Patient and Public Involvement (PPI) Strategy 2014-2017
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Executive Summary

Wrightington Wigan and Leigh NHS Foundation Trust’s Patient and Public Involvement Strategy 2014-2017 describes the vision and direction for PPI. The Strategy represents a natural development from previous strategies building upon our experiences over the last few years and setting the focus for the next three years. The strategy is broken down into the following sections:

Introduction
The introduction reinforces that the Trust is committed to providing safe effective and caring services that meet the needs of our patients. The Trust is also committed as an organisation to learning from experience; this means the experiences of people who use our services and those who care for them.

Why a Patient Experience and Involvement Strategy?
Patient and public engagement is the active participation of patient, carers, community representatives and groups and the public in how services are planned, delivered and evaluated. It involves the on-going process of developing and sustaining construct relationships, building strong, active partnerships and holding a meaningful dialogue with stakeholders. Effective patient and public engagement leads to improvement in health service delivery and is part of everyone’s role in the NHS. The strategy sets out the aspiration to build on the strong foundations already in place to create a culture of genuine patient and public involvement in the organisation.

Engagement and Experience the National Picture
There is a statutory duty to involve patients and the public on areas such as the planning and provision of services, any planned changes to services and how they operate. Added to this is the wish to continue service improvement through engagement.

Where are we now and what we have learnt
Describes the PPI mechanisms we have developed across the Trust and how we have acted upon the information given to us by patients and carers to further improve services.

Looking to the Future - Patient and Public Involvement Framework 2014-2017
The framework sets out how we intend to further refine and develop the framework of how we measure patient experience, share what patients have told us to drive change, involve key stake holders and embed patient involvement and experience activities at all levels of the Trust.

What success will look like
This will be measured by improved patients satisfaction and experience scores from the regular series of audits and surveys undertaken.

Monitoring and Delivery of the Strategy
This describes the implementation of the PPI action plan and quarterly reporting to the Engagement Committee and Quality Champion Committee.
1. **Introduction**

The purpose of this Patient and Public Involvement Strategy 2014-17 is to support the achievement of the Trusts’ overarching strategy to be a safe, effective and caring organisation.

A guiding principle for WWL NHSFT is to always put our patients first by ensuring that the patient is at the heart of everything we do. The Trusts mission is to “provide the best quality healthcare for all our patients” and our vision is to “be in the top 10% for everything we do.

The Trust is committed to fulfil its “Duty to Involve” and ensure that systems are in place to enable the Board to monitor and act upon the views of patients carers and the general public within the communities, the Trust serves.

The Trust Board of Directors actively engages with patients, staff, the Council of Governors, and other key stakeholders on quality and safety issues. The Board monitors the achievements of its objectives and associated risks through the annual cycle of board reports including the board assurance framework and risk register. This strategy also links to the Trust’s Quality Strategy.

This document represents a natural development of previous strategies building from our experiences over the last few years and setting out the focus for the next three years. The ambitions for patient involvement and experience can be summarised as follows:

- Sharing and learning from what patients have told us
- Embedding patient involvement and experience activities at all levels of the Trust.
- Refining and developing how we measure successful involvement.

The “WWL” wheel has been developed as a visual aid to demonstrate how the elements contained within the Trusts strategic framework link together, with patients at the centre.

**WWL Values**

- Patients First
- Quality
- Team Working
- Forward Thinking
- Compassion
- Respect and Dignity
2. **Why a Patient Experience and Involvement Strategy?**

Patient, public and member engagement is defined as the active participation of citizens, patients and carers and their representatives and Foundation Trust members in the development of health services and as partners in their own health care.

In order to achieve the strategy we will employ systems that allow the Trust to understand and monitor patient experience and to use this to improve services. The strategy sets out the aspiration to build on the strong foundations to embed a culture of genuine patient and public involvement in the organisation.

The NHS Constitution states:

“ You have the right to be involved, directly or through representatives, in the planning of healthcare services commissioned by NHS bodies the development and consideration of proposals for changes, in the way those services are provided, and in decisions to be made affecting the operation of those services”

On a one to one basis patients feel involved in their care when they are treated as equal partners listened to and properly informed. For staff, engagement offers benefits including improved understanding of patients’ health problems, greater mutual trust and better management of the care pathway.

Engagement helps to ensure that services are responsive to individual needs, that they are focussed on patients and our local community and support us in improving the quality of care that we provide.

3. **Engagement and Experience – the National Picture**

The Government is committed to enabling services to become better at listening, understanding and responding to the needs and wishes of patients and the public.

