Case Study

Supporting NHS England London to meet its statutory duties

The opportunity

NHS England London wanted to ensure that it was complying and implementing its statutory participation duties, and involving patients and the public in commissioning decisions.

How we carried out our work

Following a competitive tendering process, Su led the creation of **London Patient Voice**, as an innovative and independent scrutiny body to assess whether NHS England London were successfully engaging the public and patients. Following the recruitment of this diverse group of Londoners, Su set about preparing them for their new role. She provided training and development on the NHS and also scrutiny skills, she supported their investigations, and turned their research into a public facing document(s) with recommendations for where NHS England London could make improvements. Su has supported the panel over four successful years, including the latest report, soon to be published.

What was achieved?

London Patient Voice has carried out four independent reviews to date, and the reports and their recommendations have been well received. NHS England have taken this input very seriously and have implemented nearly all of the recommendations, making huge improvements to that way that patients influence commissioning decisions, and is seen by the wider NHS England as am exemplar, and has been cited as good practice.



What the client thought!

'Patient voice would not be as well developed without Su's work - we are fortunate to have used the insight of London Patient Voice, and Su'.

Dental, Optometry and Pharmacy Commissioning Lead, NHS England London