The patient champion training sessions were developed by our patient champions. They identified areas that they thought would support them to contribute meaningfully to strategic groups, PPGs and NHS events. They identified a number of areas of training which are being developed into individual sessions:

- Session 1: Being an effective patient champion
- Session 2: Knowing your community
- Session 3: Introducing the NHS
- Session 4: a. Social Media (Theory) b. Social Media (Practical)
- Session 5: Patient Participation groups (PPGs)
- Session 6: Coproduction
- Session 7: Procurement (in development)
- Session 8: Leeds Hospital a. Governance & Structure b. Feedback and how we use it
- Session 9: Mental Health Anti-stigma

Session 3: ‘Introducing the NHS’ introduces the organisations that run the NHS and explored the key documents and challenges.

The aim of this session is ‘To help patient champions understand the national and local NHS’

The objectives of this session are:
- To introduce the patient champion’s role
- To describe the development of the NHS
- To explore why the NHS need to change
- To outline national and local NHS organisations
- To look at national and local priorities
- To explore the role of patient champions in the NHS

By the end of the session participants should be able to:
- outline the role of the patient champion
- explain how the NHS has developed
- describe why the NHS needs to change
- outline the role of commissioners
- describe the key documents in the NHS
- describe the role of key national and local NHS organisations
- outline national and local priorities
- outline the patient champion role in shaping services
- feel more confident to share their thoughts effectively in a CCG steering group

This short report evaluates feedback from the session and outlines how we will develop future sessions. 10 people booked to attend this training. 10 patients attended (3 x LNCCG, 1 x LSECCG, 6 x LWCCG).

The training was delivered by Becky Barwick – Head of Strategic Development and Chris Bridle – Engagement Lead at NHS Leeds West CCG. The session was held at the John Lewis Community Hub. 9 people filled in our evaluation.
Please tell us to what extent you agree with the following statements: (The objectives were clearly defined)

- Strongly agree (6) 67%
- Agree (3) 33%
- Disagree (-)
- Strongly disagree (-)

Please tell us to what extent you agree with the following statements: (The topics we covered were relevant)

- Strongly agree (3) 33%
- Agree (6) 67%
- Disagree (-)
- Strongly disagree (-)

Please tell us to what extent you agree with the following statements: (It was easy to get involved in the training)

- Strongly agree (6) 67%
- Agree (3) 33%
- Disagree (-)
- Strongly disagree (-)

Please tell us to what extent you agree with the following statements: (The training was organised and easy to follow)

- Strongly agree (4) 44%
- Agree (5) 50%
- Disagree (-)
- Strongly disagree (-)
Please tell us to what extent you agree with the following statements: (The trainer(s) was knowledgeable about the training topics)

- Strongly agree (3): 89%
- Agree (1): 11%
- Disagree (-)
- Strongly disagree (-)

Please tell us to what extent you agree with the following statements: (The trainer(s) was well prepared)

- Strongly agree (7): 78%
- Agree (2): 22%
- Disagree (-)
- Strongly disagree (-)

Please tell us to what extent you agree with the following statements: (The meeting room was comfortable)

- Strongly agree (5): 56%
- Agree (4): 44%
- Disagree (-)
- Strongly disagree (-)

Please tell us to what extent you agree with the following statements: (I was happy with the location of the training)

- Strongly agree (7): 78%
- Agree (2): 22%
- Disagree (-)
- Strongly disagree (-)
Tell us to what extent you felt we met the training outcomes: (I understand the role of a patient champion)

- Strongly agree (6) 67%
- Agree (3) 33%
- Disagree (-)
- Strongly disagree (-)

Tell us to what extent you felt we met the training outcomes: (I can explain how the NHS has developed since its inception)

- Strongly agree (2) 22%
- Agree (7) 78%
- Disagree (-)
- Strongly disagree (-)

Tell us to what extent you felt we met the training outcomes: (I can describe the role of key national and local NHS organisations)

- Strongly agree (2) 22%
- Agree (6) 67%
- Disagree (1) 11%
- Strongly disagree (-)

Tell us to what extent you felt we met the training outcomes: (I can describe why the NHS needs to change)

- Strongly agree (5) 50%
- Agree (4) 44%
- Disagree (-)
- Strongly disagree (-)
Tell us to what extent you felt we met the training outcomes: (I can outline local and national priorities)

- Strongly agree (1): 11%
- Agree (3): 89%
- Disagree (-)
- Strongly disagree (-)

Tell us to what extent you felt we met the training outcomes: (I can outline the patient champion's role in shaping services)

- Strongly agree (2): 22%
- Agree (7): 78%
- Disagree (-)
- Strongly disagree (-)

Tell us to what extent you felt we met the training outcomes: (I feel more comfortable sharing my thoughts effectively in a CCG steering group)

- Strongly agree (4): 50%
- Agree (4): 50%
- Disagree (-)
- Strongly disagree (-)

Tell us to what extent you felt we met the training outcomes: (I feel I can outline the role of commissioners)

- Strongly agree (3): 33%
- Agree (6): 67%
- Disagree (-)
- Strongly disagree (-)

Tell us to what extent you felt we met the training outcomes: (I feel I can describe key documents in the NHS)

- Strongly agree (1): 13%
- Agree (7): 86%
- Disagree (-)
- Strongly disagree (-)
13. My favourite part of the session was…
- Looking at the quiz about the year things happened
- Morning part was more accessible than the afternoon.
- Group interaction. Sharing knowledge with other PC. Trainers listening and digressing to address the questions and needs of the group
- Good morning session. Icebreaker good fun. Trainers very enthusiastic and knowledgeable.
- Sharing experiences and issues with others attending the session, plus how these can be resolved within present and future structures
- Discussion
- To better understand the complex relationship between the various organisations.

14. My least favourite part of the session was…
- Change the champion word to support or advice. More time to talk about the subject.
- Too many slides - some missed out - better to plan for less content. Afternoon too rushed and often taken off topic.
- No changes. Well run session. Relaxed.
- Hand outs of slides very difficult to read. Afternoon session quite rushed + didn’t go through everything. Bit of info overload.
- Considerable amount of information on a complex structure as illustrated by slide for NHS structure. Could be split e.g. between local and UK wide issues. Could link these with other training sessions instead e.g. Leeds Hospital sessions.
- Split into two sessions. Lots of info so would be less rushed if more time available
- The course would be better scheduled as two events as there is so much to cover.

I would recommend the training to other patient leaders?  
Yes (8) 100%
No (-)

What will we do differently next time:
- We will reduce the content in the session to allow more time for discussion
- We will provide larger copies of the slides that are easier to read
- We will consider splitting the session into two next year
- We will (again) contact John Lewis to ensure that we have a hearing loop that is fit for purpose.
- We will add metrics and links to slides where this information is missing
- We will share information with the group about how we collect and use patient feedback.
- We will explore ways that we can empower patients to set up peer support groups in their practice.