

Involving Patients and Healthcare Professionals

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Patient Involvement



- Patient, public and stakeholder engagement strategy
- Commission for Human Medicines Patient and Public Expert Advisory Group
- Corporate Plan/business objective 2014-2015
 - Strategic relationships with patients and the public
 - Strategic relationships with healthcare professionals
- Issues management



Nature and Extent of Interactions (patients)



- CHM Patient and Public Expert Advisory Group
 - Task and Finish Group
 - Strengthening the role of lay members
 - Supporting expert advisory committee's
 - Develop a pilot to involve patients
 - National licenses
 - Re-classification



Nature and extent of interactions (2)

- Strategy development
 - increasing capacity across the agency
 - patient group consultative forum
 - increasing communication regarding incidents
 - increasing adverse incident reporting



Healthcare professional interactions



- Increasing all reporting
- Partnership with NHS England
- Increase the quality and quantity of reporting via the National Reporting and Learning System
- Stakeholder engagement
- Webex
- Increasing feedback we can provide, where possible



Issues Management



- Patient bring issues to us for resolution
- Developing models to work in partnership to achieve resolution
- Engage; hear what they have to say, follow up
 - Keratitis
 - PIP



Challenges and next steps



- Shared understanding
- Engagement and partnership work with healthcare professionals
- Resources
- More rigorous evaluation
- Further development
- Evaluation of current activity



Final thoughts



- The agency to be known for doing patient and public involvement well
- Better positioning of the agency in the health and social care system

