Patient and Carer Experience and involvement Strategy

2017 - 2020
**Reader Box**

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<th>This is the Patient and Carer Experience and involvement Strategy for 2017 - 2020</th>
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<tr>
<td>Executive Lead</td>
<td>Chief Nurse</td>
</tr>
<tr>
<td>Author</td>
<td>Complaints and Assurance Lead</td>
</tr>
<tr>
<td>Contact details</td>
<td>Quality Governance Service – 01273 696011 Ext 3549</td>
</tr>
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<td>Primary audience</td>
<td>Patients, Carers and Patient Representatives and staff</td>
</tr>
</tbody>
</table>
Contents

Executive Summary .................................................................................................................................................. 4
  What is important to our patients and carers? ......................................................................................................... 4
  Monitoring and Reporting ........................................................................................................................................ 4
Vision and Values .................................................................................................................................................... 5
Background ............................................................................................................................................................. 6
Strategic Context and Priorities .................................................................................................................................. 7
How our patient and carer experience and engagement ambitions relate to our Trust’s Vision and Goals .................................................................................................................................................. 8
Our Three Overarching Patient and Carer Experience and Involvement Ambitions ....................................... 9
How we will know that we are making a real difference .......................................................................................... 13
How we will monitor and report our progress ........................................................................................................ 14
Executive Summary

Building on our success to date, this strategy sets out our ambitions for improving the experience of people using our services, engagement in their care and involvement in improving our services.

Our strategic ambitions for patient experience are:

- **Communication** – To improve the way we communicate with our communities and modernise the way we collect and respond to feedback.

- **Working together** - Work better together with our patients and carers to make the best use of feedback to improve our services.

- **Provide Excellent Compassionate Care** – So our patients and carers have a positive experience, first time and every time they come into contact with our staff.

What is important to our patients and carers?

To test whether we have identified the right ambitions and priorities in this strategy, we asked our public Foundation Trust members and our Trust staff, “what would be important to ensure they had a positive experience of our service?” Their feedback has been incorporated into this strategy.

Monitoring and Reporting

These ambitions will be delivered and monitored through an implementation plan, reviewed at the Patient Experience Group on a quarterly basis and reported through the Trust-wide Clinical Governance Committee with assurance to the Board via the Quality Committee.
Vision and Values

Our vision is to deliver ‘Excellent Care at the Heart of the Community’.

To deliver this vision we have three strategic goals:
- We will provide excellent care every time to reinforce wellbeing and independence
- We will be a strong sustainable business, grounded in our communities and led by excellent staff
- Working with our partners we will personalise services for the individual

To realise our vision we will remain true to our core values: we value working together; achieving ambitions; delivering excellent care and we will be compassionate and caring.

In the remainder of this document, the term ‘patient’ is used to represent service users of all ages; children; young people and adults who receive services as inpatients, or in their own homes, residential or nursing homes, schools, colleges and other health care premises. Similarly the term carers will encompass parents, guardians and other representatives of patients where appropriate.
Background

Sussex Community NHS Foundation Trust (SCFT) is committed to engaging with patients to improve patient experience and we believe it is essential to our success as an organisation and to the wellbeing of those in our care. Patient experience is at the heart of the NHS Outcomes Framework 2013/14 and NHS Patient Experience Framework (Department of Health 2012) and is a key feature of a high performing, listening NHS organisation.

Patients have the right to high quality care which is safe, effective and delivered with compassion, dignity and respect. We recognise the importance of placing emphasis on our vision of “Excellent care at the heart of the community”. We will build on existing good practice to design our services around patients’ needs to ensure we provide the best possible quality of care to all our patients.

A person’s experience starts from their very first contact with the health and care system, right through to their last, which may be years after their first treatment and may include end-of-life care. Patients and carers will often remember the little things - a smile, kind tone of voice and the general attitude of staff.

NHS England describes the experience that a person has of their care treatment and support is one of the three fundamental elements of quality care, which must be available in equal measures.

This strategy has been produced in collaboration with patients, carers, staff and other key stakeholders, taking into account national guidance and Trust plans, including:

- Sussex Community NHS Foundation Trust Quality Account 2015/2016 and 2016/17
- Mid Staffordshire NHS Foundation Trust Public Enquiry (2013)
- National Institute for Health and Clinical Excellence (NICE) Quality Standards / Guidance on patient experience
- NHS Outcomes Framework Department of Health April 2016
- Department Of Health NHS Patient Experience Framework 2011
Strategic Context and Priorities

SCFT operates across three local authorities (West Sussex County Council, East Sussex County Council and Brighton and Hove City Council) and five Clinical Commissioning Groups (CCGs) (Coastal West Sussex, Crawley, Horsham and Mid Sussex, Brighton and Hove, and High Weald Lewes and Havens).

