

Patient and carer network



RCP Patient and Carer Network strategy 2022-2024

About the RCP Patient Carer Network

The RCP's Patient and Carer Network (PCN) was formed in 2004 to enable patients and carers to bring their knowledge and experience to the RCP. Since then, the PCN has brought national, regional and local patient experience to support, influence and improve the work of the RCP and that of its members and fellows, adding significant value to the RCP's vision of 'the best possible health and healthcare for everyone'.

The PCN consists of around 40 volunteers from across England and Wales who are passionate about improving healthcare for all. Some members of the network have knowledge of the breadth of the health and care sector, others bring knowledge of specific health and social care experiences – all bring invaluable insights to the membership. The PCN strives to be a diverse membership that encourages involvement from a broad range of individuals and communities. Anyone, regardless of their background, the amount of time they can give or how they want to engage, can be a member of the PCN.

PCN alignment to RCP's strategic priorities

The three priorities outlined in the RCP's strategy for 2022–24 are:

- > **Educating** physicians and supporting them to fulfil their potential
- > **Improving** health and care and leading the prevention of ill health across communities
- > **Influencing** the way that healthcare is designed and delivered

These priorities underpin the PCN's strategic approach in 2022-24. The PCN set broad priorities areas which reflect their experiences and understanding of the current healthcare landscape. These areas form the basis of collaborative working across the breadth of RCP activities to ensure that patient centred care is at the heart of the college's work.

The PCN aims to contribute the patient and carer voice and experience in a meaningful way that adds value to the work of the RCP, and that of its members and fellows. This is achieved through collaborating and partnering with RCP staff and clinical leaders to champion shared decision-making, patient focused communication and patient reported outcomes. The PCN is committed to strengthening the representation and impact of the PCN by building a more diverse membership to enable it to represent the wider patient population. This will include strengthening ties to other patient groups and networks.



Outlined below is a summary of how the PCN can focus its efforts to maximise impact against each of the three RCP strategic priorities.

Educating physicians and supporting them to fulfil their potential

The RCP will strive for excellence in the training and continuing professional development of physicians and physician associates throughout their multifaceted careers.

The PCN will:

- > Support the development and delivery of RCP education programmes (such as the new consultant 6 step development programme and chief registrar programme)
- > Work with the publications team, including forming part of journal editorial boards, to identify opportunities for articles in RCP publications about patient safety and quality of care to include the patient and carer voice and experience
- > Work with the conferences team to include and involve the patient and carer voice and experience

Improving health and care and leading the prevention of ill health across communities

The RCP will improve the quality, outcomes, safety and experience of patient care by developing and setting standards. The RCP will support the clinical community to embed those standards by enabling and sharing local, regional, national and international quality and service improvement initiatives. The RCP continually seeks to identify and respond to the improvement challenges that members face in practice.

The PCN will:

- > Support the development and curation of content about improvement and innovation on Medical Care – driving change that is informed by and features the patient voice and experience
- > Provide input and information to clinical leads, clinical fellows and chief registrars to enhance their improvement projects with the patient and carer voice and experience
- > Work collaboratively with clinical leads and clinical fellows to develop tools and resources for patients and carers that are relevant, helpful and accessible.
- > Provide input and information for the College's work to develop patient safety skills and practice in medical teams

Influencing the way that healthcare is designed and delivered

The RCP will provide leadership to shape government, health and care policy and practice. The RCP constantly improves its understanding of the drivers of good health, the physician community and the NHS. We are the voice of medicine and set standards for medical care, working alongside the wider medical community, patients and our partners to develop, promote and publish solutions.



The PCN will:

- > Maintain an awareness and understanding of the biggest issues facing patients and carers in the context of the developments in health and care policy and practice by communicating and engaging with one another
- > Contribute the patient and carer voice and experience to thought leadership in relevant policy areas to place patients at the forefront of public debate about health
- > Guide and contribute to internal and external committees, boards and steering groups (such as the AOMRC patient and lay committee) to highlight why patient and carer experience is important and how it can be utilised
- > Support the dissemination and engagement of RCP resources and outputs to the widest group of patients and carers

Measuring Our Success

We will know we are succeeding when:

- > We have involved more people in the PCN to better represent the diversity of the society we serve
- > Collaborators and partners provide positive feedback about the added value of the PCN's input and inclusion to RCP's outputs and resources
- > Web statistics demonstrate that the online resources and outputs that the PCN helps develop are accessed widely

Delivery and Governance

The PCN Liaison Group forms part of the governance framework for the PCN and includes 3-5 PCN members, the PCN Chair and the Patient Involvement Officer. The PCN Liaison groups steers the day-to-day direction of the PCN and oversees its work.

The Care Quality Improvement Directorate (CQID) board includes the PCN Chair as one of its members and receives a report of PCN activity as part of its bi-annual meetings. Activity reporting and risk management is overseen via the CQID Board with onward reporting and escalation as required to the RCP Board of Trustees. In addition, the PCN presents twice a year at the Strategy Executive Meeting to enable cross college oversight and input.