

Ask, listen and deliver for patient organisations: policy booklets



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It is vital that the patient voice remains at the heart of everything we do at Sanofi and that we have meaningful relationships with patient organisations. Although we have a taxpayer funded, comprehensive NHS the charitable element in healthcare in the UK is strong. From running national campaigns, to patient helplines, to fundraising for scientific research into new treatments, patient organisations provide much needed support to patients, their families and communities all over the country.

Over the last two years, we have deliberately followed a low-tech approach to supporting patients and patient organisations by putting together a [Patient Charter](#). This sets out clear pledges for how we work with patients and patient organisations. For us it was critical that this was co-produced with patient organisations to ensure the Charter was truly fit for purpose. From this foundation, we have subsequently asked patient organisations how, and what, they would like to see more of from Sanofi. The overwhelming response was to move away from just transactional, finance-based relationships, to one which is more about exchanging information and ideas about the key issues facing healthcare and the NHS.

They say that actions speak louder than words, so taking on-board this feedback, our Sanofi UK Patient Advocacy Community organised a series of educational workshops for patient organisations on topics they requested – the NHS policy environment; how the Health Technology Appraisal (HTA) process worked, and social media and campaigning strategies. A total of 25 patient organisations of all shapes and sizes attended the workshop series, a testament to their interest in learning and sharing both ideas and their approaches, with each other.

After such a rewarding start to our new approach, we are keen to keep delivering against the pledges set out in our Patient Charter. Following feedback from the workshops with patient organisations, we decided to distil some of the often discussed, but commonly misunderstood, healthcare policy issues into easy-to-read guides that patient organisations could share with their members and the wider community.

So if you struggle to know the difference between an STP and an ICS, or scratch your head when you read about a new medicine costing £20,000 per QALY, these simple guides might be able to help. We're delighted to share the first three in a series of policy booklets Sanofi UK will be developing:

- [How the Health Technology Appraisal \(HTA\) process works in England and Scotland](#)
- [Understanding the role of the Quality Adjusted Life Year \(QALY\) within HTA processes](#)
- [Understanding how to navigate the health policy environment in England](#)

We hope you enjoy them!

