



# Royal College of Physicians

## Lynne Quinney Biography

Lynne joined the Patient and Carer Network of the RCP in November 2014, attracted by the opportunity to contribute to their work, and that of the RCP, in improving services for patients and their carers.

She is now a member of the PCN's Liaison Group and, until recently, was the PCN representative on the Education Board.

Between June 2015 and late 2017 Lynne was the PCN link with the Mid Yorkshire Future Hospitals Programme development site.

Lynne has over twenty years' experience as a Learning & Development professional and is also a trained workplace mediator.

After initially working in staff management with a major retailer she spent the majority of her career in the NHS and university sectors. She is now retired but occasionally does some freelance work.

Until very recently Lynne was a trustee of a small mental health charity in her home city of Sheffield and enjoys music, theatre and the company of her six grandchildren.

## **Presentation summary**

**Topic:** Keeping it real: The challenge of authentic patient involvement

As a parent and grandparent, a daughter and a patient, I have a real desire to see the NHS and those who work in it, prosper, and for health and care services to improve for users.

"Improving health through patient engagement" is an optimistic session title and invites us to consider firstly, what improving health actually means, and secondly, what patient engagement entails and how the latter is advantageous in achieving the former.

There is no shortage of scholarly articles, reports and blogs about the benefits of involving patients in NHS projects and service improvement initiatives. The BMJ only last month carried an article entitled "Better healthcare must mean better for patients and carers" and subtitled "their perspectives are essential to all successful healthcare improvement". In addition, Atul Gawande has written eloquently about the role of the clinician in enabling patients to give voice to what really matters to them.

At the micro level, improving health through patient engagement is potentially easily achieved. Get that all-important the relationship right and it happens automatically.

But what about at the system level? There is a sense that genuine patient involvement is still not happening on the ground. Too many focus groups and not enough real action! A short lived dalliance not a committed engagement or permanent partnership.

Why is this? In my brief presentation I will explore this further, drawing on my experience with the RCP's Future Hospital Programme and sharing tangible examples of where authentic patient and public involvement has led to real and measurable improvements in the quality of care received.