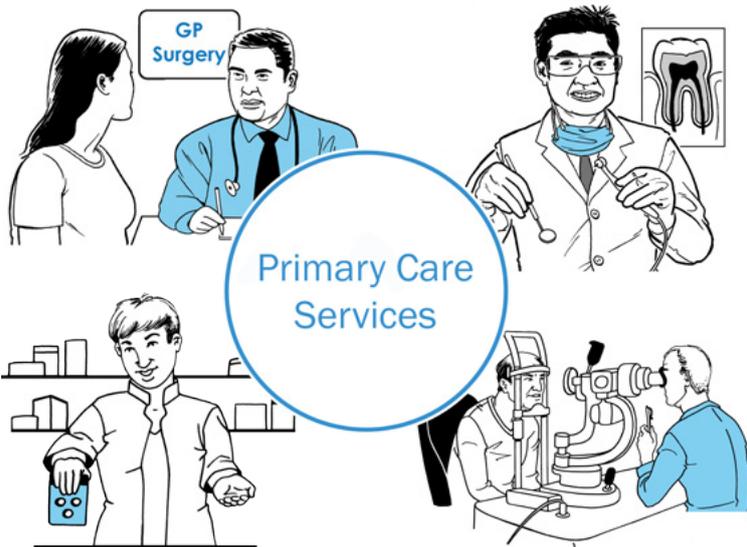
NHS Constitution

The NHS Constitution is for patients, the public and NHS staff. It talks about the things that are important to provide good NHS services to patients. It talks about what you can expect from the NHS if you are a patient or a member of staff. It also talks about the things everyone should do to help the NHS work properly.



Patient Participation Group

A group of people in a GP practice that work to improve services



Primary care services

Health services that people get from GPs (family doctors), dentists, opticians and pharmacies (chemists)



Transgender and non-binary people

People who are born as one sex and want to live as the other sex. For example a person who looks like a man may feel inside like a woman.