

**BOARD OF DIRECTORS
25TH FEBRUARY 2016**

**Nursing, Quality & Patient Experience Directorate
INVOLVEMENT, PATIENT EXPERIENCE AND
VOLUNTEERING QUARTERLY REPORT**

1. INTRODUCTION:

The purpose of this paper is to:

1. Inform the Board of the national, local and internal context within which our involvement and experience work fits.
2. Update the Board on key achievements within the Involvement, Experience and Volunteering strategy and outline our strategic direction and next steps.
3. Highlight the impact Involvement is having on our culture, our services and in peoples' lives.
4. Highlight the action directorates are taking in response to patient experience feedback.

Our Involvement, Experience and Volunteering strategy sets out our ambitions to work in partnership with service users, carers and members to improve services, improve organisational culture and to prioritise service user recovery and well-being.

This strategy links to the Trust's Strategic Vision and its ambitions to provide the best possible care and support and to the service provider of choice. In addition, our commitment to being influenced by the views of service users, carers, families and volunteers fits with the patient experience priorities set out in the NHS Outcomes Framework 2015/16 and the strong emphasis on both empowering patients and engaging communities in the NHS Five Year Forward Plan.

We have adopted a pioneering approach which positions involvement, experience and volunteering as central to the culture of the organisation. It includes two unique involvement centres, volunteering and befriending services and strong membership engagement.

Our approach takes into account national requirements that we must fulfil in this area and guidance we must take into account.

- We have legal responsibilities under Section 242(1B) of the NHS Act (2008 onwards) to involve users, whether directly or through representatives.
- We must carry out the Friends and Family Test across all our services.

- We must meet Care Quality Commission (CQC) Standards around involvement in care and shaping services, as well as ensuring quality is monitored through feedback.
- We must take account of the NHS Constitution which emphasises patients' rights and demands they have greater control over their care.
- We must undertake PLACE (Patient Led Assessments of the Care Environment) Audits annually and must involve patient assessors

2. INVOLVEMENT, EXPERIENCE AND VOLUNTEERING CONTEXT

NATIONAL

- **NHS Citizen** is a national programme to give the public a say on healthcare matters and influence NHS England decision making. At the last assembly in November 2015 several themes emerged strongly across many of the groups:
 - People are broadly **positive about the quality of services**, but want there to be more information about what services are on offer and want services to be more universally available.
 - People want their journeys through care to be **simpler** and **better coordinated**.
 - People want health services to place a greater emphasis on **prevention**.
 - People want health services to aspire to **improve people's overall health**, rather than just to cure specific conditions.
 - People want **more information and choice** regarding the kind of treatments they receive.
 - People believe there needs to be **more education** about health and the health and social care system – and that better education will make many other positive changes possible.
 - Many non-clinical elements of care are best provided by either by family, the community or by voluntary organisations.
- **Developing mental health services for veterans in England:** The NHS England engagement on mental health services for veterans is now live. The deadline for responses is 5pm on 31 March 2016.
- NHS England has been working with Young Minds on an initiative called [Parents Say](#), aimed at **improving the participation of parents and carers in CAMHS**.

LOCAL

- **HEALTHWATCH NOTTINGHAMSHIRE AND NOTTINGHAM** are carrying out a project looking access to information at the point of dementia diagnosis. This will report in May 2016. Their 'question of the moment' is focusing on people's experiences of visiting opticians. Healthwatch Nottinghamshire's next insight project will look at diagnosis around autism.
- **'Inclusive Involvement' conference in Nottingham on 24th February.** Organised by the East Midlands Academic Health Science Network, PPI Senate and Centre for Black and Minority Ethnic Health, this event aims to showcase excellent patient and public involvement with seldom heard groups across the East Midlands.

LISTEN AND RESPOND TO FEEDBACK

To listen to our patients, service users and carers in meaningful, comprehensive and varied ways. To use the information we receive intelligently and with understanding so we respond honestly and make changes that improve people's health and wellbeing.

CURRENT DIRECTION

We continue to work with the Divisions to ensure that all teams capture and respond to feedback. We are working with services to ensure that they look at **all** sources of feedback to gain a real understanding of what people are saying.

