

Easy Read

Patient and public participation policy





What does NHS England want?

We want people to be at the heart of everything we do to make the NHS the best it can be.



We want to be better at listening. We want to work with everyone so we can hear about their needs.



Why is this important?

Understanding what services people need and want helps us to make services better.



This is the most important for people who are the least healthy and who may need to use NHS services the most.



The law says that **NHS England** has to ensure patients and the public take part in making decisions about NHS services.

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How will we do this?

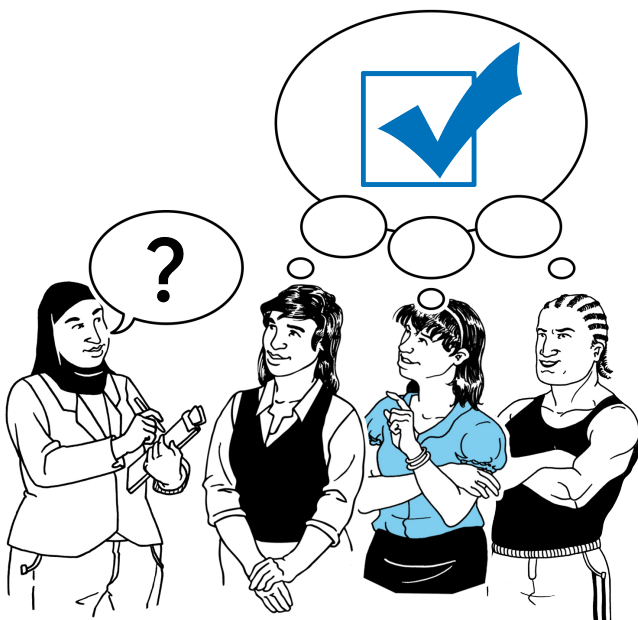
Everyone at **NHS England** can help get patients and the public to take part. Some staff members have extra responsibilities to make sure this happens.



We will train our staff and give them information so they know how to talk to patients and other people.



We will listen to what NHS staff think, as they also use NHS services.



We will try to ask the right people the right questions at the right time so that together we can make a difference.



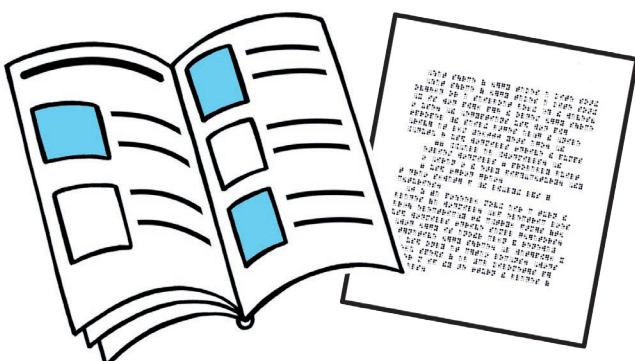
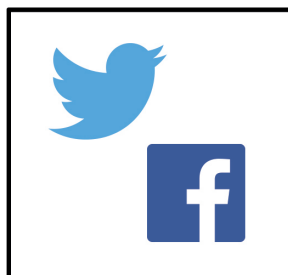
We will make it as easy as possible for people to get involved in our work.



We will explain how what people told us has changed what we're doing. If what we're doing hasn't changed, we'll tell them why.



We will also try to reach people in a way that is best for them. This could be inviting them to a meeting, asking them to fill out a form or using social media like Facebook and Twitter.



We will provide information in different ways, for example in braille or in easy read.

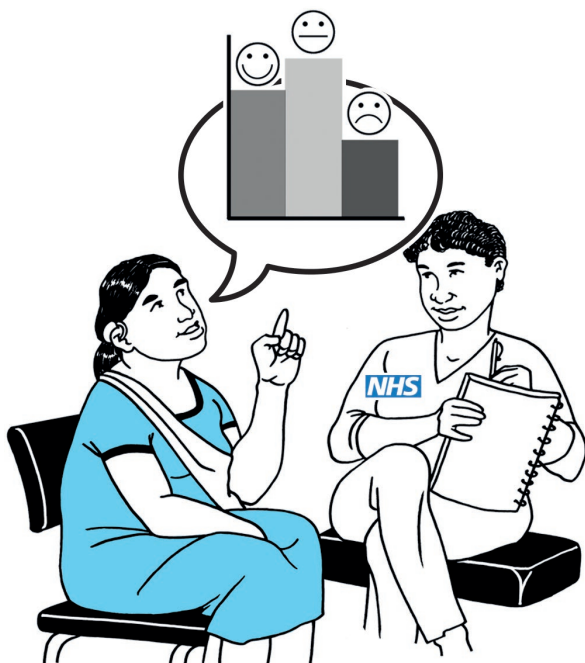


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We will involve people in different ways, like:

- Supporting people to take part in groups that make decisions about our work
- Working with people from different backgrounds and with organisations that speak for them
- Learning from the feedback we get and then sharing this with those who took part

We want to show how involving people can make the whole NHS better.



We try to measure how well we are doing and ask people what they think about working with us.

Would you like to know more?

The full version of this policy is on the NHS England website.

<http://www.england.nhs.uk/ourwork/patients/ppp-policy/>

For information about NHS England and how we work with patients and the public, you can visit:

<http://www.england.nhs.uk>



Tell us what you think!

If you have any feedback about this policy and what we are doing, e-mail us:

england.nhs.participation@nhs.net