

Cover Sheet

Trust Board Meeting in Public: Wednesday 18 January 2023

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Title: **Your Voice: Patient Experience and Engagement Plan 2023 - 26**

Status: **For Discussion**

History: **This is a new paper**

Board Lead: **Chief Nursing Officer**

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Confidential: **No**

Key Purpose: **Performance.**

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Your Voice: Patient Experience and Engagement Plan 2023 - 26

1. Purpose

- 1.1. The purpose of the paper is to introduce 'Your Voice: The Patient Experience and Engagement Plan' 2023 - 26.

2. Background

- 2.1. The majority of NHS Trusts across the country have either a patient experience and engagement strategy or plan which guides the vision and approach to learning from lived experience and involving patients in service development.
- 2.2. This plan follows the Trust's enabling strategies of the Trust Strategy 2020 – 2025, Nursing, Midwifery and Allied Health Professional Strategy, Equality, Diversity, and Inclusion Strategy and OUH Quality Priorities alongside key national initiatives of Patient Safety Incident Framework and Quality Improvement.

3. Your Voice: Patient Experience and Engagement Plan 2023 – 26.

- 3.1. Your Voice: Patient Experience and Engagement Plan 2023 – 26, sets the vision and direction for improving how the Trust learns from lived experience and then puts this into practice with experts by experience working alongside us to implement change.
- 3.2. The plan importantly recognises that the Trust works within a network of voluntary, statutory, and service use led organisations all of whom have a keen interest in supporting people's well being and involvement in improving services for them and their families.
- 3.3. The plan is shown in Appendix 1.

4. Conclusion

- 4.1. This paper introduces the Trust's Patient Experience and Engagement Plan 2023 – 26 and sets the vision for improving how the Trust learns from lived experience and then puts this into practice with experts by experience working in partnership us to implement change.

5. Recommendations

- The Trust Board is asked to note the contents of the report.

Appendix 1



Oxford University Hospitals
NHS Foundation Trust

Your VOICE

Patient Experience and Engagement Plan



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Introduction

Understanding people's lived experience, is a powerful way of helping us improve existing services and identify new and better ways to meet their needs (King's Fund, 2022)

I am delighted to share the Trust's Patient Experience plan 2023 - 26. At Oxford University Hospitals NHS Trust, we treat and look after patients and their families from Oxfordshire, across the UK and from different countries across the world. Patients, families, carers, and the staff who look after you are the centre of our work at OUH. It is very important to us that we treat you with kindness and compassion and with the opportunity to be involved in your care or with your relative's care. We want to make sure that are treating you safely and learning from your experience on how our care and treatment could be better.

The aims of this plan support the Trust in ensuring the voice of our diverse community help shape the care and services we deliver, ensuring positive outcomes for our patients. The aims also promote the inclusion of patient and carer feedback into delivering improvements as part of our everyday quality improvement. In summary,

- To promote the role and benefits of patients and the public in shaping our services and to develop new and innovative ways of working with you.
- To value and strengthen the involvement of patients and the public in work which supports our strategic priorities.
- To create systems and resources to support staff to make the best use of involvement and engagement.
- To improve how we share the improvements made after your feedback and the patient Involvement work, we do
- To develop our partnerships and increase the number and diversity of people involved.

We also recognize that we work in a large network of organizations that have an interest in improving the experience of our patients. The insight, collaboration, and co-production by working with patient groups, Health watch, education and social care and community groups enables us to better understand how to improve.

This plan follows Trust enabling strategies:

- Nursing, Midwifery and Allied Health Professional Strategy
- OUH Quality Priorities
- Equality, Diversity, and Inclusion Strategy
- Trust Strategy 2020 - 2025

This plan sets out our ambitions, principles, and goals for achieving this over the next three years. I look forward to seeing the positive impact this work will have on the excellent care and services we continue to deliver to patients, carers and their families and would like to thank everyone who will be involved in making this happen.

Sam Foster
Chief Nursing Officer

Working with you - where do we want to be?

The Patient Experience and Engagement plan gives us the opportunity to listen, involve, and engage you and your family, learn from your lived experience and your expertise to guide our day-to-day work and the improved services we introduce.

We want to broaden our approach to work with our patients, families, carers, and staff to support shaping future service delivery and to make it easier for our patient's voice to be heard.