The patient experience involvement strategy is driven by the desire to make things better for patients, their families and carers. The strategy takes account of local and national expectations, trends and developments. Examples include:

- **Greater Voice for patients- The Health and Social Care Act 2012.**
  “If the fundamental purpose of the governments proposed changes to the NHS – putting the patient first- is to be made a reality, the system that emerges must be grounded in a systematic patient involvement to the extent that shared decision making is the norm”
- **Section 242 of the NHS Act 2006** states that NHS Trusts must involve service users in planning, developing and delivering health services; develop robust involvement practices; and ensure that outcomes inform decision making.

- **The NHS Commissioning Boards, Clinical Commissioning Groups, Monitor and Health and Wellbeing Boards**, will all have duties with regard to involvement of patients, carers and the public. Commissioning Groups will have to consult with the public on their annual commissioning plans and involve them in any changes that affect patient services.

- The Government’s white paper **Equity and Excellence: Liberating the NHS**, a core aim of which is to put patients and public first, where “no decision about me without me” is the norm. Patients and service users will have more choice over their care and treatment across the majority of the NHS services by 2013/14 including choice of any qualified provider.

- **Healthwatch England** is a new national body representing the views of users of health and social care services, other members of the public and **Local Healthwatch Organisations**.

- Reporting requirements for **Quality Accounts and Reports**.

- **The NHS Constitution**, which states that patients will be involved in planning and developing services.

- The publication **Healthy Lives, Brighter Futures and Your Welcome** which addresses the involvement of children and young people in services.

- **NHS 2010-2015: From Good to Great** which outlines plans to expand the measurement of patient experience, and link patient experience to 10% of hospital funding.

- **Care Quality Commission Registration Standards** which require the Trust to be able to evidence the outcomes experienced by patients.

- **Foundation Trust Status** also requires that members and Governors have the chance to participate in involvement activities.

- **NHSLA Standards** for analysis and improvement (how the organisation learns from patient complaints/feedback and incidents).

- **The NHS Equality Delivery System** which relies upon rigorous engagement with patients and carers.

- **NHS Operating Framework** for 2014/15 identifies improving patient experience, staff satisfaction and engagement as one of the five
national priorities for the health services building on those previous years.

- **Monitor’s Quality Governance Framework** which gives a framework for measuring continuous quality improvement

4. **Where are we now?**

A core engagement and feedback programme has been developed across the Trust, consisting of:

**Safe**

- Shared decision making
- Discharge Improvement Group

**Effective**

- A statistically robust monthly Real Time Patient Experience Survey undertaken independently by Governors and Volunteers.
- National Friends and Family Test
- National Survey Programme
- Comment cards on wards and outpatient departments.
- Monthly Same Sex Accommodation Surveys.
- Internal Keogh style Inspections involving Patients Volunteers and Governors

**Caring**

- Always Events Surveys undertaken by our Clinical Lay Auditors (Trained Volunteers)
- Experience Based Design Events to improve care pathways
- PLACE programme undertaken by Patients Volunteers Governors and members of Healthwatch.

Through these programmes we have listened and acted upon the information given by patients to improve services. Some of the improvements are:

**Safe** Improved communication between doctors and patients. Presentations on effective communication were delivered to bring to the attention of all doctors how important communication is to patients and colleagues.
Effective Patients Discharge Charter launched which sets out standards of service and care that patients can expect to receive when being discharged from hospital.

Caring Estates and facilities department have restructured ward arrangements to create improved single sex accommodation.

Caring The introduction of hourly rounding has improved the patients experience by discussing patient’s worries and concerns and improving pain control.

Caring The Catering Department have introduced new menus, snack trolleys and one pot meals to improve the choice of food offered to patients.

5. Looking to the Future

The Trust has introduced a number of quality goals for improvement over the next three years identified in consultation with internal and external stakeholders. These quality goals reflect the Trust’s corporate objectives over the next three years outlined above and the vision to be in the top 10% of everything we do. In addition the Trust has developed Quality Faculty of over 100 Quality Champions, working on a range of quality improvement programmes that include patient engagement leading to improves service delivery and care pathways.

The Quality Strategy goals for 2014-17 are outlined below.

Safe:

To reduce avoidable harms
The Trust aims to move progressively towards zero avoidable harms in hospital over the next three years.

To reduce mortality
The Trust aims to reach an HSMR (Hospital-Standardised Mortality Rate) of 83 by 2017 and SHMI (Summary Hospital-Level Mortality Indicator) of no more than 100 over the next three years.

