

Patient Involvement and Care Equity: Improved Outcomes for All Webinar

Tuesday 23 June 2026, 10.30am-11.30am

THIS EVENT STARTS AT 10.30AM



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www.hqip.org.uk/caaw26

Patient Involvement and Care Equity: Improved Outcomes for All Webinar

Welcome to Clinical Audit Awareness Week, 22-26 June 2026: www.hqip.org.uk/caaw26

Today's agenda:

- **What the New Health and Care Landscape means for Patient and Public Involvement:**
Paul Gavin, Deputy Director Equalities and Involvement, People and Communities, NHS England
- **Children and Young People's Engagement – Learning from the Audits:**
Anita Sehdev, Youth Voice Advisor from The Royal College of Paediatrics and Child Health (RCPCH)
- **Panel Discussion with:**
 - Bren McInerney, Community Volunteer and HQIP Service User Network member
 - Sadia Mir, HQIP Service User Network member and Equality and Diversity Advocate
 - Paul Gavin, Deputy Director Equalities and Involvement, People and Communities, NHS England
 - Anita Sehdev, Youth Voice Advisor from The Royal College of Paediatrics and Child Health (RCPCH)

Before we start...

Being seen and heard

- Event recorded
- Mics off for background noise
- Cameras on, if you are happy to

Asking questions

- Use the Q&A to post your questions
- Contact us via HQIP website if Q&A unavailable for you

Recommendations

- Laptop/PC, not phone
- Try browser version, not app
- If needed, rejoin using rejoin button on screen or original Teams link

Don't forget to share on social media: #CAAW26

What the new health and care landscape means for PPI and the wider experience of healthcare

Paul Gavin

**Deputy Director Equalities and Involvement,
People and Communities, NHS England**

The Future of Patient Voice

Embedding patient experience and public involvement at the heart of decision-making

Paul Gavin
Dep Dir Equalities & Involvement NHSE

The Current Challenge

Despite significant volumes of patient feedback being collected across the NHS:

- Feedback is fragmented across multiple systems
- Learning is not always translated into action
- Accountability for responding to feedback can be unclear
- Patient voice is often separated from decision-making
- National recommendations are not consistently prioritised

Opportunity

Move patient voice closer to policy, commissioning and service improvement

The Vision - Patient Voice at the Heart of the System

The 10 Year Health Plan sets out a new model where:

- Patient voice is embedded within decision-making
 - Experience data informs policy development
 - Feedback drives improvement priorities
 - Accountability is clear at every level
 - Public involvement becomes a core function of health system leadership
-

A New Patient Experience Directorate

A new national director of patient experience will:

- Lead patient voice policy
- Oversee complaints and feedback improvement
- Analyse patient and carer experience
- Publish insights and learning
- Support engagement with seldom-heard communities
- Influence national quality improvement priorities

Objective

Ensure patient experience directly informs national policy and service reform.

Using Data and Insight Differently - From Feedback to Action

The new approach will:

- Improve collection and analysis of patient feedback
- Use digital and data science tools
- Identify emerging concerns earlier
- Improve understanding of inequalities
- Bring together multiple sources of experience data

Future focus

Patient experience becomes a strategic intelligence asset.

Oversight and Assurance

Patient experience will be embedded within:

- National oversight frameworks
- Performance assessment arrangements
- Quality improvement priorities
- Accountability mechanisms

Success means

Understanding variation in experience and reducing inequalities in outcomes and access.

A New Local Model

Local Authorities

Assume social care engagement responsibilities

Integrated Care Boards

Assume healthcare engagement responsibilities

Providers

Strengthen direct engagement with patients and communities

Placing Patient Voice at the Heart of Commissioning

ICBs will be directly responsible for:

- Gathering public and patient views
- Understanding community experience
- Using feedback to inform strategic decisions
- Demonstrating how engagement influences commissioning

Shift

From consultation as a separate activity

to

Patient voice as a core commissioning function.

