Patient & Public Involvement Strategy

Version 1 – 2014 - 2017

Putting you first is at the heart of everything we do
<table>
<thead>
<tr>
<th>Title</th>
<th>Patient &amp; Public Involvement Strategy</th>
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<tbody>
<tr>
<td>Description</td>
<td>Listen to patients and the public and use their feedback to improve patient and carer experience of LCHS services.</td>
</tr>
<tr>
<td>Author</td>
<td>Lisa Green</td>
</tr>
<tr>
<td>Purpose</td>
<td>To define actions and processes required to ensure Patient &amp; Public Involvement is integral to all activity within the Trust.</td>
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<tr>
<td>Approved by</td>
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<td>Approval date</td>
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<td>Publication date</td>
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<tr>
<td>Target audience</td>
<td>Internal &amp; external stakeholders</td>
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<tr>
<td>Circulation list</td>
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<tr>
<td>Associated documents</td>
<td>Clinical Strategy, Integrated Business Plan, Quality Improvement Strategy, Membership Recruitment and Engagement Strategy</td>
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<tr>
<td>Superseded documents</td>
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<tr>
<td>Clinical Involvement</td>
<td>PPI clinical champions</td>
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<tr>
<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Sections affected</th>
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<tr>
<td>1.</td>
<td>Dec 2013</td>
<td>L Green</td>
<td>New Document</td>
</tr>
<tr>
<td>1.1</td>
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OUR PATIENTS

OUR MISSION
To provide high quality, responsive and innovative healthcare services across the community of Lincolnshire, working in partnership with other health care providers to prevent admissions to hospital, or where this is unavoidable, to ensure that discharge and re-ablement is as smooth as possible

OUR VISION
To be the first choice for healthcare, closer to home

OUR STRATEGIC AIMS

QUALITY
VALUE FOR MONEY
REPUTATION

OUR STRATEGIC OBJECTIVES

Listen to our users, value their views and improve the patient experience
Deliver safe services
Deliver a quality driven financial strategy
Develop and lead a workforce proud to be part of LCHS
Manage the reputation of the organisation, through effective engagement with our stakeholders
Use technology to enhance patient experience and improve efficiency and effectiveness

FOCUS
Meet and exceed expectations
Deliver high quality care and services

IMPACT
Make a difference to the lives of those in our care
Right staff, right place, right time, right skills

RESPECT
Respect individuals’ decisions
Believe in what we do

SAFETY
Exceed health and safety requirements

TEAMWORK
Feel proud to be part of Team LCHS
Our Mission is:
“To provide high quality, responsive and innovative healthcare services across the community of Lincolnshire, working in partnership with other health care providers to prevent admissions to hospital, or where this is unavoidable, to ensure that discharge and re-ablement is as smooth as possible”.

Our Vision is:
“To be the first choice for health care, closer to home”

Our Values are:
To put our patients FIRST - ‘It’s more than just words…it’s at the heart of everything we do.’

FOCUS
Meet and exceed expectations
Deliver high quality care and services

IMPACT
Make a difference to the lives of those in our care
Right staff, right place, right time, right skills

RESPECT
Respect individuals’ decisions
Believe in what we do

SAFETY
Exceed health and safety requirements

TEAMWORK
Feel proud to be part of Team LCHS

Strategic Aims
In order to achieve our vision, we have clearly defined our strategic aims for the next five years in the following domains:
• Quality
• Value for Money
• Reputation Management

Quality is at the heart of everything that we do, as we deliver our services on a day-to-day basis. We are proud of our excellent service delivery and our high standards of care. Our patients confirm our quality and our high standards of care through their feedback and evaluation of our services.

Value for money ensures our sustainability through organisational growth and improvement and guarantees that our services are efficient and effective, representing quality and worth to our public and commissioners.
Reputation Management will be the cornerstone of the organisational culture defining our organisation.

