

## **Opportunities for patient and public involvement in developing health services in Greater Manchester**

Hospitals across Greater Manchester are working together across a range of clinical services to respond to the way care is being transformed in localities; to deliver seven day services; and to standardise and improve the quality, safety and efficiency of patient care, so that everyone in GM can benefit equally from the same high standards that are already provided in some of our hospitals.

To find out more about the plans for health and care services in Greater Manchester, you can read this [information leaflet](#) or visit the Greater Manchester Health and Social Care Partnership [website](#).

Seeking the views of patients, carers and members of the public in general in the development and redesign of services is an important element of transformation. Overleaf you will find four opportunities for involvement which may be of interest to you, your friends or networks.

Please take the time to read about the opportunities and consider if you would like to get involved.

**For more information please contact Usman Nawaz (Engagement Consultant, NHS Transformation Unit\*) via email [usman.nawaz@nhs.net](mailto:usman.nawaz@nhs.net) or call 0161 967 0300.**

*\* The NHS Transformation Unit is supporting the Greater Manchester Health and Social Care Partnership work around the Standardising of acute and specialist care (Theme 3).*

***The NHS Transformation Unit (TU)** specialises in creating large scale transformation in health and care, designing innovative solutions to bring about lasting positive change. Wholly owned by the NHS with an independent board, the TU delivers clinically led transformation to bring about improved patient outcomes and raised standards.*

## Request for patient representatives to support the Greater Manchester Breast Cancer Services Review

<p><b>What is the project / programme / committee about?</b></p>	<p>This project is reviewing Greater Manchester (GM) breast cancer services by working with doctors and other healthcare staff from across all areas of GM.</p> <p>There is common agreement that the shortage of some groups of healthcare workers in GM (and nationally) is causing pressures on breast cancer services that will impact on patient safety if they are not addressed – and in the worse case scenario – could mean some sites lack the required staff to provide the service.</p> <p>The decision to make this area of care a priority for review provides a chance to make the changes required to secure the service.</p> <p>One of the key challenges that must be overcome to make this a successful piece of work is the agreement of a set of standards for breast cancer care across Greater Manchester. This will help address long standing variations in the quality and availability of breast cancer care across GM. The current picture means that sometimes care options are available in one part of GM, but not in another – we are aiming to create good quality services for all of GM.</p> <p>Key to making these improvements long-term will be setting up a way for hospitals to work together to measure performance related to the agreed GM standards and supporting each other to address problems where standards are not met.</p>
<p><b>What is expected of the patient representative?</b></p>	<p>We are looking for patients, carers and anyone with experience as a service user to help us to see the service from a patient view.</p> <p>You will be invited to provide your views to the team reviewing the service. This is likely to include:</p> <ul style="list-style-type: none"> <li>• Coming to meetings with other patients, doctors and other healthcare staff; and</li> <li>• Requests via email for feedback on documents linked to the work. For example, we may ask for your opinions on GM-wide standards being proposed for the breast cancer service.</li> </ul>
<p><b>What is the time commitment?</b></p>	<p>Time commitment will reflect a range of activities, for example:</p> <ul style="list-style-type: none"> <li>• Coming to one or two meetings lasting 2-3 hours;</li> <li>• Reviewing documents individually; and</li> <li>• One-to-one telephone conversations with a member of the TU to discuss any documents sent for review.</li> </ul>
<p><b>Is this an on-going or time-limited project?</b></p>	<p>We will submit our recommendations to the Greater Manchester Health &amp; Social Care Partnership in early 2018.</p>

<b>What will patient/public involvement inform? i.e. business case, service spec etc.</b>	Your views will help inform the future design of breast cancer services across Greater Manchester.
<b>Any other information?</b>	This project is mainly focussed on screening and symptomatic breast cancer units in Greater Manchester. It does not include the screening mammography carried out under the NHS Breast Screening Programme (NHSBSP) or in GP surgeries. Nor does it include chemotherapy and radiotherapy treatments.

If you are interested in getting involved as a service user, carer or interested member of the public with the GM MSK/Orthopaedics project, please send an email to [usman.nawaz@nhs.net](mailto:usman.nawaz@nhs.net) or call 0161 967 0300 and ask for Usman Nawaz (Engagement Consultant, Transformation Unit).

## Request for patient representatives to support the Greater Manchester Musculoskeletal (MSK) / Orthopaedic Services Redesign Project

Hospitals across Greater Manchester are working together across a range of clinical services to respond to the way care is being transformed in localities; to deliver seven day services; and to standardise and improve the quality, safety and efficiency of patient care, so that everyone in GM can benefit equally from the same high standards that are already provided in some of our hospitals.

