

OUTSTANDING CARE EVERY TIME

Our Patient Partnership and Experience Strategy



Patient partnership

Our strategy for engaging with service users, carers and families: 2018/2019



Overview

This strategy sets out our vision for engaging with service users, carers and families. We recognise that their involvement is vital to our overall goal: to provide outstanding care, every time.

We want to be in the top 20 of NHS Trusts for friends and family test scores, and to ensure that we do everything possible to listen to the voices of all service users – including those who are seldom heard.

In this strategy we set out the steps we will take to engage patients, listen to their views, and act upon them. The strategy has been developed with input from service users and our staff.

- 1 Our principles underpinning patient engagement
- 2 New roles and structures to facilitate engagement
- 3 Channels through which we will hear views from a diverse range of patients, carers, families and communities
- 4 Objectives for the first year of the Patient Partnership and Experience Group (PPEG)
- 5 How we will monitor progress and ensure robust governance
- 6 Next steps and further information

1. Our principles underpinning patient engagement

- Work with patients as partners, respecting their lived experience and skills
- Listen with respect and an open mind and do whatever we can to act upon patients' suggestions
- Actively reach out to the widest possible range of patients so that we hear diverse voices across health conditions, ages and cultures
- Establish a variety of channels through which patients can contribute their voice in ways which are accessible and convenient to them. This includes easy read and a review of patient information to be available in a variety of languages
- Provide support so patients are able to contribute effectively and gain satisfaction from their involvement. This includes supporting patients to engage in meetings, ensuring they are briefed about issues, we won't use jargon and there's someone to talk to if they wish
- Provide feedback in an accessible way about how we are acting upon patients' ideas and how they can get involved. Patient partners will be actively involved in the redesign of the patient information on our Trust website
- Be transparent and honest when progress is difficult. We will explain the problems and do our best to give realistic assessments about what is possible, and what is not
- Reach out to the wider community in our geographical area, understanding the

- diversity of our patients and reaching out to the different communities so that they can become active patient partners, starting through our Foundation Trust membership
- Ensure that carers and family members can also contribute their views today, in the moment, so that we can make a difference whilst they are still in our care
- Work in a collaborative partnership with staff across all levels, patients, our local communities and other organisations

How patient engagement fits within our wider strategic framework

The main document underpinning our engagement strategy is the Trust's Quality Improvement Plan. This plan builds upon external perspectives including our post-Care Quality Commission (CQC) inspection action plan, our Quality Account priorities, Picker patient experience reports, and internal feedback from staff about specific actions to improve care. Our Quality Improvement Plan details step by step actions in specific service areas to achieve measurable goals. You can read the plan on our website: www.stgeorges.nhs.uk

The Trust's Values will also underpin our patient engagement work. They reflect our commitment to ensuring that all staff – clinical, managerial and administrative – are kind, excellent, responsible and respectful.



2. New roles and structures to facilitate engagement

There are two aspects to this:

- St George's already has many volunteers working alongside staff and clinicians in a variety of ways. We have now created a more formal role for some volunteers called Patient Partners. Partners are recruited on the basis of lived experience and skills. They will sit on a new Patient Partnership and Experience Group (PPEG). The group is co-chaired by a Patient Partner and operates at a senior level within the Trust.
- Secondly, staff and Patient Partners within PPEG will work with existing patient partner groups. These groups have been designed to support engagement and improve patient experience at ward or speciality level. An example is St George's VOICE - a group that focuses on cancer patient experience, which operates within wards, services and

departments. These groups focus on local issues and ensure that patients' voices are heard in running and developing services. (For a list of current patient partnership groups please see section 5)

It will:

- Work as a hub to receive patient feedback from a variety of sources
- Monitor actions to improve patient engagement and patients' views to improve and shape our services
- Actively involve patients when we plan new services
- Make sure patients know how they can contribute their views and ideas
- Explain what has been done and showcase how patients have made a difference
- Reach out to the widest possible number of patients, carers and other local stakeholders
- Explore preferred ways in which Patient Partners can be involved in the Serious Incident (SI) investigation process

3. Channels through which we will hear views from a diverse range of patients, carers, families and communities

There are a variety of ways in which patients, carers, families and local and national stakeholders can contribute their views and become involved. In addition, we commit to actively reaching out to people who may find it more difficult to engage for reasons such as disability, age, language barriers and cultural issues.

Patient partnership groups at ward and service level, enable St George's to understand and respond to their needs, including those people who have the poorest health. This helps us to improve access to services and reduce differences in health in different communities. It helps us to see things through other people's eyes and to be innovative.

A fundamental task for PPEG will be to work with existing and new patient partnership groups and to become active partners in any improvement programmes, ensuring the patient voice and perspective are involved from the onset. The PPEG will also design guides to help staff and service users set up active patient partnership groups.