New Duties and Expectations - Reinforcing Statutory Responsibilities

The Bill introduces:

- Guidance from the Secretary of State
- Duties to obtain and consider public views
- Annual reporting requirements
- Enhanced transparency and accountability

Local flexibility

Systems retain discretion in how engagement functions are delivered.

Strategic Commissioning in Practice

ICBs will:

- Understand current and future population needs
- Work alongside community groups and forums
- Combine experience data with:
 - outcomes
 - safety information
 - population health intelligence

Outcome

Better informed commissioning decisions.

Foundation Trust Reform

The requirement for Councils of Governors will be removed.

However:

- Patient engagement duties remain
- Community involvement remains essential
- Organisations will have greater flexibility to design engagement approaches
- Assurance processes will test effectiveness

Focus

Impact rather than process.

Key Messages

Patient voice moves closer to decision-making

Accountability becomes clearer

Experience becomes a strategic asset

Public involvement becomes everyone's responsibility

Success will be judged not by how much feedback is collected, but by how effectively it improves services

Questions for DHSC (future)/System Leaders

How will we preserve public trust during transition?

What capabilities will ICBs need to develop?

How will we demonstrate impact from patient voice?

What role should communities play in strategic commissioning?

How do we ensure seldom-heard voices shape decisions?

Questions?

