



Melissa Fletcher

Patient involvement – patient voice



**The slides have been reviewed for off label
information by Ferring Pharmaceuticals**

September 2021
UK-GAS-2100124



Patient involvement – patient voice

OVERVIEW

- Introduction and survival kit
- Why I chose to get involved as a patient voice
- Why is it important to involve patients
- Positive outcomes from patient engagement
- Benefits of working together
- Questions





Melissa Fletcher

Patient involvement – patient voice

INTRODUCTION





Patient involvement – patient voice

SURVIVAL KIT

Family

Friends

Dog

Work

Crohns and Colitis

Hospital





Patient involvement – patient voice

question

QUESTION

Outside of your “day job” who in the audience has:

1. A member of your family with IBD



2. A friend with IBD



3. No connections with IBD



[Vote Now](#)



Patient involvement – patient voice

WHY DID I CHOOSE TO BE A PATIENT WITH A VOICE

- Experienced many of the “services” on offer
- Like to provide constructive feedback
- Use my voice to enable others
- Contribute towards finding a cure
- Advocate of proactive self directed support and disease management





Patient involvement – patient voice

WHY INVOLVE THE PATIENTS?

- Appreciate the patient experience in order to make improvements
- Highlight the root cause
- Collaborate and co-produce
- Creative problem solving
- Simple solutions = real impact
- Creates connections between the service and patients
- Improve and redesign the way care is provided





Patient involvement – patient voice

PATIENT INVOLVEMENT – POSITIVE OUTCOMES

IBD standards 2019

THE IBD SERVICE

The IBD Multidisciplinary Team
Patient Engagement
Service Development
Electronic Management and Data/Registry
Provision of Information
Investigations and Treatment
Training, Education and Research

PRE-DIAGNOSIS

Pathways and Protocols
Faecal Calprotectin
Timelines for Referral
Appropriate Expertise
Information

NEWLY DIAGNOSED

Shared Decision Making
Holistic Assessment
Care Plan and Treatment
Information and Support

FLARE MANAGEMENT

Pathways and Protocols
Information to Patients
Rapid Access to Specialist
Advice and Treatment
Steroid Management

SURGERY

Multidisciplinary Working
Surgery by Specialists
Information & Psych Support
Laparoscopic Surgery
Post-operative Care
Waiting Times

INPATIENT CARE

Direct Admission to GI Ward
Access to Toilets
24 Hour Critical Care
Assessment
Access to IBD Nurse
Discharge Planning

ONGOING CARE

Access to IBD Team
Personalised Care Plan
Education/Self-Management
Pain and Fatigue
Shared Care
Ongoing Review



Patient involvement – patient voice

question

QUESTION

Do your hospitals have a patient panel or some form of regular way to consult your patients / service users?

1. No



2. Yes



3. No, but I would like to set one up



[Vote Now](#)



Patient involvement – patient voice

PATIENT PANEL

- Gathering feedback
- Service planning / review
- Service development work
- Research
- Business case support
- Education and engagement





Patient involvement – patient voice

WORKING TOGETHER

- Collaborative
- Patient-centered service
- Equal partners in care





Patient involvement – patient voice

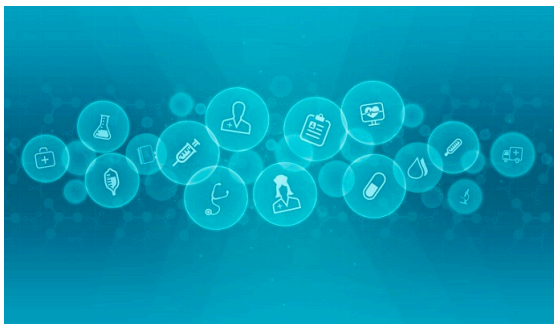
PATIENT ENGAGEMENT

POSITIVE

PROACTIVE

EDUCATIONAL

EMPOWERING





Patient involvement – patient voice

KEY MESSAGE

I **INCREDIBLE**

B **BRAVE**

D **DETERMINED**



Patient involvement – patient voice

QUESTIONS

