

We Care

Patient Experience and Engagement Delivery Plan 2018 - 2021

This document sets out the delivery plan to achieve our five key Patient Experience objectives from the Trust Quality Strategy 2016 - 2021



Patient Experience Team
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We Care. We Achieve. We Innovate.



TOGETHER TOWARDS WORLD CLASS

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Version	Trust Committee / Forum / Group consulted during the development stages of this Trust-wide CBR	Date
V1	Chief Officers Group	30 January 2018
V1	Quality Governance Committee	19 February 2018

1.0 Introduction

- 1.1 The Trust's Quality Strategy is the principle vehicle for driving quality improvements across the Trust. The aim of the Quality Strategy is to set out the key objectives that will drive the delivery of quality at University Hospitals Coventry and Warwickshire (UHCW) 2016 to 2021.

This document provides patients and carers with a delivery plan for five key Patient Experience and Engagement objectives contained in the Quality Strategy.

- 1.2 All staff at UHCW are committed to delivering compassionate care resulting in a positive patient experience.

2.0 Principles

- 2.1 UHCW have been working with patients since October 2017 to co-develop a new patient and public involvement programme. During the three co-development sessions a number of principles were agreed:
- Provide support for patients to be involved and contribute to decisions about their own care.
 - Engage in a dynamic way that supports involvement from all communities across Coventry and Warwickshire.
 - Support people to be involved in quality improvements at the Trust.
 - Put patients at the centre of everything we do.

3.0 Our commitment

- 3.1 We will harness the enthusiasm of our staff and focus on delivering care to our Trust values:



- 3.2 We will build on our existing work over the last two years to live the Trust values and place patient voice at the centre of all we do.

4.0 Objectives

- 4.1 We used information provided by our patients and carers from the thousands of written comments received through our Friends and Family Test surveys to identify key areas patients and carers wanted to see improvements in. From these comments we developed five key objectives to improve patient experience and engagement across the Trust.

Objective one

Improve the way we listen, respond and use patient feedback to support improvements

Objective two

Improve the way we develop and manage patient information leaflets

Objective three

Ensure our staff place the Trust values at the centre of care improvements

Objective four

Ensure that patient voice is at the centre of care improvements

Objective five

Improve the patient care environment

4.2 Equality and Diversity

We will take positive action to make sure that all patients, carers and visitors to the Trust have a good experience of care and are supported to take part in quality improvements.

5.0 Patient and Carer Involvement and Engagement

- 5.1 We have worked with our patients, carers and partners to co-develop a new Patient and Public Involvement (PPI) Programme.
- 5.2 We engaged and involved patients and carers to co-develop a PPI programme by holding three co-development events that took place between October 2017 and December 2017. Patients, carers and voluntary sector representatives told us they wanted more opportunities to be involved in how we improve services. As a result a Patient Partners' programme is being developed to provide residents of Coventry and Warwickshire with the opportunity to have a voice at the centre of quality improvements.
- 5.3 Patient Partner members will be supported through a facilitated programme to be involved in a range of quality improvements.

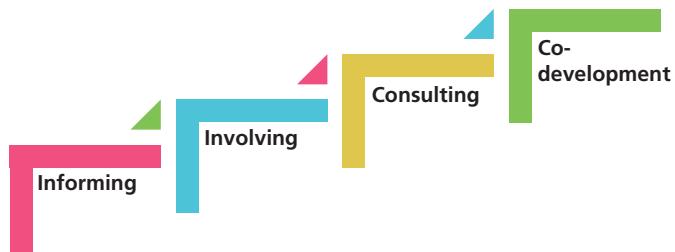
5.4 Patient Partners' will be involved in:

- Inpatient ward audits.
- Patient environment audits.
- Pharmacy audits.
- Mystery shopper activities.
- Procurement assessments.
- Staff interview panels.
- Strategic meetings.
- Quality walks.
- Together Towards World Class meetings.

- 'We Care' events.
- Quality improvement projects.
- The Patient Experience and Engagement Committee.

- 5.5 The Patient Partners' Programme will have its own forum that will be part of the Trust's governance arrangements. The Patient Partners' will present their own annual report to the Patient Experience and Engagement Committee on the range of activities it's members have been involved in and the impact it's had on improvements in patient experience and care.