We are keen to work with community and advocacy groups, and health and social care partners to deliver the plan

Learning from your lived experience

✓ **Friends and Family Test (FFT)**

A comprehensive FFT system which enables everyone to feedback about their care and is used to inform service change

✓ **NHS Equality Delivery System 2022**

Assessing two clinical areas with patients and their families, to determine the inclusivity of the service

✓ **Supporting families at the end-of-Life Care**

A coordinated programme capturing the lived experience of patients and families lived experience of using end of life care services

✓ **Patient stories**

A strong patient and family story programme for Trust Board based on themes from the Clinical Governance Committee

Learning from your lived experience

✓ **Interpreting and Translation**

Ensuring all patients who need an interpreter or translated information can access

✓ **Clinical Patient Information**

A comprehensive catalogue of clinical patient information to support your clinical care and treatment

✓ **Carers**

Making it easy for registered carers to support their relative in hospital and making sure we also look after carers

✓ **Quality Improvement model**

A strong Quality Improvement Model to support learning from all patient and family feedback

Involving you and your family in developing our services

✓ **Experts by Experience**

Building a bank of 'experts by experience' (patients, families, and carers) to contribute to service improvement and redesign

✓ **Patient Participation Groups (PPG) refresh**

Re -launching the Trust PPGs, enabling groups to contribute to the work of their local clinical area and connected with Trust development work

✓ **Learning from lived experience**

Develop a trust wide Quality Improvement model to learn from lived experience including patients and families helping develop QI projects and being involved in training

✓ **YIPPEE**

A strong inclusive children and young people's forum leading how children's voices shape children's services

Involving you and your family in developing our services

✓ **PLACE and PLACE Lite**

Monthly PLACE Lite assessments alongside the annual national PLACE assessment with volunteer assessors helping us gain a picture of what it's like to be looked after in our hospitals

✓ **'About me' and Accessible information Standard**

Co-producing 'About me' with you and our staff to include in electronic patient records

✓ **Keeping connected and sharing our learning**

Listen up roadshows for you to share your experience and for us to share how we have listened and what we have changed

✓ **Patient Safety**

Recruit Patient Safety Partners to strengthen patient safety across the Trust as part of delivering the Patient Safety Incident Response Framework (PSIRF)

Working with you: Our plan

The plan on pages 7 – 10 shows what we will do, how we will know we have succeeded and how we will monitor progress.

Learning from your lived experience

| What will we do? | How will we know we have succeeded? | How will we monitor progress? |
|---|---|---|
| <p>FFT: Develop publicly accessible dashboard including results of the national CQC surveys, implement Easy Read FFT for people with learning disability and their family, increase the accessibility of FFT to people who do not speak or read English, raise the profile of FFT with both staff, service users and families.</p> | <p>FFT will be inclusive for everyone. Patients and members of the public will be able to see the feedback we receive and changes we have made.</p> | <p>Monthly Integrated Performance Report (IPR) to Trust Board and Integrated Assurance Committee.</p> |
| <p>Patient Stories: Deliver a strong patient and family story programme for Trust Board using themes from Clinical Governance Committee (CGC), lead audio and video story telling events and use stories to support Quality Improvement and Quality Priority projects.</p> | <p>We will have run two digital story courses and we will have 10 audio or video stories available to share on the Trust website.</p> | <p>IPR, CGC minutes, QI Forum</p> |
| <p>Carers: Making it easy for registered carers to support their relative in hospital and making sure we also look after carers.</p> | <p>Carers able to register with Carers Oxfordshire. Registered carers able to access food and drink, parking, staying overnight with their relative.</p> <p>Carers ID and passports in place.</p> <p>Monthly Dementia Café in the League of Friends at the JR Hospital.</p> | <p>Number of carers who have registered via contact with the Trust. IPR.</p> |
| <p>Quality Improvement model: Quality Improvement Model developed to support how we learn from all feedback.</p> | <p>Service improvement learning from feedback included Quarterly Divisional Performance Reviews</p> | <p>OxSCA steering group. QI forum. QT stand up. Divisional Performance Reviews</p> |
| <p>Interpreting and Translation: Easy to follow booking guidelines. Listening events to learn from patients lived</p> | <p>Reduced serious incidents relating to translation. Increased staff and patient satisfaction with interpreting service.</p> | <p>IPR. Patient Safety and Effectiveness Committee</p> |