Everything that we do in the provision of health care is underpinned by these strategic aims.
## Strategic Objectives

This document acts as one of the Trusts key enabling strategies which support both the Clinical Strategy and the Integrated Business Plan, in achieving the organisations strategic objectives. The Patient and Public Involvement Strategy focuses specifically on:

### Strategic Objective (No 1.)

Listen to our users, value their views and improve the patient experience

<table>
<thead>
<tr>
<th>Strategic Objective (No.1)</th>
<th>Priorities</th>
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<tbody>
<tr>
<td>1.1</td>
<td>Use Net Promoter and improve mechanisms for implementing change as a result of patient/user/carer feedback.</td>
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<td>1.2</td>
<td>Explore all opportunities to obtain patient/user/carer feedback, with a focus on community settings.</td>
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<td>1.4</td>
<td>Improve formal patient/user/carer feedback into Trust Board</td>
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<td>1.5</td>
<td>Develop a community of interest to include health watch and local groups. Use ‘COIN’ as a mechanism for regular community feedback.</td>
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<td>1.6</td>
<td>Introduce strengthened accountability framework at Business Unit level, hold Units to account for duty to involve and evidence of making changes to services following patient/user/carer feedback</td>
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</table>
Executive Summary

Link to LCHS Clinical Strategy

“Patient and public involvement is the active participation of patients, carers, community representatives, community groups and the public in how services are planned, delivered and evaluated. It is broader and deeper than traditional consultation. It involves the on-going process of developing and sustaining constructive relationships, building strong, active partnerships and holding a meaningful dialogue with stakeholders. Effective engagement leads to improvements in health services and is part of everyone’s role in the NHS” (Department of Health 2009)

The delivery of this strategy will enable the Trust to demonstrate the outcome of the Clinical Strategy with a particular focus on the quality of care experienced by those who use our services as well as partnership working with patients and public.

Lincolnshire Community Health Services NHS Trust (thereafter referred to as the Trust) puts patients at the heart of everything we do and as part of this core principle Patient & Public Involvement is integral to all the Trusts activity.

Since becoming an independent NHS Trust on the 1 April 2011 the Trust has implemented a comprehensive programme of Patient & Public Involvement activity that is systematically aligned to national, regional and local policy, key programmes and initiatives.

The aim of the strategy is to strengthen the existing culture supporting the delivery of Patient & Public Involvement activity; it is our intention to become better informed about what our patients opinions are regarding the service they receive, what is good, what could be improved and how could it be improved.

The strategy will also describe how the Trust plans to transform services through the experience of patients and their carers using their feedback and wherever possible the direct involvement of patients and carers to inform service and business planning.

1. Introduction

1.1 Strategic Links

“Quality of care includes quality of caring. This means how personal care is – the compassion, dignity and respect with which patients are treated. It can only be improved by analysing and understanding patient satisfaction with their experiences”. (Lord Darzi)¹

National Perspective

The white paper, Equity and Excellence: Liberating the NHS set out the Government’s vision of an NHS that puts patients and the public at the heart of the NHS. Central to delivering this vision is ensuring that all patients are fully involved in decisions about their own care and treatment so that the principle of shared decision making – ‘No decision about me, without me’ - becomes the norm.

Regional Direction.

The former NHS Midlands and East identified one of its ambitions to create a revolution in patient and customer experience with both commissioner and provider organisations being asked to deliver a transformation:

• Deliver greater co-production between patients and professionals, e.g. through shared decision making and involvement in the management of long term conditions
• Deliver greater community participation between the public and the service for example by involving the public in future planning and reconfiguration and making even better use of Foundation Trust Members

1.2 Challenges

The challenge remains the inclusion of views from the widest range of patients who are reflective of the range of patients and carers using all LCHS services. It continues to be a challenge to NHS organisations to engage young people and hard to reach groups to understand how to meet their particular needs and develop appropriately accessible and responsive services.

1.3 Actions to Achieve

This document describes how Operations function supports the vision, values and strategic aims of the organisation.

The strategy is designed to be fluid and flexible to respond to the ever-changing environment in which the NHS operates, as well as to new priorities set both by LCHS and the wider NHS agenda. It addresses the strategic objectives and priorities by identifying a number of key actions which will need to be achieved over the next twelve months. These actions are detailed within the main section of the document and seek to achieve the following outcomes:

¹ Lord Darzi; High quality of care for all. Department of Health 2009
### Stakeholder Group

 Patients and the public, Trust Board, Trust Development Agency, Monitor, Care Quality Commission, Clinical Commissioners, Staff, Healthwatch

### Outcome

Strengthening the patient voice
2 Patient & Public Involvement Strategy Objectives

2.1 Listen to patients and the public and use their feedback to improve patient and carer experience of LCHS services.

2.1.1 Strategic Priority Links

Objective 2.1 of the Patient & Public Involvement Strategy directly supports Strategic Objective Priority 1.1, 1.2 1.4 1.5, and 1.6 as detailed in the Trust’s Board Assurance Framework dated November 2013.