There are four acute NHS healthcare providers and one mental health NHS healthcare provider that directly influence the respective systems:

- Western Sussex Hospitals NHS Foundation Trust
- Brighton and Sussex University Hospitals NHS Trust
- Surrey and Sussex Healthcare NHS Trust and East Sussex Healthcare NHS Trust
- Sussex Partnership NHS Foundation Trust
How our patient and carer experience and engagement ambitions relate to our Trust’s Vision and Goals

The following summarises how our key patient and carer experience and involvement ambitions support us to achieve our strategic goals which contribute to achieving our Trust’s vision:
Our Three Overarching Patient and Carer Experience and Involvement Ambitions

**Communication**
We want to improve the way we communicate with our patients and carers and modernise the way we collect and respond to feedback.

**Working Together**
We want to make best use of feedback from patients and carers and support people to work together to improve their experience of our care and services.

**Excellent Compassionate Care**
We want our patients and carers to have a positive experience first time and every time they come into contact with our staff.
AMBITION 1

Communication

We want to improve the way we communicate with our patients and carers and modernise the way we collect and respond to feedback.

To do this we will:

- Capture the experiences of our patients in services where patient and carers feedback is currently not proactively sought.
- Improve the way we collect feedback and make better use of alternative methods such as computerised systems and text messaging.
- Work with our patient representative groups to ensure we gather feedback from under represented groups and our most vulnerable members of the community.
- Ensure the Patient Experience Team work alongside frontline staff to translate feedback into local actions.
- Publicise where we have made changes as a result of patient and carer feedback, refreshing the use of “You said…We did” posters.
- Clearly communicate the available feedback channels to patients and improve public awareness of how to pay a compliment, raise concerns, or make a complaint and how to access the Patient Advise and Liaison Service (PALS).
- Review our website to ensure it is inviting and accessible to patients.
- Champion the ‘hello my name is…’ campaign.
AMBITION 2

Working Together

We want to make best use of feedback from patients, carers and staff and to support people to work together to improve our care and services.

To do this we will:

- Work in partnership with our patients, carers, patient representatives and local communities to improve the way services are delivered.
- Involve patients and carers in decisions about their care.
- Include patients & carers in trust groups such as nutrition and hydration, dementia and end of life care.
- Consult with patients, carers, governors and staff about any new patient information material.
- Extend our volunteer program.
- Work with our patients and carers to develop our PALS surgeries at public events.
- Build on our partnership links with local stakeholders.
- We will work together to review and improve our approach following the death of people receiving our care.
AMBITION 3

Excellent Compassionate Care

We want our patients and carers to have a positive experience first time and every time they come into contact with our staff.

To do this we will:

- Review our 'Improving Patient Experience' training with our patients and carers to design a refreshed course that takes account of, and addresses, patient and carer feedback and concerns.
- Ensure all staff receive our 'Improving Care Experience' training.
- Define the behaviours that our staff will role model and hold each other to account to display them.
- Capture, celebrate and publicise positive feedback.
- Implement individualised care approaches such as the Butterfly Scheme and Knowing Me documentation.
- Engage with and support carers to give feedback on their experience of care.
- Signpost carers to the support mechanisms available to them within or outside the trust.
- Utilise Sit and See in assurance visits.
- Strengthen our Freedom to Speak Up initiative for staff to escalate concerns and empower staff to take immediate action as required.
- Develop a Freedom to Speak Up initiative for patients.
How we will know that we are making a real difference

AMBITION 1 Communication
How will we know we are making a real difference?
- We will monitor and report the routes that feedback is received.
- We will audit services to ensure that feedback is sought, recorded and acted on in a timely manner.
- We will gather and report on feedback from all patient groups.
- We will utilise and share Friends & Family Test (FFT) feedback monthly.
- You said…We did posters will be visible and up to date in services.
- Evaluate feedback from patients and carers about the effectiveness of our communication methods.
- Seek and evaluate feedback on the trust’s website.
- Audit the use of Hello My Name is …..

AMBITION 2 Working Together
How will we know we are making a real difference?
- We will gather and report on feedback from patient groups.
- We will monitor and report on volunteer recruitment and activity.
- We will audit patient and carer involvement in their care delivery regarding joint goal setting and individualised care approaches.
- We will report on patient representation on Trust groups.
- PALS surgeries will be present at public events.
- We will have representation and links with local stakeholders.

AMBITION 3 Excellent Compassionate Care
How will we know we are making a real difference?
- Monitor and report on the number of staff and teams accessing our ‘Improving Patient Experience’ training.
- Monitor patient feedback for compliance with trust values and behaviours.
- Audit individualised care approaches.
- Evaluate carer assessment uptake.
- Monitor and report on Sit and See observations.
- Monitor themes and share lessons learnt from Freedom to Speak Up.
How we will monitor and report our progress

These ambitions will form the basis for an implementation plan that will be monitored and reviewed at the Patient Experience Group on a quarterly basis and reported through the Trust Governance Committee with assurance to the Board via the Quality Committee.

This strategy has been designed to be flexible and responsive to patient and carer needs. Priorities may change under the overarching ambitions if patient and carer feedback, regulatory, external directives, or health economy priorities steer the trust in this direction.