WHAT WE'VE DONE/IMPACT

- We have revised the **Patient Voice report** so that for each Directorate featured we use the range of patient, carer feedback and take a more in-depth look at issues raised. We have also improved the presentation of information and with Patient Opinion focused on the more critical postings.
- We have re-run the **National Community Mental Health Survey** and have had 529 responses.
- In the three months November 2015 to January 2016 we have had **5706 responses to our feedback survey, 241 PO postings, 2161 people using the [Your Feedback Matters website](#)** with **8 changes** posted on the site.
- We have developed a **volunteering role** dedicated solely to collecting feedback from patients within inpatient services. Two new volunteers have been recruited to this role.
- Acknowledging some of the **challenges for patients at Rampton** in completing the Feedback survey, involvement volunteers along with the advocacy service have been supporting patients within mental health, learning disability, male personality disorder, and women's wards to respond.
- Involvement volunteers and staff have contributed to the **Complaints Peer Review Panel**, reviewing the Trust and Citycare's complaints procedure and the quality of response in individual cases.
- **Through-care procedure in community forensic teams reviewed with patients** and practice changed so that community staff spend more time with patients coming up to discharge, to prepare them for the next step.
- In response to feedback from new mothers who say they **need immediate breast feeding support**, Children and Young People's services in Health Partnerships are working with Midwifery Services across the North and South of the County on a process that will inform the Infant Feeding Peer Support Workers as soon as mothers have delivered.
- Staff based in Rushcliffe Health centres are now **making regular telephone calls to patients discharged from service** to go through the Feedback Survey to increase levels of feedback.

FUTURE PLANS

- We are shortly to begin working with volunteers and the Divisions to give **focused support to teams** that are either struggling to capture feedback or where the Divisions would like us to have a more in-depth understanding of patient and carers feedback
- We will be running the **National Community Mental Health Survey** from mid-February to mid- June with an extended sample of 2000 people
- We are developing a model for **carer feedback** that will work across the three Divisions

CO-PRODUCE FUTURE PLANS AND SERVICES

To engage patients, service users, carers, members and communities to work in partnership with us and other key health and social care organisations to co-produce future plans and services.

CURRENT DIRECTION

To increasingly work with the three local transformation programmes (Bassetlaw, Mid-Nottinghamshire and South Nottinghamshire) to ensure our services users, carers, Governors and members are actively involved in working with commissioners to shape and develop services.

WHAT WE'VE DONE

- **Greater Nottingham Health and Social Care Partners** – working with other engagement leads to put on an event to develop a more joined up approach to engage in their work around the 'population segments'.
- Bassetlaw – planning the service user/carer/member/Governor involvement in the **Bassetlaw Service Transformation** 'Visioning' Day on 3rd March
- Mid –Nottinghamshire – initial meetings with involvement leads to join up engagement activity around the **Better Together programme**
- **Forensic Confirm and Challenge** event – three service user volunteers and a Governor were active participants in the Forensic Services Confirm and Challenge event in January.
- We have supported the Business Development and Marketing Unit (BDMU) and worked with the Communications Team to facilitate **public engagement in the Trust's strategic vision consultation**. This has included public events and an online survey.
- Involvement Volunteers and staff are contributing to the '**Sign Up To Safety**' campaign via the development of the auditing tool for CARE (Compliance Assurance Reviews) reviews. In addition, The Safety Action Plans have been discussed with the Involvement Centres and the Council of Governors.
- A project looking at the **ideal ward round** is in progress. Over 100 questionnaires on the ideal ward round have been completed by staff, service users and carers. On 21st January a workshop took place for staff, to discuss the early results from analysis, to which a good cross section of clinical skills was represented. In April, the Ideal Ward Round project group will begin to develop the new model for ward rounds. Wards across Highbury and Millbook have agreed to run a pilot of the new model.
- Involvement Centre volunteers have been working with the Adult Mental Health directorate over a number of months to review operational issues from a service user perspective and feedback with **Haven House (crisis house)**. This work has been a joint project between the Trust and Turning Point.
- There is continued engagement with families and young people on the **design of the new child and adolescent services**. A workshop to bring service users, their families and staff together to further discuss the build will take place on 7th April.
- Focus groups have taken place with **fathers in Perinatal Services** to consider how the services can better support them and other family members/friends and carers.

FUTURE PLANS

- As part of the work we are doing with Greater Nottingham Health and Social Care Partners we have begun discussions with the Kings Fund to see if they will work with us as a health community as part of their 'Leading Collaboratively with Patients and Communities' programme.

INVOLVE, SUPPORT AND COMMUNICATE WITH CARERS

To work in partnership with carers so they are involved, informed and supported to play a key role in both individual care and service planning

CURRENT DIRECTION

To ensure that all clinical teams carry out the self-assessments to baseline progress against the Carers' Strategy and that, in addition, all ward teams complete the Triangle of Care self-assessments by May 2016. This will enable us to understand how all our teams are involving, communicating with and supporting carers and what plans they have to improve this.