The main ways we will receive views are:

Surveys

In 2011, the Trust developed a new system of capturing real-time patient feedback through tablet computers and online surveys. Patients are given the opportunity to complete feedback as part of their stay at St George's. Our surveys incorporate the Friends and Family Test. This is a simple question that patients are asked about the care they have received from our services.

The question is "How likely are you to recommend our service to friends and family if they needed similar care or treatment?" Patients are encouraged to explain why they gave a particular score, so the Trust can use this insight to target any improvement activity. Details such as gender, age, ethnicity and disability are also collected if provided.

Direct contact with patients

- Our Patient Advisory and Liaison Service (PALS) deals with issues, complaints and compliments. This is a rich source of information about what works well and what we can improve. PPEG will work closely with PALS to ensure both responsiveness to individual issues and learning that can be applied more widely
- There are many existing patient groups within the Trust for different health conditions including cancer, maternity, learning disabilities, and kidney problems. PPEG will create a database of these groups and how to contact them. It will invite them to present to PPEG, act on their issues and concerns, help spread good practice and identify wider trends of feedback across different health

conditions. PPEG will also disseminate information about how to create new patient groups

- St George's has more than 200 volunteers working in a variety of less formal roles. They have invaluable insights and often ideas and suggestions for improvement

Outreach and communications

- PPEG will actively reach out to the voluntary sector and local associations to access the views of our local groups such as Healthwatch, the local Polish Association, Age UK, and a host of other local groups and communities, to seek their views and help develop additional engagement channels
- We will review the pathways through which patients can contribute their views and ensure that these are robust, clearly communicated, and accessible

Other partners and stakeholders

- Local and national patient organisations are a good source for patient views. These include local Healthwatch groups which champion patient issues, commissioners, local community groups and national voluntary organisations such as Macmillan and Diabetes UK
- St George's has been a Foundation Trust since 2015, and has a thriving membership of more than 21,000 members made up of people from our local community, our patients and 9,500 staff. We will support and grow this group to be a vibrant source of ideas and advice

Equally important will be creating channels to give feedback to patients about how we are acting on their views, and what progress we are making. We will have a dedicated web page and stakeholder events to cascade and inform our service users.

4. Objectives for the first year of the Patient Partnership and Experience Group (PPEG)

For the first year of PPEG, we have set objectives in two broad areas: setting up structures and communications channels to enable PPEG to work effectively; and working on care improvements as identified in the Trust's Quality Improvement Plan and Quality Account priorities.

Objectives for PPEG

Improve our ability to obtain a diverse range of feedback

We will:

- ❑ Work to ensure that all our patients, including those from vulnerable groups, are able to access our surveys
- ❑ Work with staff to improve our real-time feedback survey response rates to 50% in all individual areas
- ❑ Implement new strategies to capture feedback in other formats such as text and other digital responses
- ❑ Develop bespoke feedback methodologies to suit different patient groups. Our clinical divisions will drive improvements through local Patient Partnership Action Plans. This will include

“you said we did” feedback posters for patients, service users, carers and families

- ❑ We will work with the communications team to ensure that there is clear information about the engagement that is happening and how people can be involved. We will provide feedback about how patients are making a difference and report on the progress of our projects

Create new communications channels to explain about patient involvement

We will:

- ❑ Create a map of the different ways in which a patient can contribute feedback or ideas and make sure this is available to patients across clinical areas and in a variety of formats e.g. posters, leaflets, and on the Trust's website
- ❑ Explore the possibility of suggestion boxes on wards
- ❑ Create a database of the various condition specific patient or support groups at St George's and how to contact them and ensure that this information is visible and accessible to patients



- ❑ Invite these groups to present to PPEG and share information and learning including producing case studies of how they have made a difference
- ❑ Disseminate information about how to set up a new patient or support group
- ❑ Signpost where other support is available from community or national voluntary sector groups

Focus on what matters most to our patients

We will:

- ❑ Focus on improving the areas that patients feel matter most to them. These are listed below.

Patient experience priority number:	What matters most to our patients
1	Patients, family and/or carers will always be included in the discharge process
2	Patients family and carers will always be listened to
3	Patients' physical, social, spiritual and emotional needs will always be reviewed and supported appropriately
4	Patients, family and/or carers will always receive information and education to facilitate self-care, ensuring how patients would expect to feel after their operation or procedure