Paul Gavin

Deputy Director - Equalities and Involvement

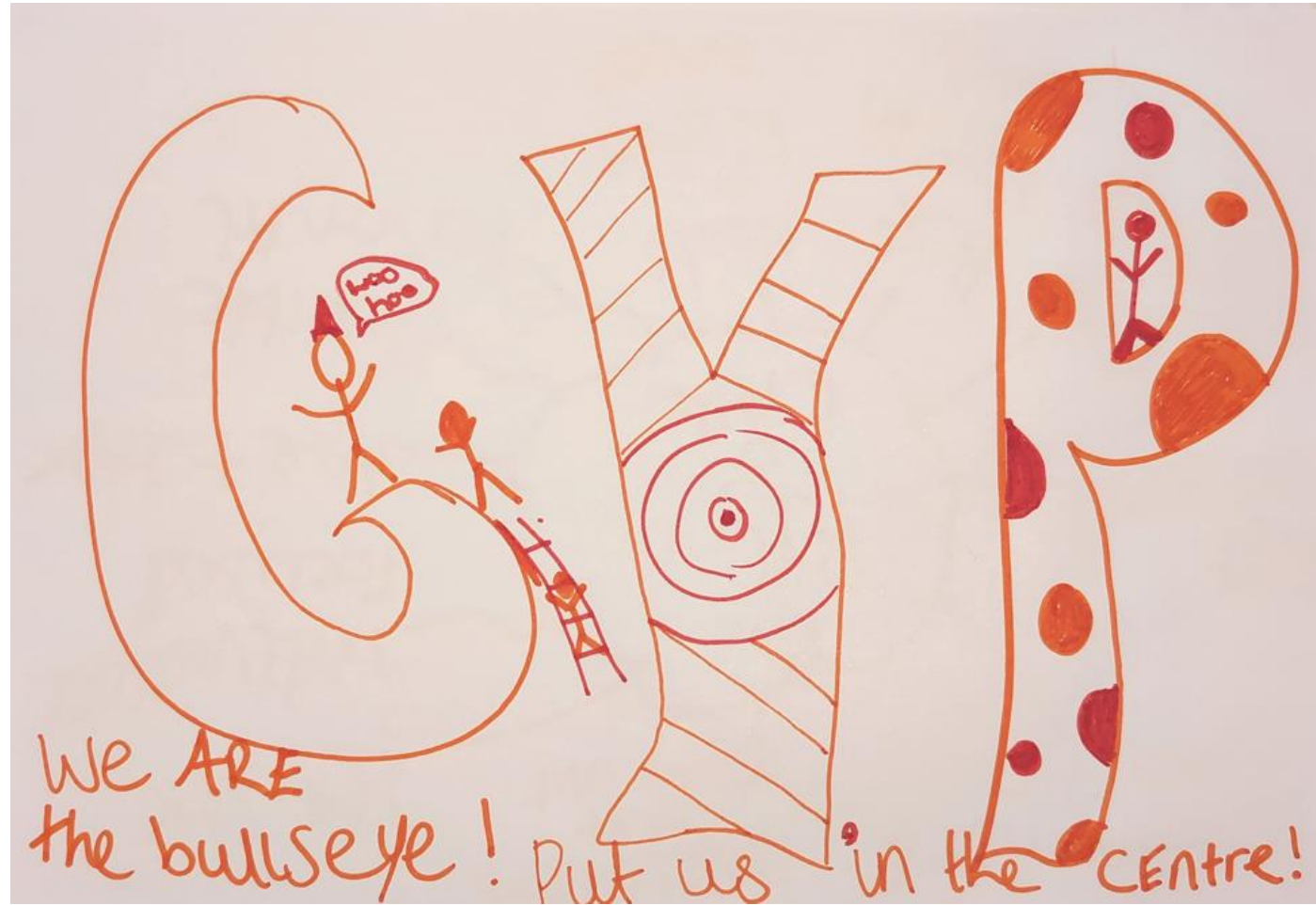
p.gavin@nhs.net



Children and Young People's Engagement: Learning from the Audits

Anita Sehdev

**Youth Voice Advisor from The Royal College
of Paediatrics and Child Health (RCPCH)**



 **RCPCH**
&Us

The voice of children,
young people and
families

 **RCPCH**
Engagement
Academy

Children and Young People's Engagement

Learning from the Audits

Anita Sehdev, Youth Voice Advisor

 **RCPCH**
Royal College of
Paediatrics and Child Health
Leading the way in Children's Health

Why engagement?

A rights-based approach uses the four general principles of the United Nations Convention of the Rights of the Child (1989)

- best interests
- life, survival and development
- non discrimination
- participation

With three general human rights principles

- dignity
- interdependence and indivisibility
- transparency and accountability

A rights-based approach leads to better outcomes and quality of care and provision that each child should experience when using services.

The rights-based approach was developed by Unicef
<https://www.unicef.org.uk/child-friendly-cities/crba/>



How does it work?

Cohorts of children and young people

- 50% will be universal
- 25% will be under-represented
- 25% support from a paediatrician