WHAT WE'VE DONE

- Most Directorates/localities have completed the **self-assessments for the first two (of eight) objectives in the Carers Strategy**. This includes ward areas completing their additional actions as part of the Triangle of Care self-assessment.
- Produced a draft version of a **simple guide to Carers and Confidentiality/ Information Sharing**. To be finalised at the Carers Strategy Implementation Group on 23rd March.
- We have been developing a Carers CQUIN with Local Services commissioners.
- Rosewood Involvement Centre have arranged for **carer representation at three carers groups across the North of the County** - Bassetlaw, Newark and Sherwood, and Mansfield and Ashfield. A combined County Carers Group also takes place at the Rosewood Centre.
- Involvement Volunteers from Rosewood and representatives from mental health services for older people (MHSOP) are supporting a **new group for carers of people with Alzheimer's**.
- As a response to many requests from patients, a computer in the Therapy Services Department has been identified for a trial of **Skype to enable patients to communicate regularly with their friends, carers and family** which was tested by patients over the Christmas period and is working successfully. A local procedure has been written and was ratified at the Clinical Policy Committee in January. The longer term plan is to make Skype accessible to patients in ward areas overseen by Nursing staff.
- **A carers' event took place at Rampton Hospital** in December focussing on feedback, with a question time panel of Senior Managers. The event gave carers an opportunity to share their views and contribute to planning at the hospital.
- In response to feedback at the Carers' Strategy Group, IAPT services are now distributing information throughout all wards to **ensure carers are aware that they can access Improving Access to Psychological Therapy (IAPT) services for support**.

FUTURE PLANS

- To continue to work with the three Divisions to ensure that all teams have completed the Carers Strategy/Triangle of Care self-assessment by May 2016
- To run an ELC (Executive Leadership Council) that focuses on Carers and Think Family in June 2016

INVOLVE, SUPPORT AND TRAIN VOLUNTEERS TO PLAY A KEY ROLE IN THE ORGANISATION

To enable volunteers to play a key role as partners in the organisation. To provide training, clear roles and support to enable volunteers to have a real impact on the organisation and to develop and take up opportunities. Our Involvement Centres to continue to evolve into places

where volunteers are trained, supported and connected to a range of opportunities and where there is a community of peers who support each other and collectively improve the Trust.

CURRENT DIRECTION

To have a clear picture of volunteering across the organisation by reviewing services and compliance with our Volunteering Policy and to develop a new model for volunteering in the organisation.

WHAT WE'VE DONE

- We **have mapped out volunteering services across the Trust**. We have over 700 volunteers in the organisation. We have also looked at compliance with the Volunteering Policy and the issues we need to address.
- **Volunteers have helped interview around hundred 160 staff at all levels last year** as part of recruitment processes. Since January 2016 posts we have helped interview include consultants in Local Services and senior social workers, a modern matron and staff nurses in Forensic Services.
- **Involvement volunteers have been engaged in a wide range of activity** detailed throughout the report. This has included:
 - Local Services NICE Group
 - LGBT Forum, Trust Medicine Management
 - Age Equality Meeting, Values Based Recruitment
 - Executive Leadership Council
 - Forensic Confirm and Challenge
 - Wathwood Patients' Council
 - Rampton Patient Meetings and Patients' Council
 - Adult Mental Health Rehabilitation Work Stream Meeting
 - Carers' Strategy Group
 - Highbury, Millbrook and Bassetlaw Live!
 - Trust Induction
 - Mindtech – Institute of Mental Health
- Completed 48 personal development plans with volunteers through the Involvement Centres.
- Nottingham North and East have a volunteer that attends the Pulmonary Rehabilitation Classes at Mansfield Community Hospital and Ashfield Community Hospital on a weekly basis to provide help, support and information to our new Pulmonary Rehabilitation exercise class patients.

FUTURE PLANS

- We are preparing a paper for the Executive Leadership Team which looks at areas where we need to improve how we work with volunteers and with ideas for a new model for supporting volunteers in the Trust.
- We have reduced the posts that support volunteering in the Involvement, Experience and Volunteering Team. This combined with the need to ensure we support volunteers effectively may mean there is a real challenge to support the current level of volunteering in the Trust.

INVOLVE AND COMMUNICATE WITH OUR COMMUNITIES

To work in partnership with our members, communities and voluntary sector so that the Trust is an engaged and supportive partner to the communities we serve

CURRENT DIRECTION

To ensure we have regular communication with our members and provide them with a range of opportunities to share their views and to shape and develop health services in the Trust, locally and nationally.

