

**SUMMARY OF PATIENT AND PUBLIC INVOLVEMENT 2014/15**

The involvement summarised below is over and above participation in local and national surveys and outputs resulting from the bedside patient satisfaction surveys.

**1. Responding to patient feedback**

The Trust continues to improve patient care through the work of the Care Quality Group chaired by the Executive Chief Nurse. A number of patient-focused initiatives were developed last year in response to feedback from patients and carers. The Trust has monitored feedback via a variety of different methods including the patient advice and liaison contacts, complaints, compliments, mystery patient initiative, friends and family test, local and national surveys.

Ward-based feedback is well established at the point of care via an electronic bedside survey. These surveys have assisted the Trust in benchmarking the success of its patient improvement measures against the results of the National Patient Survey. A ward-level dashboard is also in place allowing staff to see their own patient experience results for local surveys and the friends and family test and then act on any issues.

The Trust held its first Patient Experience Conference entitled 'Listen, Involve, Learn, Improve' in October 2014, with delegates coming from all parts of the country to see examples of good practice from this Trust and other organisations. The conference received excellent evaluation and is planned to be repeated in 2016.

**2. Patient and Carer Councils**

The Trust has four Patient and Carer Councils: one for Wards (inpatients), one for Outpatients, a Mystery Patient Council and a Young Person's Council. Following a review in 2014/15 this will be reduced to three Councils from 1 April 2015 with the Mystery Patient Council being amalgamated into the other councils.

The purpose of the councils is for patients, foundation trust members and the public to work in partnership with staff to improve the services provided to patients. All council members are also foundation trust members. All of the councils have been active in seeking patients' views to influence the improvements in care. There are currently 54 patient and public representatives on the councils.

The wards and outpatients councils have continued to use the 'Adopt-a-Ward or Department' scheme to facilitate partnership working with staff to provide a

patient perspective to improving the experience of patients and their relatives. Some members have also participated in the 'Back to the Floor' quality and safety visits undertaken by the senior nursing team. For these purposes all Patient and Carer Council members undergo the volunteer recruitment process and induction enabling them to safely undertake visits.

Members of the Councils presented at the first UHB Patient Experience Conference in October 2014, with members delivering presentations on topics such as 'How engagement of patients and carers by involvement in the Adopt a Ward and Back to the Floor visits to wards has made an impact on ward routines', 'Helping young people to feel welcome: the Young Person's Council', and 'Not just on the high street: Mystery Shoppers in hospital'.

Councils have continued to be actively involved with ongoing work on nutrition and hydration of inpatients, privacy and dignity, and patient experience data collection.

### **3. Young Person's Council**

The Young Person's Council looks at ways to improve the experience for young people aged 16-25 years in our hospitals, and is involved in visits to wards and departments to ask patients and staff for their views.

Projects that the Young Person's Council have been involved in during 2014/15 include:

- Menu tasting
- Designing a logo for the Young Person's Council
- Piloting a 'buddying scheme' to provide companionship for young people who are inpatients
- Filming a young persons' introduction to access and facilities within the hospital to put on the hospital's website. This film was presented at the Patient Experience Conference in October 2014
- Facilitating at feedback events for young patients
- Surveying patients' wi-fi requirements to inform the hospital's business case for wi-fi provision
- Planning an art activity for young patients
- Contributing to a workshop at the Trust's Dignity in Care conference 2014
- Young Person's Council members continuing to have an opportunity to contribute to research through patient and public involvement

The Young Person's Council were finalists in the Youth Achievement Awards 2014 organised by the Community Foundation.

#### **4. Mystery Patient Council**

Council members have undertaken 14 Mystery Patient visits to test services and facilities in the hospital during 2014/15. The initiative has been very useful in highlighting key areas for improvement. This year the Council concentrated their visits in Reception areas and the Plaza restaurant. Visits to the Plaza restaurant highlighted a number of improvements which could be made to further enhance the experience of patients and the public. A number of changes were made and a follow-up visit demonstrated that all the issues raised had been resolved. The mystery patient scheme has also been extended to include staff who also patients are enabling them to feedback anonymously on their experiences.

