



**University Hospitals of
Derby and Burton**
NHS Foundation Trust



**Patient Experience and
Engagement Framework**
2019-2022



Introduction

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1st July 2019 and as one of the largest Trusts in the country serves a population of more than one million.

The Trust provides acute and community services from our five main hospital sites:

- Royal Derby Hospital
- Queen's Hospital
- London Road Community Hospital
- Samuel Johnson Community Hospital
- Sir Robert Peel Community Hospital

Serving an area of over 2,000 square kilometres (over 1,200 square miles), and a diverse range of communities and geographical areas from inner city Derby, to the main urban centres of Burton upon Trent, Tamworth and Lichfield, to market towns, areas of the Peak District and our rural hinterlands – our communities are ever evolving.

This framework sets out how we will engage with our communities, with our patients, their families and carers, and other stakeholders in continuously improving the quality of services delivered by the University Hospitals of Derby and Burton NHS Foundation Trust (UHDB NHS FT).

In this framework, we set out our **Why?** our **How?** and our **What?**

Engagement is a core element of improving services, creating sustainable and innovative solutions in an ever-changing environment. The Trust is committed to listening to our patients - ensuring that their voice is heard and informs the future design of services whenever decisions that affect patient care are made.

Engagement happens on many levels and is the responsibility of everyone across the Trust.

An Engagement Toolkit, which has been developed to support implementation of this strategy, includes resources and ideas for engaging with patients, including:

- A guide to working with patient representatives
- A template role descriptor for patient representatives
- Sample consent forms and 'ground rules'
- Guidance on methods of engagement e.g. focus groups
- NHS 10 Steps to Even Better Public Engagement Resources

1. OUR WHY?

Engaging with our patients, their families, carers, friends and the communities we serve is key to the Trust achieving *Exceptional Care Together*.



In order to achieve *Exceptional Care Together* we need to engage with our patients as they provide an invaluable insight into our services. Patients almost always have a different perspective on their care which is vital to the continuous development of our services. There are many ways in which we can involve our patients, carers and members of our communities in our improvement work, such as:

- Enabling them to play a formal role on governance, steering or advisory groups.
- Seeking their views on their experiences of their care, and on how care can be improved
- Involving them in the design of any change or intervention
- Co-producing services
- Becoming informed ambassadors for the Trust

More details of each of these methods are included in the Engagement Toolkit.

By listening to and working in partnership with patients and the public we can help make sure that

- Our services are responsive with high quality standards
- We have improved patient pathways, designed with patients
- There is an improved experience for patients
- Patients have increasing confidence in the quality of care
- Patients can make informed choices about their care
- Complaints are reduced
- We have a better understanding of our diverse communities
- The Trust has an improved reputation with a higher degree of trust from patients and stakeholders
- Decisions about service change are transparent

As well as proactive engagement being good practice it is also a mandatory requirement of all NHS providers as laid out in the following legislation and statutory guidance:

- **The NHS Constitution** introduced in January 2009 tells patients and the public: *“You have the right to be involved directly or through representatives in the planning of healthcare services, the development and consideration of proposals for change in the way those services are provided, and in decisions to be made affecting the operation of those services.”*
- **The Health and Social Care Act 2012** further established the duty to involve patient and the public in decisions about services and ensure that individual patients are involved in decisions about their care.
- **NICE (National Institute for Health and Care Excellence) quality standard: Patient experience in adult NHS services** (published in 2012, reviewed August 2016)
- **Patient and public participation in commissioning health and care statutory guidance** (published April 2017)
- **Involving people in their own health and care: statutory guidance for clinical commissioning groups and NHS England** (published April 2017)
- **Equality Act 2010**: includes the requirement to engage with patients, service users and organisations that represent people with protected characteristics to comply with the act.
- **Real Involvement: working with people to improve health services** (published October 2008)
- **NHS Act 2006, Section 242**: requires NHS organisations to engage patients and the public in:
 - Planning and providing services
 - Developing and considering proposals for change
 - Making decisions which effect how services operate

Whilst the focus of this framework is on why and how we engage with our patients, their families and wider communities, we also recognise the importance of engaging with our staff, and more formal stakeholders and partners to achieve *Exceptional Care Together*.

This framework gives an overview but aligns with other key Trust wide engagement strands, including:

- **Membership Development Strategy 2018-2021**
The Trust is committed to being a successful membership organisation and strengthening its links with the local community. The strategy outlines the Trust's vision for membership and details how the Trust recruits, retains, manages and communicates with its members who will assist in ensuring that the Trust is fit for its

future in the ever changing NHS environment.

- **Inclusion Framework and Delivery Plan 2019-2022**

The Trust is committed to promoting inclusion, equality, diversity and human rights and achieving the elimination of unlawful discrimination in line with the Equality Act 2010. The strategy outlines the Trust's key inclusion priorities and makes strong reference to the importance of engagement with patients, their families and carers, our staff and wider communities to achieve them.

- **Communications Strategy 2019-2020**

The Strategy sets out how the Trust will engage and inform our patients and the communities we service so they can actively participate in how their NHS services are provided.

It also links in with staff engagement priorities and the work of the Transformation and Integration teams when involving patients in specific pathway redesign.

2. Our HOW?



By ensuring we:

- actively listen to all our communities, with a particular focus on those communities who are 'easy to ignore' and by auditing and reporting the outcomes of engagement activities
- are putting our patients first by listening to them and involving them and learning from their experiences; evidencing patient improvement based on their feedback.
- are achieving our objectives and *Always Pledges* – and monitoring this through the Your Views Matter survey results; national patient survey results; staff surveys; and triangulating with feedback from PALS contacts; formal Complaints; and feedback

from the three Healthwatch organisations who work with the Trust (Staffordshire, Derbyshire and Derby); social media and NHS Choices.