<p><b>What is the project / programme / committee about?</b></p>	<p>This project is reviewing Greater Manchester Musculoskeletal (MSK)/Orthopaedic services by working with doctors and other healthcare staff from across all areas of GM.</p> <p>At present, MSK related procedures are conducted at 14 separate sites in GM. Some of these procedures occur very often and others very rarely. There are currently no GM-wide pathways to manage procedures that are carried out most often; whilst each hospital buys its own equipment for the procedures they offer.</p> <p>There is strong evidence linking good outcomes for patients (e.g. lower likelihood of problems after surgery) with hospitals that conduct a certain procedure more often. This is especially the case for some of the procedures that are rare, as they are often more complex in nature.</p> <p>The aim of our work is to make recommendations that will create a service achieving better outcomes for patients. At the same time it will result in more training opportunities for doctors and other healthcare staff; better use of resources; and hospitals working together in GM to purchase high quality equipment for the NHS more cost effectively.</p>
<p><b>What is expected of the patient representative?</b></p>	<p>We are looking for patients, carers and anyone with experience as a service user to help us to see the service from a patient view.</p> <p>You will be invited to provide your views to the team reviewing the service. This is likely to include:</p> <ul style="list-style-type: none"> <li>• Coming to meetings with other patients, doctors and other healthcare staff; and</li> <li>• Requests via email for feedback on documents linked to the work. For example, we may ask for your opinions on GM-wide standards being proposed for the MSK/Orthopaedics service.</li> </ul>
<p><b>What is the time commitment?</b></p>	<p>Time commitment will reflect a range of activities, for example:</p> <ul style="list-style-type: none"> <li>• Coming to one or two meetings lasting 2-3 hours;</li> <li>• Reviewing documents individually; and</li> <li>• One-to-one telephone conversations with a member of the TU to discuss any documents sent for review.</li> </ul>

<b>Is this an on-going or time-limited project?</b>	We will submit our recommendations to the Greater Manchester Health & Social Care Partnership in February 2018.
<b>What will patient/public involvement inform? i.e. business case, service spec etc.</b>	Your views will help inform the future design of MSK/Orthopaedic services across Greater Manchester.
<b>Any other information?</b>	Whilst this project is about hospital care, there are strong links with primary care, community services, and social care – and it will need to fit with other current GM work around the prevention of falls, both in respect of hip fracture care and referrals to Fracture Liaison Services.

If you are interested in getting involved as a service user, carer or interested member of the public with the GM MSK/Orthopaedics project, please send an email to [usman.nawaz@nhs.net](mailto:usman.nawaz@nhs.net) or call 0161 967 0300 and ask for Usman Nawaz (Engagement Consultant, Transformation Unit).

## Request for patient representatives to support the Greater Manchester Vascular Services Redesign Project

Hospitals across Greater Manchester are working together across a range of clinical services to respond to the way care is being transformed in localities; to deliver seven day services; and to standardise and improve the quality, safety and efficiency of patient care, so that everyone in GM can benefit equally from the same high standards that are already provided in some of our hospitals.

<p><b>What is the project / programme / committee about?</b></p>	<p>This project is reviewing the arrangements for hospital based vascular services in the Greater Manchester area.</p> <p>Inpatient vascular procedures, such as surgery to repair a major artery, currently take place in one of three specialist centres: Wythenshawe Hospital, Manchester Royal Infirmary Royal Oldham Hospital.</p> <p>The highly specialist skills required to carry out these procedures take years to acquire. Throughout the country there is a shortage of specialist vascular clinicians being trained, and we know that there will not be enough to support the current model of care. Research also shows that patients have better outcomes e.g. are less likely to have complications post surgery, if the hospital carries out a high volume of these procedures.</p> <p>For these reasons we need to redesign vascular services across Greater Manchester.</p>
<p><b>What is expected of the patient representative?</b></p>	<p>We are looking for patients, carers and anyone with experience as a service user to help us to see the service from a patient perspective. You will be invited to attend meetings with other service users and possibly clinicians. We may also seek your views via email. As well as providing feedback on your experience, you will be invited to help develop a set of standards that the service must meet.</p>
<p><b>What is the time commitment?</b></p>	<p>Time commitment will reflect a range of activities, for example:</p> <ul style="list-style-type: none"> <li>• Responding to short online survey</li> <li>• Attending one or two meetings lasting 1-2 hours</li> <li>• One to one telephone conversation according to individual preference</li> </ul>
<p><b>Is this an on-going or time-limited project?</b></p>	<p>We aim to complete the project by the end of December 2017</p>
<p><b>What will patient/public involvement inform? i.e. business case, service spec etc.</b></p>	<p>Your involvement will help inform the design of the future model of care for vascular services – how services are organised across Greater Manchester.</p>
<p><b>Any other information?</b></p>	<p>Vascular services cover a wide range of care and treatment. Examples include:</p> <ul style="list-style-type: none"> <li>- Carotid artery surgery following a stroke</li> <li>- Repair of an aortic aneurysm in the abdomen</li> <li>- Amputation as a result of diseased blood vessels</li> </ul>