Delivery model

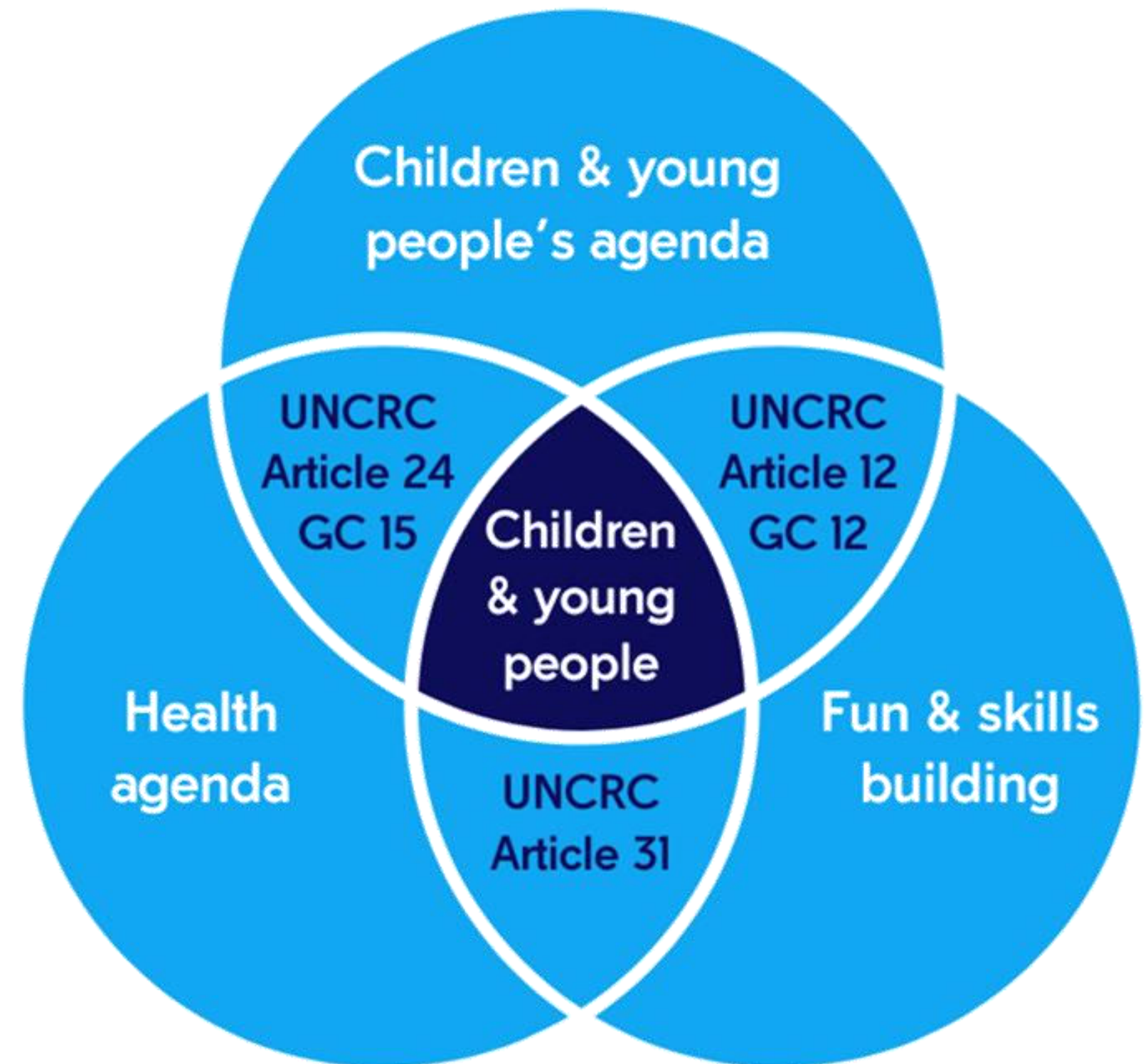
- Outreach
- Challenge days/one off activities
- Projects
- Governance

Approach (see picture)

All interactions and activities will have

- 1/3 space for their agenda
- 1/3 our health agenda
- 1/3 fun

Prevents exploitation, remains centred in a rights-based approach to develop their skills and provide opportunities to inform decisions that affect them.



How does it work?



Trust and Rights: Create a safe and trusted environment for children and young people to get involved and have a say in shaping health services using a rights-based approach



Inclusive engagement: Plan inclusive and accessible engagement adjusting your methods and approach for those with different health needs, from different communities and of different ages and stages of development.



Practical arrangements: Have the right processes in place to support meaningful engagement.



Community reach: Strengthen local connections to amplify children and young people's voice and engagement.



Take action: Listen and act on what matters to children and young people.



The engagement standards help children, young people and families to better understand what's going on, what's changing now and in the future, and what you are entitled to.



How does it work?



- Children aged 7+ involved
- Key diabetes partnerships developed
- Bank of co-produced resources available



- Engagement took place in a clinical setting
- Influence at the heart of service experience
- Visits to different levels and locations

NNAP
National Neonatal
Audit Programme

How does it work?

Asthma & Me Ambassadors

Who we are
The Asthma & Me Ambassadors are a group of asthma experienced or interested children, young people and families who volunteer together to improve care for asthma patients and their families.

What we have done

- Looked at the issues surrounding transition to adult services.
- Helped create a discharge letter for children and young people leaving hospital.
- Helped create a leaflet supporting young people going to university to manage their asthma.
- Helped recruit a new Clinical Lead for NRAP.

