**Whittington Health**

**Draft Patient and Public Engagement Action Plan**

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| 1. **PATIENT, FAMILIES AND CARERS' ENGAGEMENT**
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| **Actions** | **Success Criteria** | **Executive Lead** |
| **Objective 1a) Build a culture that puts our patients and people who use our services at the heart of everything we do** |
| Devise training to ensure staff are well-equipped to involve patients, families and carers. | Training devised and delivered | Director of Nursing and Patient Experience  |
| Review content of managers' induction to ensure PPI are included in key Trust messages. | Sections on PPI included where relevant in induction sessions. | Director of Workforce |
| Work towards obtaining Customer Service Excellence awards across and maintaining those already awarded.  | Customer Service Excellence Awards achieved. | Chief Operating Officer  |
| **Objective 1b) Ensure patients and their carers are involved at all levels across the organisation** |
| Continue to improve health literacy across patient populations e.g. through health talks for the public; information stands at events; information sharing events. | Evidence of actions to improve health literacy | Chief Operating Officer |
| Continue to develop and implement changes to care planning to ensure patients are more actively informed and involved in decisions about their care | Care planning tools developed and rolled out | Director of Nursing and Patient Experience Medical Director |
| Continue to work towards supported self-management, particularly for patients with long term conditions.  | Document in patient notes. | Chief Operating Officer |
| Develop a scheme for carers of patients with dementia, including ongoing implementation of a carer questionnaire to understand their needs and the patient's needs. | Results of carers questionnaire reported and evidence of actions in response | Director of Nursing and Patient Experience  |
| ICSUs to ensure that improving patient experience is central to the agenda of the ICSU. | Evidence of ICSU activities | Director of Nursing and Patient Experience Chief Operating Officer |
| ICSUs will identify opportunities to extend the use of tools such as patient passports across specialities that care for patients who have long-term conditions and learning disabilities. | Evidence of ICSU activities | Director of Nursing and Patient Experience Chief Operating Officer |
| Identify opportunities for patient and public involvement in key forums.  | Patient and public attendance evidences in meeting notes /minutes. | Director of Nursing and Patient Experience  |
| Patient engagement will be included as part of the quarterly patient experience reports to the patient experience committee.  | Evidence of patient engagement progress in quarterly patient experience reports.  | Director of Nursing and Patient Experience  |
| Annual patient experience report will be presented to the quality committee.  | Evidence of patient experience progress in annual report. | Director of Nursing and Patient Experience  |
| Trust Board will be informed of progress on patient engagement through the quality committee and an annual report to the Trust Board on stakeholder engagement.  | Minutes of meetings. | Director of Nursing and Patient Experience  |
| **Objective 1c) Listen, learn and act on patient feedback to drive continuous improvement** |
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| Continue to use patientsurveys to review and improve the quality of services for patients. Including:* Friends and family test
* National surveys
* Service specific surveys

