

# Key Messages to Patients Toolkit

Designed by Healthwatch Lincolnshire in  
collaboration with Representation from Patient  
Participation Groups and Boston Disability Forum

2019

## Welcome to the Healthwatch Lincolnshire Toolkit for Patient Participation Groups (PPGs): Key Messages to Patients

Healthwatch Lincolnshire is the independent public voice on health and social care in Lincolnshire. When it comes to health and social care, we all want the best services we can get. Healthwatch has the role to listen and the power to significantly influence change within the health and social care system.

**Key Messages to Patients:** Patients need to be made aware of up to date information on how to access the most appropriate service at the right time for their health journey. This is where this Toolkit supports your PPG.

The Toolkit is the result of a collaboration between Healthwatch Lincolnshire and a number of PPGs to focus on how best to support the patient. What do they need to know about their surgery and how do they find the information? This toolkit provides an opportunity for the PPG to actively encourage a better understanding of the services on offer and be available to support patients in this understanding.

Healthwatch Lincolnshire would like to acknowledge the support from the following PPGs and Forums for their support:

Beechfield Medical Centre, Spalding

Lakeside Healthcare at Stamford

Swineshead Medical Centre

Nettleham Medical Practice, Lincoln

Spilsby Surgery

Sidings Medical Practice, Boston

Boston Disability Forum

The Toolkit is intended as a working resource for the PPG and has been designed to develop and evolve over time with the growing needs of the service and patients.

The Toolkit will be available online through our website and a hard copy will be delivered to each surgery in the county by the end of the Autumn of 2019.

## How to use the Toolkit

**The Toolkit is made up of an awareness presentation and 2 Packs.**

**Awareness Presentation** use as a training session with PPG members. Healthwatch Lincolnshire would be happy to liaise with the PPG to support awareness sessions. The presentation could be used remotely such as an email circulated out to all PPG members to look at individually or as an interactive awareness session with PPG members or a group of PPG representatives from a number of surgeries working together.

Contact Healthwatch Lincolnshire on 01205 820 892 or email [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk) if you would like to arrange an awareness session for your PPG.

**Pack 1** is made up of a number of **PPG Information and Resource Sheets**. These are intended to be used by the PPG themselves as background information when holding information sessions at the surgery.

a series of **Factsheets for Patients** that can be used to inform the patient of important messages about the service. These could be used as handouts / displays on notice boards / awareness sessions.

**Pack 2** will need to be revised on a regular basis as services or needs of the patient change. An opportunity for the PPG to plan campaigns around particular messages to their patients' needs and more information can be obtained directly from the organisations themselves, including more

leaflets. The PPG can also request the information in different formats for the range of accessible needs of their patients (such as large print, easy read, video clips, audio).

**Examples of materials contained in Pack 2 are under the following headings:**

- General information on NHS Services
- Choosing the right health service in Lincolnshire
- Campaigns
- Carers
- Complaints and Advocacy
- Disability
- Patient Participation Groups
- Signposting and Advice
- Support Networks
- Key online resources

**Contact Details:**

Healthwatch Lincolnshire

Unit 12, 1-2 North End

SWINESHEAD

Boston

Lincolnshire

PE20 3LR

Call us on **01205 820 892**

Email [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

Website [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)