Aged 13-24 with asthma?
Become an Asthma & Me Ambassador: visit www.rcpch.us for more details

RCPCH Royal College of Paediatrics and Child Health

- RCP leads the audit with engagement support from RCPCH
- All age audit
- Delivery has strong links to Liverpool

FEELINGS CARDS - full colour set
Why not make your own cards using the blank templates below!

CONFIDENT **WORRIED** **LOVED**

SOCIAL **OVERWHELMED**

RCPCH&Us
Celebrating 10 years
The voice of children, young people and families

- Strong peer support
- Impact and Influence work with co-designed outputs for/with units
- Annual audit findings session



National Respiratory Audit Programme (NRAP)



www.rcpch.ac.uk/engagement-academy

EPILEPSY12

Empowerment



CALLING ALL
Young People
YOUTH RECRUITERS
PROJECT

INTERVIEWS FOR A NEW
CHIEF EXECUTIVE AND
CHAIR OF TRUSTEES

HELP CHOOSE THE
RCPCH LEADERS
OF THE FUTURE

TRAINING DATE (IN PERSON)
28 FEB IN LONDON

PANEL DATES TBC IN
MARCH AND APRIL

- ✓ TRAINING SESSIONS
- ✓ INTERVIEW EXPERIENCE
- ✓ MEET THE LEADERS
- ✓ PREPARE TASK AND QUESTIONS
- ✓ INTERVIEW PANEL



INTERESTED? DEADLINE 2 FEB
EMAIL AND_US@RCPCH.AC.UK
OR WHATSAPP THE TEAM!



QI Central

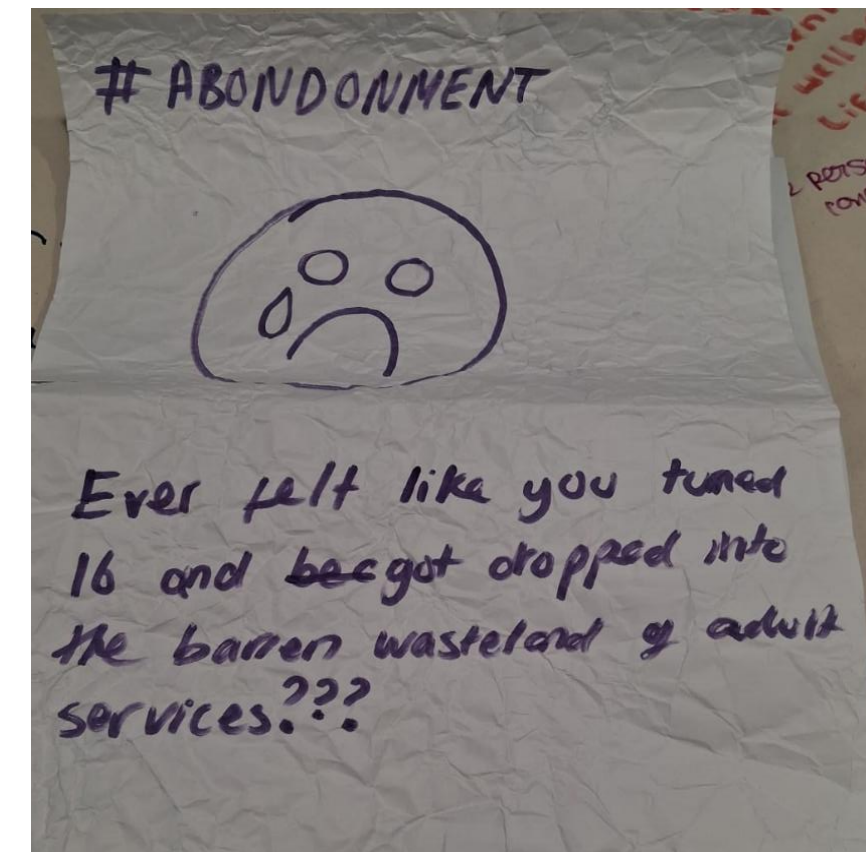
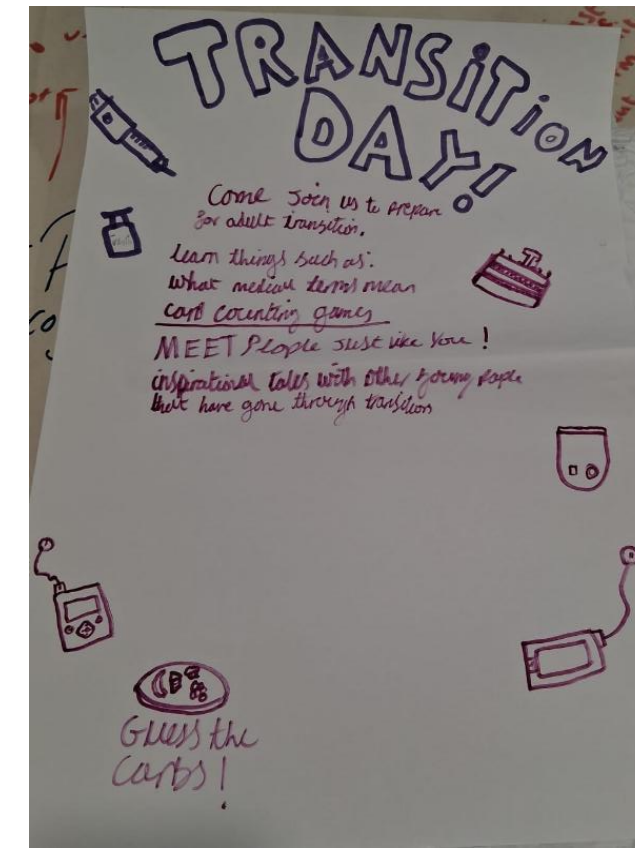


