

Introducing the role of the Patient Insight and Involvement Team

Patient Insight and Involvement Team are part of the Patient Experience Function which sits under the Quality Department along with Complaints and PALS.

The Patient Insight element of the team is all about the collection of patient feedback and meeting statutory requirements of NHS England this includes:

- The Friends and Family Test (FFT): For patients' FFT only. For staff FFT, please contact Barbara Hay, Associate Director of People Support. Friends and Family Test Response Rate Target:

The internal targets for the Friends and Family Test Recommender Rate Target:

FFT Touchpoint	Response rate	Recommender Rate
Inpatients	26%	95%
A&E	15%	87%
Outpatient	8%	95%
Maternity Birth	15%	97%
Maternity Labour	15%	97%
Maternity Postnatal Hospital	15%	97%
Maternity Postnatal Community	15%	97%

- Healthcare Communications: The Trust's bespoke survey centre that allows feedback to be collated and reviewed. Staff training is available from the Team and this is the system that generates the FFT survey for the Trust.

- The NHS Survey Programme: All eligible NHS trusts in England participate in the NHS Patient Survey Programme, asking patients their views on their recent health care experiences. The findings from these surveys provide UHCW NHS Trust with detailed patient feedback on standards of service and care, and can be used to help set priorities for delivering a better service for patients. The survey results are also used by the Care Quality Commission to measure and monitor performance at both local and national levels. Surveys included in this programme are Inpatient, Urgent and Emergency Care, Maternity and Children and Young People's (please note there hasn't been a requirement to carry out an Outpatient survey since 2011. To view the latest national Urgent and Emergency Care, Maternity, Outpatient and Children and Young People survey results, please visit:

<https://www.cqc.org.uk/provider/RKB/surveys>

•Patient Story Programme: The Programme is a tool which is used to share positive and negative patient stories with the Trust Board on a bi-monthly basis. This Programme also aims to share positive initiatives that have been introduced in the Trust that have impacted on the experience of our patients positively. If you have any patients that you think would be interested in taking part please contact: insightandinvolve@uhcw.nhs.uk.

The Patient Involvement element supports the Patient Partner Panel and Patient Virtual Panel who support with patient information, interviews, changes to pathways, service redesign, PLACE audits and Mystery Shopper exercises. In the new year the Team hope to expand and build on this involvement element to ensure it is more inclusive, accessible and representative of the patients the Trust cares for more updates will be shared in this bulletin once proposals have been approved by the Patient Experience and Engagement Committee.

If you have any questions or want support with any of the above please contact insightandinvolve@uhcw.nhs.uk or call extension 25186.