Develop actions in response to feedback | Surveys devised, responses collated, action plans completed, you said we did. | Director of Nursing and Patient Experience  |
| Continue to take part of the 'Better Conversations' initiative in Children's Services.  | Evidence of ICSU activities  | Chief Operating Officer  |
| Continue to publicise and hold patient participation groups to review and improve the quality of services for patients. | Minutes of patient participation groups. | Chief Operating Officer |
| Continue to host patient forums to obtain feedback and suggestions for improvement. | Minutes of patient forums | Director of Nursing and Patient Experience Chief Operating Officer |
| Continue to hold drop in sessions with senior staff. | Evidence publicising drop-in sessions | Director of Workforce |
| Continue to collate, analyse and publish patient feedback. | Reports of patient feedback. | Director of Nursing and Patient Experience |
| Continue to publicise changes made following feedback. | Evidence of publications e.g. you said we did posters, trust website | Director of Nursing and Patient Experience  |
| Develop guidance on ways managers can involve patient feedback in the staff appraisal process | Guidance in place | Director of Nursing and Patient Experience Director of Workforce |
| Reporting on ICSU action plans regarding patient experience, which demonstrates how the ICSU has acted upon feedback and involved patients in identifying actions for improvement.  | Evidence of ICSU activity included in monthly reports. | Chief Operating Officer |
| Embed quarterly patient experience reporting in the ICSU performance review process. | Patient experiences recorded and discussed in ICSU performance review. | Director of Nursing and Patient Experience  |
| **Objective 1d) Enable confidence in our services through an effective and responsive complaints process** |
| Continue to promote opportunities for patients to give feedback and raise concerns or make complaints, and their rights under the NHS Constitution. | Range of feedback mechanisms publicised across all services  | Director of Nursing and Patient Experience |
| Respond to patient feedback received. Report on data and identify improvements made based on feedback. | Evidence of Trust responses and activity reported through Patient Experience and Quality reports. | Director of Nursing and Patient Experience  |
| Publish on our website series of patient stories showing for each what we heard, learned and the action we took in response. | Patient stories published on website. | Director of Nursing and Patient ExperienceDirector of Communications and Corporate Affairs |
| Continue to provide an accessible and responsive PALs and complaints service. | Quarterly pals and complaints reportsMonthly performance reportingAction plans for upheld and partially upheld complaints/concerns | Director of Nursing and Patient Experience  |
| Encourage patients to feedback on their experience of the complaints process to continue to improve the service provided. | Survey feedback | Director of Nursing and Patient Experience |
| 1. **STAFF ENGAGEMENT**
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| **Objective 2a) Support the environment for a health culture with shared values permeating throughout the organisation** |
| To consult on and ratify the Trust’s Workforce Strategy for 2016 -2021 and supporting organisational development plan. | Ratified strategy in place | Director of Workforce |
| Continue to involve staff in the development of the Trust's vision and strategic goals.  | Evidence of staff involvement | Director of Workforce |
| Awards recognition scheme for all staff | Awards scheme implemented | Director of Workforce |
| **Objective 2b) Enable our employees' views to be heard, seeking their feedback, listening, empowering, and responding to make a difference to their working life** |
| Continue to implement Staff Friends and Family Test.  | Survey undertaken quarterly and action plans | Director of Workforce |
| Continue to work improve the response rate to the annual staff survey.  | Increased response rate/evidence of actions to engage staff | Director of Workforce |
| Continue tocarry out bespoke staff engagement surveys at appropriate intervals and use the findings to shape the Trust's development agenda.  | Continue to implement actions to reflect findings of previous engagement survey . Carry out a further bespoke engagement survey where appropriate. | Director of Workforce |
| Continue to hold drop-in sessions for staff | Drop in sessions held  | Director of Workforce |
| Develop ways managers can facilitate staff feedback through the appraisal process | 360 feedback | Director of Workforce |
| **Objective 2c) Inform employees of the vision and the direction of the organisation enabling staff to understand how their roles play a part in the trust's success** |
| Continue to develop 'our story' – the narrative around the Trust's vision and strategy and work to ensure that all staff are aware of the Trusts aims and direction from the moment they start working for the Trust and throughout their employment.  | Induction key messages, briefings | Chief Executive  |
| Ensure key decisions communicated to staff in weekly newletters.  | Newsletters/bulletins | Chief Executive and Director of Communications and Corporate Affairs |
| **Objective 2d) Ensure managers invest, empower, recognise, value and reward staff** |
| Continue to support managers to become 'engaging managers' through good leadership and management training. | Training  | Director of Workforce |
| Continue to ensure awards and exceptional achievement receive a high profile and recognition across the organisation. |  | Director of Workforce  |
| 1. **COMMUNITY AND OTHER STAKEHOLDER ENGAGEMENT**
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| **Objective 3a) Engage more effectively with our community through an ongoing dialogue with our local population and key stakeholders to ensure their views are listened to and reflected in improved services, their development, future plans and redesign.** |
| Provide the facility for patients and the public to proactively suggest improvements at any time such as suggestions boxes and feedback pages. | Provision of facilitates. | Director of Nursing and Patient Experience |
| Encourage patients and the public to use facilities to proactively suggest improvements. | Employees to publicise the facilities amongst patients and the public.Monitor level of responses.  | Director of Nursing and Patient Experience Chief Operating Officer |
| Continue to publicise monthly Trust Board meetings where there are opportunities to ask questions. | Website | Director of Communications and Corporate Affairs |
| Ensure Board and committee papers reporting on quality and safety are routinely shared with commissioners and Healthwatch and provide opportunities to discuss. | Dissemination channels set up, feedback received and acted upon. | Director of Nursing and Patient Experience Director of Communications and Corporate Affairs |
| In the annual business planning cycle, ICSUs to indicate plans for service development that require patient involvement and monitor this. | Business plans highlight opportunities for patient involvement. | Chief Operating Officer |
| Draft a 'Patient and Public Involvement Toolkit' and circulate amongst staff to assist them in deciding who to engage, when and how. | Toolkit drafted and circulated | Director of Nursing and Patient Experience  |
| Hold PPI workshops to help staff understand the different ways of involving patients and the public effectively. Ensure that there is patient and public input in the design and delivery of the workshop. | Workshop co-designed and rolled out. | Director of Nursing and Patient Experience |
| Working with Healthwatch . | Evidence of activities | Director of Nursing and Patient Experience  |
| **Objective 3b) Have an on-going relationship with our stakeholders so they feel involved, considered and can make a difference.** |
| Continue to strengthen our partnerships with mental health, social care and primary care services, alongside other multi agency partners.  | Evidence of partnership working  | Chief Operating Officer |
| Update the list of Trust-supported patient/user groups to facilitate communications and opportunities for future involvement. | List updated with responsibilities assigned for regular updating.  | Director of Nursing and Patient Experience  |
| Establish communications plans for reporting upon engagement activities through existing communication channels. | Plan developed and evidence of publication. | Director of Communications and Corporate Affairs |
| Seek out vulnerable groups to identify their needs, concerns and any potential barriers. | Involvement of vulnerable groups | Director of Nursing and Patient Experience  |
| Invest time in developing strong relationships with key stakeholders through a number of agreed ways including:1. One to one conversations – to build relationships with representatives of groups or individual stakeholders;
2. Regular conversations – these would be organised conversations e.g. scheduled in an annual calendar of events or at stakeholder meetings or as part of a particular project
3. Specific conversations e.g. over proposed service change, these would involve discussion at an early stage of the project and throughout;
 | Evidence of partnership working  | Director of Communications and Corporate Affairs Chief Operating Officer |