Children and young people's priorities for healthcare training



Over 500 children and young people aged 7-25 shared their priorities for healthcare training. 85% said that young people should have a say on the training of their healthcare workers. Their top three priorities for training were:

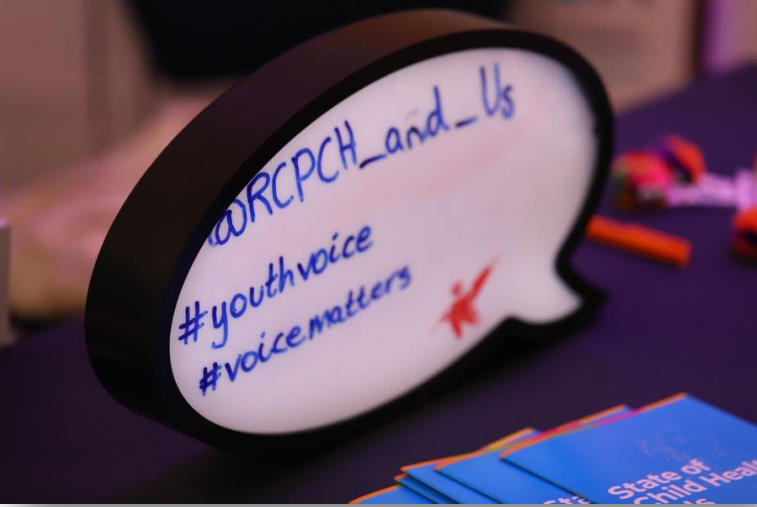
1. Supporting children and young people's mental health (97%)
2. Understanding children's rights in health (95%)
3. Helping people from all abilities, backgrounds and life experiences with their health (94%)



www.rcpch.ac.uk/engagement-academy



What are the takeaways?