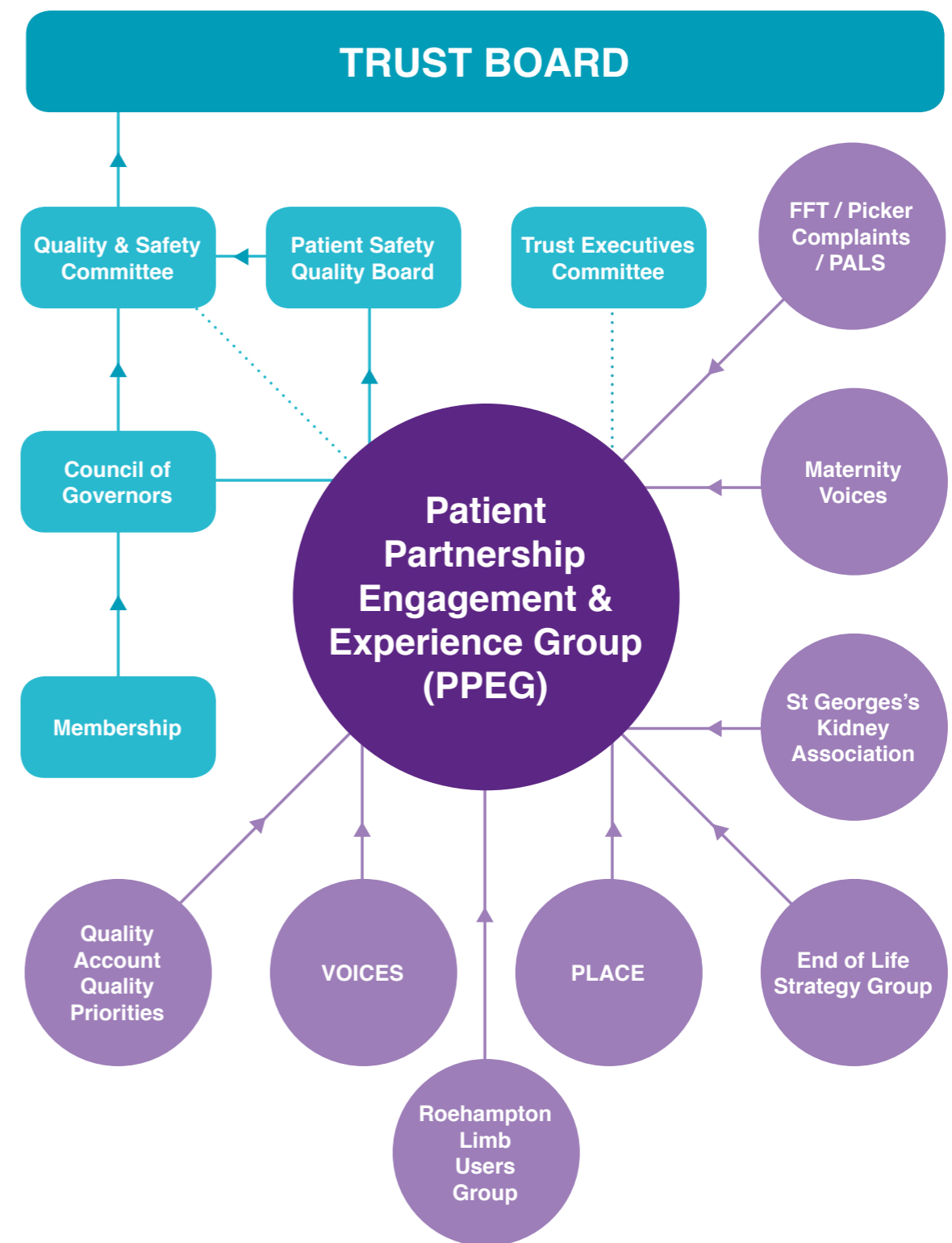
Source: CQC National Adult Inpatient Survey Results 2017



5. How we will monitor progress and ensure robust governance

How we will measure successes of PPEG:

- ▣ Patient Partners feel that their voices are heard, that PPEG is working effectively, and that patient involvement has improved across the Trust. This will be measured by surveys at the beginning and the end of year one
- ▣ PPEG will ensure that all transformation projects within the Trust will have a Patient Partner as a member of the team in any planning group
- ▣ PPEG will recruit 10-20 additional Patient Partners to supplement our existing Patient Partners who are actively involved in our assessment and evaluation of services role. This role supports teams in our ward accreditation scheme, Patient Led Assessment of Care Environment inspections (PLACE), and supports the tendering process in services, such as Transport and Facilities (for more information, visit the Patient Partnership section of the Trust's website)
- ▣ PPEG will encourage and support the creation of 25% more patient partnership groups for different health conditions
- ▣ The wider local population, particularly organisations representing diverse groups, will have the chance to contribute their views via at least one stakeholder event, surveys and the use of quality improvement tools
- ▣ PPEG will plan and develop a longer term strategy for 2020 and beyond
- ▣ The diagram on page 8 shows where PPEG fits within the overall Trust governance structure:



PPEG has agreed terms of reference and will develop specific workstreams with measurable outcomes for the objectives identified on page 7. It will report to the Patient Safety and Quality Board. The Quality and Safety Committee will monitor the delivery of the outcomes stated within this strategy.



6. Next steps and further information

We will launch the strategy with a series of events across the Trust starting in Autumn/Winter 2018.

The communications team will produce supporting information in a variety of formats and on the web. Visit www.stgeorges.nhs.uk for more information.

Alternatively you can email:
patient.partners@stgeorges.nhs.uk