

Service User Consultation Policy

February | 2014

Version	V2
Supersedes	April 2013
Applies to	All Staff, Duty Doctors and Pharmacists
Author	Belinda Coker
Approved by	Clinical Governance Team
Issue date	February 2014
Review due	February 2018

1. Introduction

South East London Doctors Co-operative (SELDOC) is committed to working with service users and the public to develop and provide easy to access and responsive urgent care and out of hours services.

2. Legal, ethical and good practice guidance for consulting with service users

The *NHS Constitution*¹ details patients and the public's rights to be involved, directly or through representatives, in the planning, development and proposal for changing local healthcare services. The Department of Health's document *Real involvement: working with people to improve services, 2008*² and *Listening, improving, responding: a guide to better customer care, 2009*³ further describe best practice on embedding involvement in organisations.

3. Key principles to consider in respect of involving people

The documents cited above are clear on the following principles:

Feedback should be actively sought from service users and their relatives or carers at every opportunity and using a variety of methods

All feedback from incidents, complaints and compliments will be reviewed to improve services for patients

4. Service user engagement plan

The Clinical Governance Committee is responsible for developing and utilising service user feedback to improve the patient experience at SELDOC. The following areas will be developed and implemented in 2013:

- 4.1 All methods of feedback will be reviewed in order to make the process and any information:
 - easy to understand
 - available in the top five most used languages spoken in addition to English
 - available in a variety of formats that includes web form, written correspondence, and through services such as Type Talk and Language Line
- 4.2 Out reach to potential service users by representation at local meetings such as Patient Support groups and practice participation groups
- 4.3 Development of a 'virtual ' patient participation group that can be consulted at

¹ http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/documents/digitalasset/dh_113645.pdf

² http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_089787

³ http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_095408

regular intervals about potential service improvements

- 4.4 Work with local expert groups as other redesign programmes develop locally. E.g. the COPD patient group, diabetes modernisation patient forum
- 4.5 The Clinical Governance Committee will receive quarterly progress update