Inclusive and accessible practice



RCPCH 2025. The Royal College of Paediatrics and Child Health is a registered charity in England and Wales (105774) and in Scotland (SC038299). For more information contact and_us@rcpch.ac.uk



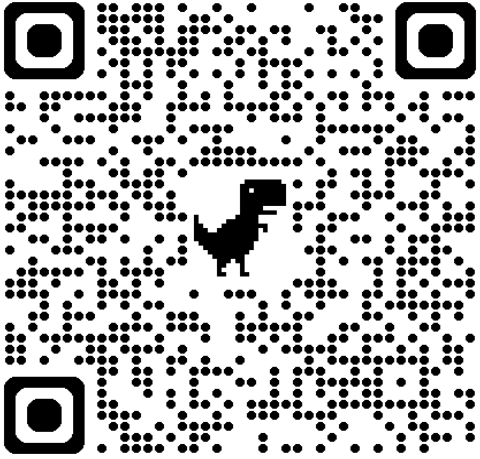
<p>involved in decision making</p>	<p>share ideas</p>	<p>transition</p>
<p>clinic</p>	<p>care for you</p>	<p>epilepsy</p>
<p>website</p> <p>www.nhs.uk</p>	<p>volunteering</p>	<p>work</p>

All images/resources copyright @LYPFT
<https://www.learningdisabilityservice-leeds.nhs.uk/>

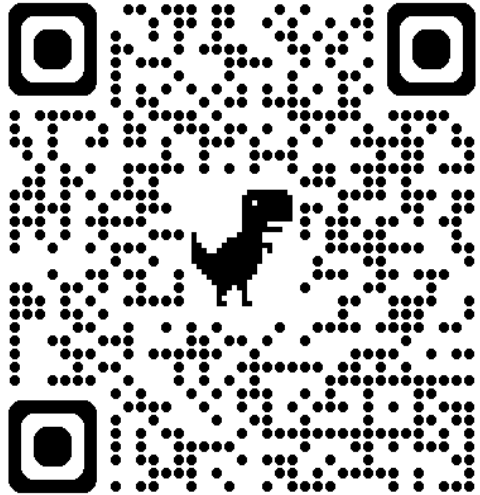
What support is out there?



Epilepsy Impact and Influence Resources (QR code)



NPDA Comms bank resources (QR Code)



Get in touch



**The voice of children,
young people and
families**

www.rcpch.us



For child health professionals

www.rcpch.ac.uk/engagement-academy

Email us on and_us@rcpch.ac.uk

Q+A

Paul Gavin, NHS England

**Anita Sehdev, Royal College of Paediatrics
and Child Health**

Panel Discussion

Paul Gavin, NHS England

Anita Sehdev, Royal College of Paediatrics and Child Health

Bren McInerney, Community Volunteer and HQIP
Service User Network member

Sadia Mir, HQIP Service User Network member
and Equality and Diversity Advocate

Upcoming Clinical Audit Awareness Week Webinars

Daily themed webinars:

- Tue 2-3pm: Patient Involvement & Care Equity; Maternity and Healthcare Inequalities
- Wed 10am-12pm: Shaping the Future Together
- Thu 10.30am-12pm: Patient Safety: Using Data to Reduce Harm
- Fri 10am-12pm & 1-3pm: Data-Informed Improvement



Find out more and register here
- or scan the QR code:

www.hqip.org.uk/caaw26

Daily Excellence in Clinical Audit Awards announcements:

- Tue 12.15-1pm: Equity and Patient Involvement Award
- Wed 12.45-1.30pm: Innovation Award
- Thu 12.45-1.30pm: Patient Safety Award
- Fri, during the 1-3pm webinar: Evidence in Practice Award

Find lots more on this topic on HQIP's website:

- www.hqip.org.uk/impact-of-data/patient-voice
- www.hqip.org.uk/impact-of-data/health-inequalities

THANK YOU!



Please share your feedback:

Go to www.hqip.org.uk/caaw26-feedback

Or scan the QR code

Keep up to date:

- Sign up to HQIP's mailing list: www.hqip.org.uk/subscribe-form/
- Follow us on social media & use the hashtag #CAAW26