	<p>followed by rehabilitation</p> <ul style="list-style-type: none"><li>- Referral to a vascular specialist for diabetic foot issues</li><li>- An operation to improve blood flow in the legs?</li><li>- Had a balloon in the blood vessel to improve blood flow (angioplasty)</li><li>- Attendance at supervised exercise programme to help with circulation problems caused by peripheral artery disease</li></ul> <p>This list is in no way exhaustive. Any contact with the vascular service is relevant.</p>
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If you are interested in getting involved as a service user, carer or interested member of the public with the GM Vascular Services Project, please send an email to [usman.nawaz@nhs.net](mailto:usman.nawaz@nhs.net) or call 0161 967 0300 and ask for Usman Nawaz (Engagement Consultant, Transformation Unit).

## Request for patient representatives to support the Greater Manchester Benign Urology Services Redesign Project

<p><b>What is the project / programme / committee about?</b></p>	<p>This project is reviewing the arrangements for hospital based benign urology services in the Greater Manchester area.</p> <p>Urology covers a wide range of diseases affecting the kidneys, bladder and prostate. Urology includes conditions such as impotence, incontinence, infertility, cancer and re-construction of the genito-urinary tract.</p> <p>Benign urology services are for male and female patients with non-cancerous conditions and are currently taking place at 16 hospital sites in Greater Manchester. There are currently no set standards of care for each of these sites, meaning there is a variation in care that patients are receiving in Greater Manchester.</p> <p>There is currently a shortage of specialist urological consultants in Greater Manchester and across the country and the service currently experiences a high demand. It is expected that the number of people aged 50 and over will increase in the next 5 years. This will mean the demand for benign urology services will increase even further in the future.</p> <p>For these reasons we need to redesign benign urology services across Greater Manchester.</p>
<p><b>What is expected of the patient representative?</b></p>	<p>We are looking for patients, carers and anyone with experience as a service user to help us to see the service from a patient perspective. You will be invited to attend meetings with other service users and possibly clinicians. We may also seek your views via email. As well as providing feedback on your experience, you will be invited to help develop a set of standards that the service must meet and assist with giving feedback on what the future benign urology service may look like for Greater Manchester.</p>
<p><b>What is the time commitment?</b></p>	<p>Time commitment will reflect a range of activities, for example:</p> <ul style="list-style-type: none"> <li>• Responding to a short online survey</li> <li>• Attending one or two meetings lasting 1-2 hours</li> <li>• One to one telephone conversations, according to individual preference</li> </ul>
<p><b>Is this an on-going or time-limited project?</b></p>	<p>We aim to complete the project by the end of December 2018</p>
<p><b>What will patient/public involvement inform? i.e. business case, service spec etc.</b></p>	<p>Your involvement will help inform the design of the future model of care for benign urology services – how services are organised across Greater Manchester.</p>
<p><b>Any other information?</b></p>	<p>Benign urology services include a wide range of conditions and care. These may include attendance at outpatient appointments and clinics, surgery, scans and x-rays in hospitals. Examples of conditions include:</p>



	<ul style="list-style-type: none"><li>-Benign Prostatic Hyperplasia (BPH)</li><li>-Incontinence</li><li>-Urinary Tract Infections</li><li>-Incontinence</li><li>-Erectile Dysfunction</li><li>-Overactive bladder</li><li>-Prostatitis</li><li>-Interstitial Cystitis</li><li>-Kidney stones</li></ul> <p>This list is in no way exhaustive. Any contact with a urology service for a non-cancerous urological condition is relevant.</p>
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If you are interested in getting involved as a service user, carer or interested member of the public with the GM Benign Urology Services Project, please send an email to [usman.nawaz@nhs.net](mailto:usman.nawaz@nhs.net) or call 0161 967 0300 and ask for Usman Nawaz (Engagement Consultant, Transformation Unit).