#### **5. Readership Panel**

The group provides a forum for involving patients and the public in reviewing and influencing the way in which information is provided.

This ensures that all information within the Trust is produced in a way that is useful to patients, carers and the public, has a consistent style, doesn't contain NHS jargon and is provided in the most appropriate format. This year the group has specifically been involved with:

- Review of Patient Experience information on UHB website
- Development of carers information for UHB website
- Review of patient letter regarding Bicuspid Aortic Valve
- Review of patient letter inviting patients to take part in research in Cardiology
- Leaflet: Patient Experience
- Leaflet: Chemotherapy
- Leaflet: Plaster of Paris/Synthetic Cast

#### **6. Equality Delivery System**

Members of the Patient and Carer Councils and public representatives have met throughout the year to discuss the Trust's approach to equality at a meeting chaired by the Deputy Director of Partnerships. Members have reviewed the objectives:

- Better health outcomes for all
- Improved patient access and experience
- Empowered, engaged and well-supported staff
- Inclusive leadership at all levels

They have discussed various actions that the Trust is taking to ensure all patients and carers are treated as individuals and consideration given to any special needs they may have. The group have also been involved in the development of the 'Orchard Project' to engage with the local community.

## 7. Healthwatch Birmingham

The Trust maintains links with Healthwatch Birmingham and members have been invited to take part in events such as patient-led assessments of the care environment (PLACE) during the year.

## 8. Patient and Carer Consultations

During the year Patient and Carer Council members were consulted on:

- Diarising the patient's day
- Trust Annual Plan
- Trust Quality Priorities
- Promoting research to patients and the public
- Volunteer Strategy
- Patient Experience Strategy
- Nurse recruitment interview questions

## 9. Volunteers from the local community

The Trust highly values its 600 plus active volunteers who provide an enhanced experience for our patients and terrific support to our staff. During the year a continued effort has been made to recruit from groups that would not traditionally be linked with hospital volunteering.

Patients and staff often share their feedback with us about how our volunteers have enhanced their visit or supported them in their work:

**PATIENT:** *"Mum broke her wrist and needed to go to Outpatients. We were immediately helped by the buggy driver who took charge of her while my husband parked. The kindness of the volunteers at QE is outstanding... surpassed only by the staff. Thank you. It makes a difference and is appreciated".*

**STAFF:** *"We have never met such a willing and friendly group of people, and without their help the task would have been much harder. Our gratitude and thanks go to each and every one of them".*

Our volunteers love to receive this feedback on the difference they make, and also tell us how they benefit from being part of the hospital:

*"After 40 years in one career, volunteering has made me realise I want to do more in health care. I love it. The team are so appreciative and I get a thrill out of helping patients".*

There are a number of volunteering projects in progress. A task and finish group has been set up to look at the feasibility of introducing an internal buggy service to complement the service currently offered by the external car park buggy. This follows feedback from patients regarding the distance patients and visitors have to walk once they are inside the QEHB. Recruitment for the Smethwick Renal Dialysis Centre is underway and meetings have also taken

place with the Sexual Health Team regarding the transfer of volunteers when UHB formally receive Sexual Health Services in August 2015. Following pilots of the Young Person's Buddy Scheme and Dining Companions, both of these projects will be re-launched in 2015/16.

Voluntary Services at UHB continue to participate at a national level including requests to provide speakers at various events, being cited as a case study for the National Council for Voluntary Organisations young person volunteer's toolkit for our young person's buddy scheme, and recommendations from the Department of Health as a trust to contact for good practice.

In 2014, the Buggy Service, run by volunteers to transport less mobile patients and visitors from the car park to the main entrance, received two national awards. A highly commended from the National Association of Voluntary Services Managers (NAVSM) and winners in the Patient Experience Network Awards for the patient environment.

As a thank you to our volunteers we run regular afternoon tea events, where volunteers can come together socially and listen to an interesting speaker. An annual long service awards dinner also helps us to show our volunteers how much we value them.