- are promoting good practice in engagement with patients using our Engagement Toolkit.
- are developing and utilising our Patient Experience Champions as ambassadors of patient engagement in their area. To date we have over 700 champions across the Trust.

3. Our WHAT?



Putting our patients & our communities first

Listening to patients and involving them in changes to services



Right first time

Learning from patient feedback, stories and complaints



Invest our resources wisely

Improving services based on patient feedback



Develop & nurture our colleagues

Developing our Patient Experience Champions



Ensure improvement through effective partnerships

Building sustainable partnerships and networks with community groups and organisations

Priorities for the next three years - led by the Patient Experience Team

2019-2020

- Map key community groups and organisations to support colleagues looking to engage with specific groups
- Develop and promote the Engagement Toolkit, including an Expenses Policy
- Support the development of a Youth Forum representative(s) role on the Council of Governors
- Scope how the Trust can improve the support and information offered by the Trust to carers
- Roll out Information and Support Hubs to all 5 hospital sites and develop a programme of activities to promote the Hubs in partnership with external agencies and organisations
- Roll out and promote the Always Pledges initiative across the Trust
- Maintain attendance at key community forums and meetings
- Continue to develop effective working relationships with our key partners and networks

- Promote MES (the patient feedback system used by the Trust) as a resource to support patient engagement and patient feedback surveys for specific services
- Continue to support colleagues with the development of specific engagement work
- Continue to link in with the Membership Group to highlight opportunities for Governors to attend engagement events to promote membership to a wide range of communities
- Support the involvement of patients in Transformation and Integration work, such as clinical service redesign
- Scope and develop a programme to recruit and support patient leaders for Trustwide projects.
- Continue to develop opportunities for patients, their families and/or carers to tell their patient stories; and by promoting use of the video booth to give their feedback
- Continue to develop our network of Patient Experience Champions, including the launch of bi-monthly ideas cafes alongside the regular networking workshops; and developing a networking meeting for medical staff who are Champions
- Support the Transition Working Group to engage with young people about their care and transition to adult services

2020-2021

- Officially launch the Information and Support Hubs across all 5 hospital sites during Patient Experience Week 2020; and continue to develop the associated programme of activities linked to the Hubs
- Develop and launch a Carers' Passport/carers' support framework
- Officially launch the Engagement Toolkit with an associated workshop programme for staff
- Develop a policy for working with patient support groups
- Continue to monitor patient feedback, with a focus on how the Trust is meeting its Always Pledges; and patients overall rating of our services
- Maintain attendance at key community forums and meetings
- Continue to develop effective working relationships with our key partners and networks
- Continue to promote MES (the patient feedback system used by the Trust) as a resource to support patient engagement and patient feedback surveys for specific services
- Continue to support colleagues with the development of specific engagement projects including patient leaders.
- Continue to link in with the Membership Group to highlight opportunities for Governors to attend engagement events to promote membership to a wide range of communities
- Continue to develop opportunities for patients, their families and/or carers to tell their patient stories; and by promoting use of the video booth to give their feedback
- Continue to develop our network of Patient Experience Champions
- Continue to support the Transition Working Group to engage with young people about their care and transition to adult services

2021-2022

- To be recognised as a beacon of excellence for patient involvement and engagement
- Develop an overarching Trust Engagement Strategy
- Continue to implement and develop the Carers' Passport/carers' support framework
- Continue to develop and promote the Engagement Toolkit; including promotion of the policy for working with patient support groups
- Build on our engagement and partnership working to continue to develop the programme of activities to promote the Information and Support Hubs
- Continue to monitor patient feedback, with a focus on how the Trust is meeting the Always Pledges; and patients overall rating of our services
- Maintain attendance at key community forums and meetings
- Continue to develop effective working relationships with our key partners and networks
- Continue to promote MES (the patient feedback system used by the Trust) as a resource to support patient engagement and patient feedback surveys for specific services
- Continue to support colleagues with the development of specific engagement projects including patient leaders.
- Continue to link in with the Membership Group to highlight opportunities for Governors to attend engagement events to promote membership to a wide range of communities
- Continue to develop opportunities for patients, their families and/or carers to tell their patient stories; and by promoting use of the video booth to give their feedback
- Continue to develop our network of Patient Experience Champions, including the launch of bi-monthly ideas cafes alongside the regular networking workshops

Appendices:

- Appendix 1 Trust wide Patient and Public Engagement
- Appendix 2 Wider Community Engagement



PATIENT INVOLVEMENT

WIDER PUBLIC ENGAGEMENT

**Trust wide
Patient & Public
Engagement**

**Patient involvement in
clinical pathway redesign**

Trust Membership
Trust Governors
Trust Members

Communications
Education
MPs
Opinion Formers
Local Authorities
National/local bodies
NHS Commissioners
Providers
UHDB

**Department-led
engagement with
patients**
(can be ongoing or for a
specific project e.g.
Liver Patient Group)

Community engagement
Community Forums and
Networks
Engagement Leads
Community groups and
organisations
(see Appendix 3)

Patient Stories
(patients sharing their story and
experience)

Staff
Staff Engagement Group
Patient Experience Champions
Trust Volunteers

**Formal Consultations for
specific changes to a
service**

Youth Forums
(run at RDH and QHB)

**Independent Community
Inclusion Groups**

Wider Community Engagement