| What will we do? | How will we know we have succeeded? | How will we monitor progress? |
|--|---|---|
| <p>experience of using interpreters. Rectify Technological challenges for video interpreting. Access to training enhanced to be available to staff 24/7. Interpreting and translation film with communities.</p> | | (PSEC). Patient Story to Trust Board. |
| <p>Supporting families at the end-of-Life Care: Patient and Family audio and video stories story programme. Capture patients and families lived experience of using RIPEL. Undertake the national audit of care at end of life (NACEL) survey across the year.</p> | Four patient and family stories. Completed local NACEL study. | End of Life Care Steering Group |
| <p>Clinical Patient Information: Complete MRC trial for clinical led information, complete review of what clinical information is needed, standardise Trust wide information, Trust wide options appraisal for updating and creating new clinical information</p> | Become 'PIF Tick' accredited with Patient Information Forum | PSEC |
| <p>EDS2: Assessing two clinical areas with patients and their families, to determine the inclusivity of the service. We will assess</p> <ul style="list-style-type: none"> • Patients have required levels of access to the service. • Individual patients health needs are met. • When patients use the service, they are free from harm. • Patients report positive experiences of the service. | Inclusive engagement and submitted EDS2 for Domain one. | Equality Diversity and Inclusion Steering Group |

Involving you and your family in developing our services

| What will we do? | How will we know we have succeeded? | How will monitor progress? |
|---|---|--|
| Experts by Experience: Recruit a bank of patients, families, and carers 'experts to be experience' to contribute to Quality Improvement service improvement. | We will recruit 30 experts by experience volunteers. | Quality Improvement (QI) Forum, Clinical Improvement Committee (CIC), Integrated Quality Improvement (IQI) report to TME |
| Patient Participation Groups (PPG) refresh: Audit PPGs across the Trust. Scope how to develop across the Trust. Update guidelines based on best practice. Develop and sustain inclusive membership. | Updated guidelines and PPG audit completed. PPG development plan completed. 'Your Voice' patient experience steering group established and meeting three times per year. | Nursing, Midwifery and Allied Health Professional (NMAHP) Board |
| Learning from lived experience: Hold the Experts by Experience welcome event April 2023. Experts by Experience undertake the Quality, Service Improvement and Redesign (QSIR) fundamentals training | Experts by Experience and QI plan development and welcome event delivered. All Experts by Experience completed the QSIF fundamentals training. One Expert by Experience undertake the QSIR Practitioner training. | QI Forum (CIC) |
| YIPPEE: Learning the governance surrounding setting up and running a committee, appointing a Chair and Deputy Chair, recruitment drive across Oxfordshire, annual workplan and date diary, develop a learning plan for the Trust young Governor's tenure | Young Governor and YIPPEE audio story | NMAHP, Governors Report to Trust Board. |

| What will we do? | How will we know we have succeeded? | How will monitor progress? |
|---|---|--|
| <p>PLACE and PLACE Lite: Monthly PLACE Lite assessments with experts by experience, annual national PLACE assessment.</p> | <p>Complete PLACE 2022 and 2023 submission. Monthly PLACE Lite schedule developed and commenced in February 2023.</p> | <p>IPR. NMAHP</p> |
| <p>'About me' and Accessible information Standard (AIS): Implement 'About me' alongside AIS in electronic patient records (EPR).</p> | <p>'About me' listening summit with Experts by Experience to co-produce 'About me' for electronic patient records</p> | <p>QI Forum, PSEC, CIC, NMAHP, CGC, IPR.</p> |
| <p>Keeping connected and sharing our learning: We will hold three 'listen up' roadshows across Oxfordshire per year partnership with our local stakeholders including local Healthwatch, Governors and voluntary/advocacy/ community groups.</p> | <p>'You said we did' newsletter</p> | <p>NMAHP, IPR</p> |
| <p>Patient Safety: Ensure that Patients are involved at the heart of the Patient Safety Incident Framework (PSIRF).</p> | <p>Complete recruitment, induction and welcome of Patient Safety Partners.</p> | <p>PSIRF Steering Group</p> |