UHCW Involvement Model



UHCW Patient Partners' Programme



6.0 Governance and Leadership

- 6.1 Our strengthened governance arrangements puts patient voice at the centre of all we do, with a new Patient Partner's Forum and a Voluntary Sector Advisory Group being part of the new arrangements. These groups along with Patient Partners' on a range of other strategic committees and working groups, will ensure that the patient voice is embedded in quality and patient experience initiatives across the Trust.



Please note the image above only displays the patient and public involvement part of the governance arrangements.

8.0 Objective 1: Listening and responding

- 8.1 We believe that effective communication with our patients and their carers is fundamental to high quality healthcare. The Trust will provide opportunities for patients to be involved in their care decisions, and ensure there are robust systems in place to listen and respond to patient and carer feedback.
- 8.2 We will work with our patients as partners using principles co-developed with our patients. We will use their experiences of care to improve the way we deliver care and improve our services.

8.3 We will:

- Hold regular 'We Care' events to share the changes we have made based on the feedback.
- Develop an interactive Involvement and Engagement Hub at the Coventry site to provide a dynamic space for patient and carer feedback on new services and initiatives.
- Develop a newspaper to share with patients and our partners the exciting changes happening across the Trust and how we have used patient feedback to make improvements.
- Develop a Patient Panel (database) to keep people informed about the improvements across the Trust.

Measuring success

- Improvements in our national patient survey results for 'patients feeling involved in decisions about my care'.

95%

Of patients would recommend us in the Friends and Family Test by the end of 2019

90%

Of Patient Advise and Liaison Service (PALS) contacts are resolved within five days

- All adult inpatient wards to display posters of improvements made from patient feedback by the end of 2018.

90%

Of NHS Choices feedback will be answered within five working days by the end of 2018

- We hold at least three 'We Care' events a year to share with our local community and patients the improvements we have made based on their feedback and learning from complaints.
- We have robust systems in place to record and monitor the actions taken as a result of feedback from national patient surveys.



TOGETHER TOWARDS WORLD CLASS

9.0 Objective 2:

Improve management and provision of patient information

9.1 We believe patients should have access to high quality patient information available in a range of formats that helps them to make informed decisions about their care. We will have robust systems in place to develop patient information leaflets that are evidence based and reviewed regularly by staff and our Patient Partners'.

We will:

- Create a Patient Partners' information review group to review all of our patient leaflets.
- Ask all of our patients how they would like to be communicated with to ensure those with communication support needs get information in appropriate formats.
- Record all of our patients' communication support needs on their patient record so they only have to tell us once.
- Ensure each adult inpatient has access to a bedside booklet containing key information to support their stay.
- Aim to answer patient and carer questions straight away and keep them informed of any delays.

Measuring success

- All of our core patient information leaflets to be available in easy read and large print formats by the end of 2018.
- A Patient Partners' led information review group established and carrying out patient information leaflet reviews by the end of 2018.

90%

Of all patient facing leaflets will be within their review date by the end of 2018

100%

Of all adult inpatient wards will have their patient information carousels audited bi-annually by the end of 2019



10.0 Objective 3:

Trust values at the centre of delivering patient care

10.1 We will continue to promote and share the Trust values through a variety of work streams across the Trust. We will work with patients as partners to understand what the Trust values mean from their perspective. We will measure the experiences of our patients using values based 'We Care' questions co-developed with our patients.

10.2 **We will:**

- Hold focus groups with patients and carers to understand what behaviours you associate with our Trust values, and use this information to support staff on the wards to place these behaviours at the centre of their work.
- Co-develop questions with patients and carers based on the Trust values and use these to measure our performance on delivering values based patient care.
- Ask our Patient Partners' to carry out mystery shopper visits on our adult inpatient wards to assess how our staff are living the Trust values.
- Carry out audits on our adult inpatient wards to ensure that improvements are being made month on month based on patient feedback.
- Ensure our patients receive high quality care at the end of their life.

- Keep patients and carers informed about their care and what is likely to happen to them throughout their time in hospital.