2.1.2 Background and Challenges

There is a need to meet a number of statutory requirements related to involvement

Equality Delivery System: the aim is to improve the equality performance of the NHS by embedding equality into mainstream business.

Objectives:

1. To make real improvements that can be sustained over a period of time.
2. To focus on things that matter for patients, communities and staff.
3. Requires genuine engagement, transparency and the effective use of evidence.

Delivery of the Equality Delivery Scheme within Lincolnshire Community Health Services NHS Trust is overseen by the Equality & Human Rights Sub Committee with scrutiny from a panel of equality stand representatives on a quarterly basis.

Consultation: the public consultation on becoming a Community Foundation NHS Trust has informed the development of the Patient & Public Involvement Strategy and the Membership Recruitment and Engagement Strategy.

The challenge remains the inclusion of views from the widest range of patients who are reflective of the range of patients and carers using all LCHS services. It continues to be a challenge to NHS organisations to engage young people and hard to reach groups to understand how to meet their particular needs and develop appropriately accessible and responsive services.

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2 An Equality Delivery System for the NHS; Department of Health
2.1.3 Activity

- Embed systems and processes for ‘real time’ patient feedback
- Target investigation into patient and carer experience where dissatisfaction is reported
- Embed ‘duty to involve’ processes into all project and business plans
- Implement quality governance assurance framework
- To develop local community engagement with Health Watch and local communities including those who are traditionally ‘harder to reach’.
- Ensure quality evidence is available to demonstrate compliance with CQC outcome 1 and goal 2 of the Equality Delivery Scheme; improved patient access and experience
- Development of Patient leaders including Governors Members and Experts by Experience

2.1.4 Delivery of Objectives

- Transparency in reporting and Board level discussions through our Trust Board meetings being held in public
- Inclusivity in Patient Public Staff and Stakeholder Engagement Group; a representative from Health Watch previously is a member of this group
- Establish Equality and Human Rights subcommittee.
- Objectivity through Quality and Risk committee being chaired by a Non-Executive Director and considers service user feedback in respect of complaints, concerns and PALS enquiries
- Monitoring through development of Equality Data Monitoring within all adult patient surveys

2.1.5 Milestones

- Implement Net Promoter into all adult community services
- Implement Experience Based Design into all community services
- Targeted exploration of patient experience by clinical teams whenever their service users report dissatisfaction
- Develop patient leadership
- All service and project plans evidence ‘Duty to Involve’
3  **Annual Implementation Plan**

An implementation plan is attached at Appendix A to this strategy and will be completed on a yearly basis, with evidence of achievement for each of the strategic objectives listed above.

4  **Summary**

The combined objectives and activities outlined are designed to deliver the objectives covered by the strategy. The evaluation of the measures will identify any areas that may require further support and additional activity and measures.
## Objective 2.1

<table>
<thead>
<tr>
<th>Activity</th>
<th>Milestone Actions</th>
<th>Outcome</th>
<th>Lead</th>
<th>Timescale</th>
<th>Evidence of Achievement</th>
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<tr>
<td>Board reporting on PPI</td>
<td>Implementation of QGAF</td>
<td>Board assurance</td>
<td>Lisa Green</td>
<td>March 2014</td>
<td>External quality review</td>
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<td>Ensuring inclusivity</td>
<td>Delivery of EDs2</td>
<td>Extend involvement</td>
<td>Lisa Green</td>
<td>March 2015</td>
<td>Annual report</td>
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<td>Net promoter</td>
<td>Electronic capture</td>
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<td>Lisa Green</td>
<td>March 2015</td>
<td>Monthly reporting</td>
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<td>Bev Wormold</td>
<td>October 2014</td>
<td>Annual report</td>
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<td>Schedule of projects monitored through PPSSEGG</td>
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<td>Lisa Green</td>
<td>April 2014</td>
<td>Monthly review through PPSSEGG</td>
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<td>Patient stories</td>
<td>Annual schedule</td>
<td>Board engagement</td>
<td>Lisa Green</td>
<td>January 2014</td>
<td>Monthly report</td>
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<td>Participation in National Pilot</td>
<td>Improved end of life services</td>
<td>Lisa Green</td>
<td>March 2014</td>
<td>Annual report</td>
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<td>15 steps challenge</td>
<td>Monthly schedule &amp; feedback</td>
<td>Continuous improvement reviews of hospital and community services</td>
<td>Lisa Green</td>
<td>January 2014</td>
<td>Monthly reporting</td>
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