WHAT WE'VE DONE

- We produce a [monthly e-bulletin](#) that goes out to all public members. Recent editions have included information on Carer Support Groups, opportunities to shape services for adults with anxiety or depression, information on the County Council's Adult Health and Social Care Budget Consultation and an opportunity to talk to the media via the Care Quality Commission about experiences of maternity care.
- We are currently involved in a project with [NAVSM](#) (National Association of Voluntary Services Managers for the NHS) and [Volunteering Matters](#) to support organisations across England in their work with young people, following a grant of 30k from NHS England.
- Improving Access to Psychological Therapy (IAPT) services are developing a service to **support young people/students with exam stress/anxiety**, and an assessment clinic has been set up at West Nottinghamshire College.
- Newark and Sherwood Community Mental Health Team meetings invite **speakers from third sector organisations in the community, and charities such as Age UK**, to help staff build a better understanding of what services are available in the local area for our patients. Likewise, the Rushcliffe Team continue to gather information to build a portfolio of support groups/social activities and will accompany service users on an initial visit.
- Nottingham West CHP attended the **South Nottinghamshire Care Home sub group** to influence and develop services within care homes, and to share information across all partner organisations with regard to best practice in care homes and intelligence on quality standards in care homes.

FUTURE PLANS

- To communicate regularly with the key voluntary and community organisations regarding opportunities to share their views and to shape and develop health services in the Trust, locally and nationally

USE TECHNOLOGY TO ENGAGE IN NEW WAYS

To explore and use the most effective new methods and technologies including our website and social media to reach out to and engage with our service users, carers, members and communities.

CURRENT DIRECTION

We are continuing to develop how we use our Feedback Website, the Involvement Twitter account, the Involvement blog and the Trust website to communicate with and involve people.

WHAT WE'VE DONE

- **All the data and comments** from the 5706 surveys and the 241 Patient Opinion postings **are publically available on [Your Feedback Matters website](#)**. The website was viewed by 2162 people in the three months (November 2015 to January 2016)
- We [tweeted](#) 78 times in the three months (November 2015 to January 2016). These tweets created 41 460 impressions
- We have had 14 articles written on the [Involvement Blog](#) in the three months (November 2015 to January 2016). There are articles about Rampton patients telling their personal recovery stories, a volunteer's journey to become a Peer Volunteer at the Recovery College, information about what's on at the Involvement Centres and 'Pets as Therapy' volunteers at Lings Bar.
- Patients at Wathwood Hospital requested **access to memory sticks** after 8pm in the evenings to enable them to listen to music. Following a review by the management team, this can now be facilitated subject to review with patients' clinical teams.
- Patients at The Lodges at Wathwood Hospital requested **access to the internet** beyond that available in the patient's library. The phone line will be connected in February 2016, and full operational use is expected by March 2016.
- Improving Access to Psychological Therapy (IAPT) services have implemented a portal to **enable patients to identify and record their own outcome measures**.
- In Memory Assessment Services, a pilot is exploring the benefits of **prescribing information through digital health services**.
- The Mansfield & Ashfield Respiratory Service are **collating information and designing videos to be posted on a website for patients** of Pulmonary Rehabilitation to access as part of a self-care approach.

FUTURE PLANS

- To continue to explore ways of using technology to communicate with and involve people.

DEMONSTRATE OUR IMPACT, SHARE GOOD PRACTICE AND SHAPE NATIONAL AGENDAS

To have clear ways of demonstrating our impact, to share good practice internally and externally and to shape national and local agendas around involvement, experience and volunteering

CURRENT DIRECTION

We are developing a range of quantitative and qualitative measures to capture the impact of our work.

WHAT WE'VE DONE

- We have met with Evaluation service at the Institute of Mental Health to discuss how we can **measure the impact of our work**. We will continue to seek their advice as we develop measures to demonstrate the impact of our work
- We have been **nominated for two Patient Experience Network National Awards**:
 - The LIVE! Project – under the category 'Environment of Care'
 - The Story Shop – under the category 'Partnership Working to Improve the Experience'
 - The award ceremony takes place on Wednesday 2nd March at Birmingham
- The Trust **featured as a case study in Patient Opinion's 10th Anniversary Report, ['The Power of Connection'](#)**
- The Trust featured in a Guardian online article ['Everyone likes to be thanked: how patient feedback is improving NHS care'](#)
- With us being one of the five NHS Trusts to be awarded Investing In Volunteers, contributed to a recent Webinar with NHS England, who are looking to fund the

scheme in the future

FUTURE PLANS

- We are looking to produce the Annual Involvement Report 2015/16 to highlight the impact of our work on services and the lives of those we work with.
- We are planning a workshop on our Involvement and Experience work for Norfolk and Suffolk NHS Foundation Trust

3. RECOMMENDATION

The Board of Directors is asked to consider and note progress highlighted in the report.

Paul Sanguinazzi
Head of Involvement and Experience

February 2016