Measuring success

- Patient created values 'We Care' questions are being used across the Trust by the end of 2018.
- We have undertaken a number of focus groups with our patients on what the Trust values means from their perspective.
- Customer care training is linked to the Trust 'We Care' values and part of the Trust induction programme by the end of 2018.
- We are in the top 20% of Trusts for 'patients having confidence and trust in nurses' by 2021.
- We are in the top 20% of Trusts for 'patients feeling emotionally supported by staff' by 2021.
- We are in the top 20% of Trusts for 'patients feeling they were treated with dignity and respect' by 2021.

100%

Of our adult inpatient wards display the results of their 'We Care' values surveys and the actions they have taken to improve by the end of 2019

11.0 Objective 4:

Patient voice at the centre of care improvements

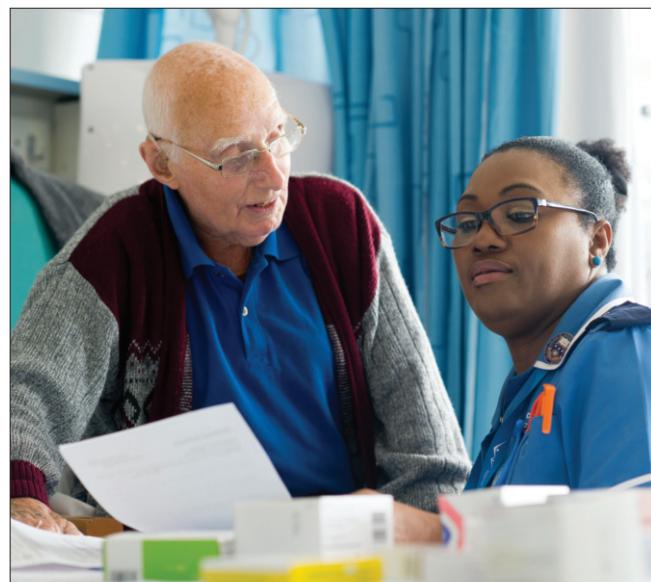
- 11.1 We will work with our patients as partners to ensure we have clear and transparent ways for patients to play an active and supported role in quality service improvements across the Trust.
- 11.2 We will work with voluntary sector organisations across Coventry and Warwickshire to ensure we reach a broad range of patients and carers and provide opportunities for them to be involved in the Trust Patient Partners' Programme.

11.3 **We will:**

- Launch the Patient Partners' Programme.
- Work with our staff to identify what's important to patients and carers.
- Appoint staff with the same values as the Trust.
- Ensure that induction, training and appraisals are based on the Trust values.
- Focus on what matters to patients and make changes based on patient and carer feedback.
- Have an annual Patient Partners' conference.
- Support patients to be involved in decisions about their care.

Measuring success

- A Trust wide co-developed Patient Partner's Programme, that supports people to be involved in a range of service improvement activities by the end of 2018.
- A Patient Involvement and Engagement Hub that provides patients with an interactive involvement experience to improve Trust services by February 2018.
- A Patient Partners' mystery shopper programme in place by the end of 2018.
- To be in the top 20% of Trusts for 'patients speaking about their worries and fears' by 2021.
- A Patient Partners' Forum is established by August 2018.





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12.0 Objective 5: Improve the patient environment

12.1 We will ensure that patient care is delivered in high quality premises which are clean and meet the needs of those using them.

12.2 We will:

- Provide care and treatment for patients, carers and visitors which minimises risk of harm and respects their privacy and dignity.
- Ensure that staff have access to the equipment they need to meet patient needs.
- Maintain the patient environment to a high standard to ensure the safety and comfort of patients, carers and visitors.
- Ensure that all adult patients have access to a television at their bedside.
- Ensure that all patients and visitors have access to free WIFI while in the Trust.
- Ensure Patient Partners' play a central role in assessing the hospitals premises.
- Ensure that the hospital and its grounds are clean and safe.

Measuring success

- We are in the top 20% of Trusts across all SIX PLACE domains by 2019.
- We are in the top 20% of Trusts for 'patients feeling they were in a clean environment' by the end of 2019.

90%

Of all Patient Led Assessments of the Care of the Environment (PLACE) assessors are from our Patient Partners' Programme by the end of 2019

80%

Of our adult inpatient wards rate our food as extremely good or good on our local surveys



We would like to thank all the patients, staff and stakeholders that took part in the co-development events, focus groups and contributed to the creation of this delivery plan.

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