

# Working with National Voices

**2017-18**

# Who are we?

**National Voices is the coalition of charities in England that stands for people being in control of their health and care.**

## Our mission: person-centred care

We want person-centred care: people having as much control and influence as possible over decisions that affect their own health and care, as patients, carers, and members of communities. We want people to be partners in the design of services and partners in research, innovation, and improvement.

## Our work

We help people and organisations to improve the knowledge, understanding, skills, and confidence they need to engage more effectively and to make their approaches more person-centred. We hold the system to account for how person-centred it is.

We have expertise in what matters to people's health and care, how to involve people, and how to work with the voluntary, community and social enterprise (VCSE) sector.

Our work falls into three streams:

- Supporting national policy and system design
- Supporting the vital role that the VCSE sector plays in health and care
- Supporting the adoption and spread of person-centred approaches

## Our reach

With a diverse membership of 160 organisations, we are connected to the experiences of millions of people, especially those with long-term conditions and those who are often not heard. This allows us to draw on a vast range of insight and expertise, and to build bridges and narrow the gaps between policy and practice.

# Person-centred care

**People need to have voice and control in decisions that affect their health and care. This is at the heart of National Voices' agenda.**

Person-centred approaches include, for example:

- People involved in treatment decisions (shared decision making)
- People involved in planning for their care (personalised care and support planning)
- People supported to manage their conditions (supported self-management)
- People supported to make healthy behaviour changes (health coaching)
- People having personal health budgets
- Drawing on the assets that people and communities themselves have to improve health, wellbeing, and care

A growing body of evidence shows that person-centred approaches are safer, more effective, lead to better health outcomes, and improve people's experience of care.

There is good evidence that those with the poorest health and outcomes of care – often associated with disadvantage and health inequalities – can benefit the most from person-centred approaches.

Despite this, person-centred approaches are very far from mainstream. For example:

- Many patients don't have the information they need, are not as involved as they want in decisions and plans about their care, and struggle to navigate services that are not joined up.
- There remain huge health inequalities that blight millions of people's lives.
- Funding pressures and poor commissioning practices reduce the potential for VCSE organisations to support people and to work in partnership with public services to improve outcomes.

We are impatient at the slow pace of progress in people having more voice and control. Our ambition is that person-centred approaches become 'business as usual' for health and social care – in policy and practice – in a way which fully involves the VCSE sector.

# Our impact

# 92%

92% of our members believe we are effective in strengthening citizen voices. (2016 member survey)



## Legal basis for patient involvement

We successfully argued for a duty on commissioners in the [Health and Social Care Act 2012](#), helped to write the subsequent guidance, and produced accessible evidence summaries for commissioners.



## Health and care integration



Our '[Narrative for person-centred coordinated care](#)' redefined integration from the patient's perspective and was adopted by the Department of Health, NHS England, and other government bodies. Our definition of coordinated care is being used across the country as the benchmark for good integrated services.



## Care and support planning

Our [guide to personalised care and support planning](#) was incorporated into statutory guidance (Care Act 2014) and NHS England's handbook for the NHS. We co-founded the Coalition for Collaborative Care to promote care and support planning widely across England.

## Training of 3,000 future leaders



We have trained more than 3,000 aspiring NHS Leaders in person-centred care and engagement, as part of the team behind the NHS Leadership Academy's award-winning Anderson and Bevan programmes.

## NHS Five Year Forward View

We directly contributed to the thinking in the 2014 document. Through the People and Communities Board, we went on to create the six principles for engaging people and communities, which are reflected in official guidance.

## Charities empowering patients

Through our Wellbeing Our Way programme we have built charities' capacity to empower people with lived experience of illness and disability, with 75% of organisations involved saying it helped them make person-centred changes in their organisation.

## Evidence for person-centred care

We have been at the forefront of strengthening the evidence-base for person-centred care, through building and curating online evidence resources and through our participation in the NHS England funded Realising the Value programme.

# Supporting national policy and system design

## Our ambition

To create the right conditions and structures for person- and community-focussed approaches to health and care to become the norm.

## How we help

We support national bodies, academia and industry to:

- Foster person-centred approaches
- Improve patient and citizen involvement
- Improve their direct organisational engagement with patients, citizens, and the voluntary, community and social enterprise (VCSE) sector.

