

Listening, Talking, Improving



A Strategy for Involving Patients and the Public

Reviewed: 2015

Introduction

We believe listening, talking and responding to our patients and the public* should be part of our everyday work. We want to be sure that their views are at the heart of planning and improving our services.

The Trust's strategic vision is to be a provider of world class health services and top quality teaching and research. Our vision focuses around three themes:

- Excellent clinical outcomes for patients
- Good experiences for patients and their families
- Engaged and valued members of staff

Developing further the culture of involvement is important in enabling the Trust to achieve this vision.

The Trust is therefore committed to:

- Achieving further improvements in patient and customer service by building on best practice across the NHS and other customer-focused organisations



- Responding to patient and user feedback continually to improve our services

This strategy describes how Sheffield Teaching Hospitals will seek and act on feedback from patients and the public, by setting out our vision and the principles by which we will communicate and respond. It is part of an ongoing process of building a patient - focused approach and a culture of involvement, recognising that patients find it difficult to give feedback for a variety of reasons. It builds on existing foundations and good practice, as well as introducing new ideas and ways of involving people.

The strategy is supported by a more detailed implementation plan which outlines what we will do to make the strategy happen. The strategy and implementation plan together aim to provide clarity of purpose and direction for patient and public involvement (PPI) across the Trust.

* In this document, 'patients and the public' should be taken to mean patients, users, carers, relatives and the public as potential users of services.



Vision

Our vision is to see PPI embedded at all levels and in all aspects of our work. This means that we will:

- Ensure patients and their relatives always have the opportunity to tell us about their experience of our services.
- Ensure our staff seek and follow up feedback from patients as an integral part of their role.
- Ensure our staff integrate PPI into service planning and decision making about the services and facilities we provide.
- Involve staff, user groups, partner and other organisations, including the voluntary sector, in the planning of changes to our services.
- Demonstrate improvements to services as a result of continuing feedback from patients and the public.

Making it Happen

• Structure

The Trust will ensure that there is a structure in place to support PPI. This will:

- Ensure listening and responding to patients and the public is integrated into all aspects of our work
- Ensure follow up action is taken.
- Ensure that patients and the public know the actions we take as a result of their comments.
- Identify a Board Executive Director who will champion and lead PPI.
- Enable staff within the Trust who have specialist roles in PPI to work effectively together.
- Link PPI with associated Trust work, including governance, audit and commissioning.

• Resources

The Trust will support PPI activity by:

- Providing appropriate resources, in particular funding staff, facilities and external expertise.
- Working with other organisations in order to share good practice, avoid duplication and make best use of resources.
- Choosing PPI activity according to priorities identified by the Trust or by the outcomes of local and national research.



- **Partnership Working**

As well as working with health, social care and voluntary, community and faith sector partners, we will also work with non-NHS organisations, including the private sector, in order to learn from each other.

- **Feedback and Communications**

Wherever possible the Trust will provide full and timely feedback to patients and public who participate in involvement activities.

We will use a variety of methods of communication to ensure we reach as wide an audience as possible.

- **Methods of Engaging Patients and the Public**

The Trust will use different approaches in order to engage as widely as possible.

At an individual level, this means listening to and talking with patients and the public whilst carrying out day to day work.

More generally, we will draw upon a range of methods appropriate to both the issue in question and the specific population. Such methods

may involve small discussion groups, one-to-one interviews, remote methods such as email or web based discussions, formal consultations or meetings in the community.

We will identify any barriers to engagement for specific groups or communities and ensure the right methods are chosen and support is offered.

- **Improving Services**

The Trust will act on the results and recommendations of PPI initiatives to make changes or improvements wherever possible. There will also be a system for monitoring the implementation and effectiveness of changes.

Case studies of the positive impact of involvement will be used to share good practice and celebrate achievement.

- **Monitoring and Reporting**

The Trust will report annually on patient and public involvement to the Healthcare Governance Committee. This report will be placed on the Trust web site and made available to staff, patients and public.

The report will also reflect positive comments and feedback received from patients and the public.



Directorates will provide quarterly updates on PPI activity to the Trust PPI lead and will provide information for the PPI Annual Report.

We will ensure that monitoring information and evidence are available in order to monitor Trust performance in relation to national standards for public involvement. PPI monitoring information will also be provided to the Trust's commissioners.

Where national data is available, we will benchmark information and performance with our peers.

• **Training and Support**

The Trust will train and support all staff and help patients/public who want to give feedback.

Directorates will identify leads to offer support and guidance to staff when undertaking their PPI activities.

There will be a variety of resources available to support staff, patients and the public in their PPI work.

Staff and service users will be involved in designing and delivering staff training courses and materials.

Review of Strategy

The strategy will be reviewed 2 years from the date of its approval.

Contacts

If you would like further information or need any advice or help regarding PPI please contact the Patient Partnership Department on 0114 271 3085.

Comment Cards

The Trust has 'Tell us What You Think' comment cards. Please ensure these are available on your ward/department and encourage patients and families to fill these in. Please contact the Patient Partnership Department for further information about the comment cards and how to order them.

This document has been produced in consultation with Trust Governors, who have been elected by patients and the public.

