

# Voices for Improvement

## Introducing our advisory group members

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Our advisory group convened for the first time in June 2020 and will be working together in the first instance for the duration the funding period which is extended to early 2021 due the impact of the Covid-19 pandemic.

The group:

1. Anindita Ghosh
2. Annie Laverty
3. Ella Wright
4. Keymn Whervin
5. Kirit Mistry
6. Laura Fulcher
7. Rachel Killick
8. Rachel Matthews
9. Rayna Patel
10. Trevor Fernandes

### Anindita Ghosh



Anindita Ghosh is Innovation and Development Lead for Q at the Health Foundation. Her background is quite varied. She started in the public sector and then moved to journalism and then moved into the charity sector where her recent roles have focused on supporting people with long term conditions. Anindita is particularly interested in power dynamics in collaborations between patients and health and care professionals and understanding through this work what good looks and feels like and how we can create more shared values and purpose between different communities working to improve health and care.

### What I hope we will achieve together?

I hope through this work, we hear from people without agency in healthcare to support wider engagement in improvement.

### One thing Covid has taught me?

Covid has brought to light many inequalities and structural discrimination and disadvantage that some communities face, I've also heard so many positive stories from people working in health and care about the adaptability and resilience of the health and care system which has enabled change at great pace. Sitting with these opposite experiences at the same time can feel tricky and I think something that links to this work and understanding diverse perspectives to improve health and care services.

## Annie Laverty



Annie was appointed as Director of Patient Experience in December 2009 - a new senior leadership role for Northumbria Healthcare NHS Foundation Trust, designed to strengthen Board accountability and ensure visibility and momentum for a trust wide Patient Experience Programme. She has been in her new role as Chief Experience Officer since May 2018. It is the first post of its kind in the NHS, with responsibility for leading improvements in staff experience and well-being and integrating this with the existing Northumbria patient experience programme.

Annie is a Health Foundation Generation Q fellow - a pioneering programme, aimed at developing a new generation of skilled and effective leaders of quality improvement in healthcare. She is a founding director of RUBIS Qi, which was established in 2016 – an externally facing improvement arm of Northumbria Healthcare and NHS consultancy offering coaching and improvement support across the NHS.

Before taking up her current role Annie enjoyed 13 years of senior clinical leadership responsibilities as Clinical director of the award winning, Stroke Northumbria service, as well as Allied Health Professional lead for the North East Cardiovascular Network.

A qualified teacher and senior lecturer, Annie's particular interests in the development of clinical practice within education, coproduction and the role of the service users as teachers.

## Ella Wright



Ella joined National Voices through the Charityworks graduate scheme in November 2019. She works with Rachel to support the project.

### What I hope we will achieve together?

I hope the work we do together is sustainable.

### One thing Covid has taught me?

Covid has taught to not take for granted face-face human interaction.

## Keymn Whervin



Keymn has devoted her life to be a carer for her mom Elsie who suffered a stroke 21 years ago. Her Health and Social Care journey has been outstanding at times and very at poor other times. In 2013 Keymn was approached by Solihull Council to become an Expert by Experience where she worked in equal partnership with Directors, elected members and front-line staff to design services for people locally. Being a carer and working with professionals has given Keymn an insight into what a good Health and Social Care system should look like. Using her lived experience to shape services has enabled Keymn

to have the knowledge, skills and confidence to represent carers at a local and national level so, their voices are heard.

In 2016 Keymn became Director of Peer Partnership CIC which supported people using services to take control and manage their own budgets for their care. She has also been a member of the Expo Panel, Coalition for collaborative Care, National Champion for the Royal College of GPs, Patient Online Advisory Group and the ADASS Peer challenges. Over time she has built up her experience in the sector which has enabled her to work for NHS England as a Lived experience advisor on the Personalised Care Group 2017-18 and then move onto freelance work setting up, mentoring and leading My Life Choices strategic co-production group in Nottinghamshire. Keymn is extremely passionate about strategic co-production and supports people using services to shape services locally and nationally. Keymn's main passion is to support others with lived experience at a local level to implement and embed strategic co-production for Health and Social Care Integrated Systems.

### What I hope we will achieve together?

I'm hoping that we are able to create a unique partnership that brings together patients/carers and professionals so we can build a platform for honesty, transparency and a solid foundation for improvement in the sector-setting the example for others!.

### One thing Covid has taught me?

The Covid pandemic has shown me that social learning has increased, people are learning from each other and adapting their behaviour as a result-much quicker than if Covid had not taken place.

## Kirit Mistry



Kirit is a patient leader for diabetes he has established the Leicestershire's South Asian Diabetes support group and is founder and chair of south Asian Health Action charity.