Effective

To improve patient clinical outcomes for planned treatments
The Trust aims to be in the top 10% of Trust’s for PROMS (Patient Reported Outcome Measures) and Advancing Quality Scores, indicators of positive patient outcomes.

To improve the recognition and response to the acutely unwell patient
The Trust will identify specific areas of concern annually as quality account priorities. The focus for 2014-15 is sepsis and cardiac arrest.
To improve nutrition management
The Trust will identify specific areas of concern annually as quality account priorities. The focus for 2014-15 is [to be agreed]

To improve discharge arrangements for patients
The Trust will identify specific areas of concern annually as quality account priorities. The focus for 2014-15 is [to be agreed]

Caring
To be recognised as the most caring Trust in the country by 2017
The Trust aims to be in the top 10% of similar Trusts for patient opinion surveys.
The Trust will also identify specific areas of concerns identified by patient feedback for annual improvement as quality account priorities.

6. Implementing the Strategy

a) Refining and developing how we measure patient experience
To ensure that the Trust's core feedback channels are appropriate for the strategy and that they continue to give people a voice, it is intended:

- To continue with the monthly Real Time Surveys.
- To continue to engage with the national patient survey programme to guarantee a flow of reliable patient experience data into the organisation
- To continue to develop partnership working with Governors to place them at the forefront of understanding patient experience and develop an integrated model of working.
- To continue the Family and Friends Test.
- To continue holding Experience Based Design Events
- To continue to monitor feedback from comment cards

b) Sharing what patients have told us and use this to drive change
In order to maximise the positive outcomes from patient feedback we need to share this information and the learning from it with a wider audience.

We will continue to work in partnership with Corporate Communications to develop:

- On going opportunities to feedback to patients and the public using a variety of methods including web pages and social media.
• Increase the use of information boards around the Trust to display information about patient feedback.

• Use the Members Newsletter to inform the membership of patient feedback.

• Publish an annual patient involvement report expanding on the summary information published in the Trust’s Quality Accounts Report.

• Working with all levels of clinical staff to ensure they have a shared understanding of patient experience feedback they receive to bring about a positive change.

**c) Involving Key stakeholders**

We will create further opportunities for a greater level of involvement for patients and the public in the planning, development and delivery of Trust services. Our plan is to:

• Continue building constructive partnership working with external stakeholders, including Foundation Trust Members, Healthwatch Clinical Commissioning Groups and GP Patient Participation Groups Voluntary and Community Groups.

• Continue working in partnership with our Trust Equality and Diversity Project Manager involving inclusion groups.

• Facilitate patient and staff partnership in developing services, using methodologies such as Experience Based Design.

• Continue to recruit lay representatives to Trust wide committees.

• Continue to train clinical audit lay representative to undertake audits including clinical audits.

• Involve lay representatives in Research and Development.

**d) Embedding patient involvement and experience activities at all levels of the Trust**

To enable Patient and Public involvement to become standard practice for staff working at all levels of the organisation and across all hospital services. We will:

• Develop a culture where patient experience considerations are at the heart of any key service change or development, embedding the philosophy of “nothing about me without me”, embedding the culture of board papers routinely considering the impact on patients.

• Support staff to enable them to carry out effective patient and public involvement activities.
• Develop an evidence base of experience and involvement activities throughout the organisation. (Developing the existing PPI database log)

• Recruit of Friends and Family Champions - Patients First. To continue with the implementation and the sustainability of the Friends and Family initiative in their workplace.

7. What will success look like?

The success of our strategy will be measured by patients telling us that they have had a positive patient experience whilst in our care. The Trust’s overall objectives for patient experience as set out in the Quality Strategy.

Evaluation will therefore include:

▪ Evidence of how patient and public involvement has shaped our services
▪ Achievement of any agreed CQUIN measurements
▪ Reduction in reported complaints
▪ Improvements to the National Survey Scores
▪ Delivery of the action plan associated with this document (Appendix1)

8. Monitoring and Delivering the Strategy

Monitoring and review of the strategy and action plan will be through the delivery and implementation of the action plan with quarterly updates to the Engagement Committee and Quality Champion Committee and Bi-annually to the Trust Board.

9. Accessibility statement

This document can be made available in a range of alternative formats e.g. large print Braille and audio CD.

For more details, please contact the HR Department on 01942 77(3766) or email equalityanddiversity@www.nhs.uk
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