Organisations benefit from:

- Access to our expertise and ability to draw upon our exceptional networks
- Our offer of a 'one stop shop' on issues relating to patients, carers, and the VCSE sector
- Our trusted, balanced, independent, evidence-based advice
- Our track record of successful delivery and partnership working

## Our track record

National Voices has worked with national bodies, regulators, arm's length bodies, think tanks, and professional bodies from our inception.

From 2011 we were a member of the Department of Health's Voluntary Sector Strategic Partner Programme, and we are now a member of the Department's successor programme, the [Health and Wellbeing Alliance](#).

National Voices made significant contributions to the seminal NHS Five Year Forward View. We led and coordinated the [People and Communities Board](#), a working group to implement the person-centred vision set out in the Forward View.

National Voices' [definition of good integrated care](#) and guide to care planning were officially adopted by the NHS. Our [narrative for good end of life care](#) has informed the national framework for palliative and end of life care.

We have been involved in many national level initiatives, for example the creation and development of the NHS Constitution and of Healthwatch.

National Voices has helped develop and curate the evidence base for person-centred approaches, for example in [our evidence summaries](#) and as part of the [Realising the Value programme](#) which reported in 2016.

# Supporting the VCSE sector in health and care

## Our ambition

To provide support and help for a large range of voluntary, community and social enterprise (VCSE) organisations. To provide a stronger voice for those least heard. To be an excellent membership body.

## How we help

We inform, connect, and represent our members, create opportunities for networking and shared learning, collaborate with members on joint activities, and provide advice, support, and training.

Our full membership is open to VCSE organisations who share our values and broad goals, regardless of the characteristics and health conditions of the people they work with and represent. We also invite interest from health and care professional bodies to join as professional members.

## Our track record

During several years of financial pressure for charities – and despite levying an annual membership subscription to fund our work – we have maintained a healthy and diverse membership base and we continue to attract new members.

Successive member surveys show high levels of satisfaction. 84% of respondents to our 2016 member survey agreed that “the themes and issues National Voices focusses on are important to my organisation and the communities we represent”.

Our latest survey also showed that the three most highly-rated member benefits are intelligence on developing policy issues, the collective impact and influence of National Voices, and the opportunity for members to engage in our collective work.

National Voices’ [Wellbeing Our Way](#) programme has facilitated communities of practice and shared learning events which connect charity staff with people living with long-term health needs, and build charities’ capacity to support people.

# Supporting the adoption of person-centred approaches

# Our ambition

Person- and community-centred approaches become business as usual everywhere.

## How we help

We provide training and development which draws on our expertise on what matters to patients, carers, and citizens; on person- and community-centred approaches, and on patient and public involvement. Our team has expert public speakers and facilitators.

We provide advisory services including senior input on committees, steering groups, expert advisory panels etc., as well as bespoke consultancy projects, working with boards and senior teams.

We provide 'place-based' support, working in partnership with complementary organisations to offer support to particular areas blazing a trail for person- and community-focussed approaches.

In all these activities, the benefits include access to our accumulated knowledge, expertise, and networks; our track record of successful partnership working and delivery, and association with our widely respected name.

## Our track record

**Training and development:** National Voices is a partner in the consortium responsible for the award-winning Nye Bevan and Elizabeth Garrett Anderson NHS leadership programmes. We have contributed to the initial design and continuing evolution of these programmes, and we run workshops on engagement as part of both programmes.

**Advisory services:** We have worked with a range of clients among NHS and private sector healthcare providers, clinical commissioning groups, management consultancies, the Mayor of London's office, pharmaceutical companies, think tanks and journals. Members of the National Voices staff team also undertake a wide range of speaking engagements, including chairing and facilitation of sessions at high profile events in the health and care calendar.

**Place-based services:** As part of the Voluntary Voices consortium (National Voices, the National Association for Voluntary and Community Action, and Volunteering Matters) we made a significant contribution to the Realising the Value programme, especially by supporting the development of five demonstrator sites. Voluntary Voices is also helping to develop local voluntary, community and social enterprise offers to support people with personal health budgets, as part of the Integrated Personal Commissioning programme.

# Want to talk?

We would be delighted to discuss how we can work together.

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