He co-chairs the East Midlands PPI Senate hosted by the EMAHSN and Q Network, member for East Midlands Region. He has over 30 years experience of tackling inequalities with Black, Asian & Minority Ethnic communities working locally, regionally, nationally and Internationally promoting organ and transplant donation awareness, tackling mental health stigma and Drugs & Alcohol. He has held senior management positions working in voluntary sector and charity sector. Currently he is a board member of Voice4change England a BAME capacity building infrastructure organisations and member of the national coalition of race equality organisations (CORE).

### What I hope we will achieve together?

As advisory group members we will bring rich diversity of lived experiences as a patient, Carer or member of the public . This will help us draw on our networks and community contacts to ensure voices of those marginalised will be heard and acted upon. Mostly importantly we will help to develop collaborative and coproduction methods of working together.

### One thing Covid has taught me?

During this pandemic of Covid 19 it's has made me more aware of the importance of health and wellbeing not only for self but family and wider community. Also taught me to be resilience and explore ways of keeping safe at the same time being there for family, friends and helping those that

are vulnerable having to self-isolate. I have been engaged in setting up a meal delivery service and providing emotional support to renal patients who have had their life saving transplants suspended.

## Laura Fulcher



Laura is the founder of [Mission Remission](#). As a 2x cancer survivor before the age of 35, Laura experienced the lack of information that exists after treatment finishes herself. So, she founded the only national charity dedicated to supporting those recovering from cancer.

She is a secondary school English teacher and has researched community-building, parental involvement, and narratives for change in education. Over the last six years, she has transferred her skills to the wonderful world of health.

Since founding Mission Remission, she regularly speaks at conferences and supports health organisations to refocus on what's actually important: serving people and improving their lives. She's been a CCG lay member championing patient involvement; a trustee for the Patients Association, leads health data projects from a patient perspective; provides strategy consultancy to trusts, CCGs, and national organisations; and has run international projects in Africa.

She waited fifteen months for her first cancer diagnosis after 9 GP appointments, being repeatedly passed from one department to another and being turned away from A&E. She is now a passionate health campaigner, writing for The Guardian, The Telegraph, Daily Mail, along with health journals like the HSJ and organisations like the Kings Fund. She also runs Mission Remission's early diagnosis campaign, [Something's Not Right](#), calling for policy changes to prevent cancer delays.

## Rachel Killick



Rachel works in person centred care in the NHS in Glasgow, although she is about to take a year off for maternity leave. She wants people to have the best care possible for them and wants to play her part in that. Outside of this, she loves spending time outdoors, particularly being active.

### What I hope we will achieve together?

Exemplification of working collaboratively to improve care.

### One thing Covid has taught me?

The importance of in person communication and contact.

## Rachel Matthews



Rachel joined National Voices in December 2019 working as Programme Manager. With a background in nursing, Rachel led Patient and Public Involvement and Engagement in a National Institute of Health Research (NIHR) applied research programme and was Interim Head of University College London Centre for Co-Production in Research. Rachel is a trustee of WeCoproduct and in coach training with the Co-Active Training Institute. Follow her on Twitter @RHMreflects.

### What I hope we will achieve together?

I'm working with an inspiring and creative advisory group who bring thoughtful insight and experience to our work together. I hope that we produce a compelling vision for better collaboration that will attract and grow people from different backgrounds. We are committed to having difficult conversations and using disagreement as an opportunity to learn together. Producing more of the same will not serve those who are underrepresented or indeed any of us if we want to tackle complex issues where there are no simple answers.

### One thing Covid has taught me?

Covid has taught me to take nothing for granted and to stay focused in the present.

## Rayna Patel



Rayna is a medical doctor and academic. Following roles in policy, tech & the Cabinet Office's Nudge Unit, she founded Vine Health, supporting cancer patients through behavioural science and AI.

### What I hope we will achieve together?

I hope that Voices for Improvement will be an important driver of truly patient-centred care

### One thing Covid has taught me?

There is no impetus quite like a pandemic to restructure how we think about healthcare delivery

## Trevor Fernandes



I currently Co-Chair of the East of England Citizen's Senate, which aims to extend the Public Voice, representing patients with Long Term Conditions. As a patient living with heart failure, I am motivated by the excellent care I received following two heart attacks & I want to ensure that everybody has the opportunity that I had. I am passionate about using my experience as a patient to develop, improve and deliver the best possible outcomes. I continue to work with local and national patient groups to ensure the patient, carers and family perspective is considered in health services.

### What I hope we will achieve together?

Varying experiences, knowledge & skills will give us the best chance of realising our common ambition - we are much stronger together.

### One thing Covid has taught me?

One thing COVID has taught me - not to take friends & family for granted, but also the willingness to overcome barriers and find new ways of doing things - 'necessity is the mother of invention'.