



Review of Public Involvement Activity across NHS Providers in Worcestershire

The Worcestershire CCGs are seeking to understanding the engagement arrangements and practices across NHS Providers. Please consider the last 12 months (2019) when completing the questions below.

Please complete the following and return to worcs.engagement@nhs.net by Friday 24th January.

If you have any questions please email using the address above. Thank you.

A. Your Details

1.Name of Organisation:

Worcestershire Acute Hospitals Trust

2.Name and contact details of person completing the review:

Anna Sterckx

Head of Patient, Carer and Public Engagement

3.Please provide a list of staff involved in PPI:

Chief Nursing Officer

Deputy Chief Nurse

Director of Communications

Head of Patient, Carer and Public Engagement

Head of Children and Young Peoples Nursing

Countywide Childrens Outpatients and Day Case Manager

Matron (Paediatrics)

On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG

Patient Experience Lead Nurse

Children and Young People Oncology Nurse Specialist

Temporary Volunteer Manager

Head of Fundraising

Healthcare Standards Lead

B. Your Engagement Arrangements

4. Please provide a summary of PPI structures, process and frameworks, and how these influence decision making within your organisation.

Patient Public Forum

The attached model will be formally signed off at the January 2020 Patient Public Forum meeting and visually captures the engagement programme for the group. The Patient Public Forum is a group of volunteers who work in 4 key areas: **Engagement** (strategic development, consultations and CQC responsive work), **Assurance** (regulated activities, walkarounds, audits, assurance visits and reviews), **Governance** – our members sit on Divisional Committees, Trust-wide Committees and Steering groups and **Quality Improvement** which includes our Path to Platinum ward accreditation programme, Patient Experience projects and 4ward our cultural change programme. Integral to their role and wrapped around this are the group intelligence-led actions.

The Patient Public Forum actively engages and is embedded within all levels of governance and share reports and discussion points at bi-monthly meetings. The group additionally meets offsite in between formal meetings to maintain independence.

Our members are involved in interviewing new staff members at all levels, they actively participate in task and finish groups for new projects and initiatives such as Staff and Volunteer Awards and support public engagement internally and externally.

Some members do not physically attend all meetings and will maintain active contact virtually. Engagement is considered and agreed on an individual basis to meet individual needs.

Hospital Youth Forum

On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG



The Hospital Youth Forum was launched in July 2019 and the group has met monthly since September 2019. Feedback from projects and “pathway walks” had been shared with relevant areas directly and fed into development plans. Updates are shared at the Divisional Governance meetings and Children’s Board meeting for example.

Trust Board

Patient Stories are shared on a monthly basis at our Trust Board meetings – stories delivered by our patients and carers with support from our staff. This ensures that the public is actively involved at all levels across our Trust.

Public Consultations

We hold a variety of annual public consultations, including The Quality Account consultation where we consult with members of the public across our three hospital sites to directly inform the development of our Quality Priorities for the coming year. Additional public consultations in 2019 include The Clinical Services Strategy and The Volunteer Engagement Strategy and speaking with the public about our 4ward Cultural Change programme to inform our Ward Accreditation (Quality Improvement Strategy).

Specific Interest Groups and Forums

We have a number of specific interest forums and groups including but not limited to our Diabetes Fora and Cancer Fora. We facilitate a number of public support groups including our Intensive care support group which was successfully launched in 2019 – groups such as this are offered support and advice and learning is shared across our governance structure.

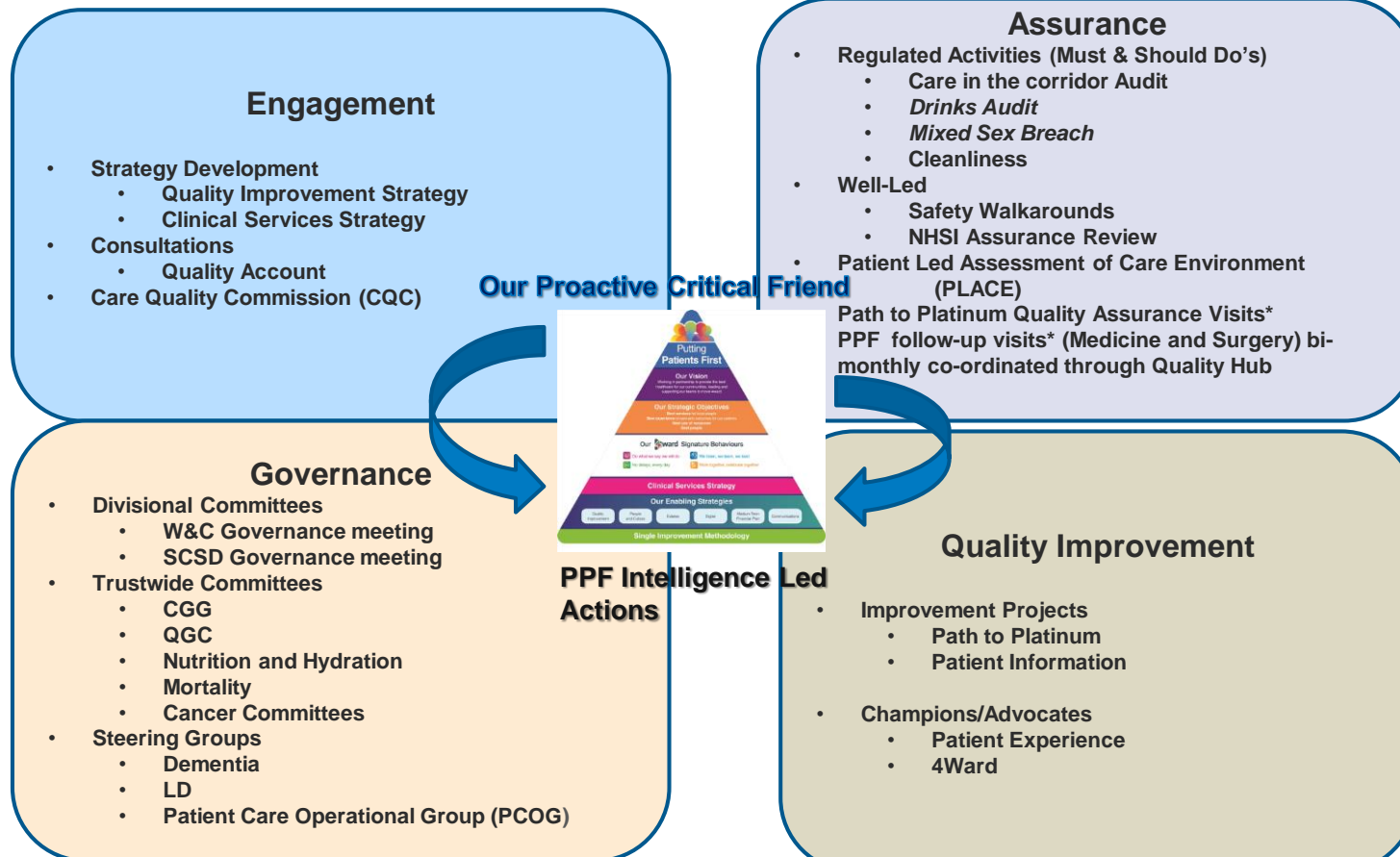
DRAFT MODEL of our Patient Public Forum’s Engagement Programme

On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG



Patient Experience & Patient Public Forum
(PPF)
Engagement Programme



C. Your Engagement Activities

On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG

5. Please tell us about any current or recent engagement activities (in the last 12 months) Please list up to 10 of your largest activities.

Name/Title of activity	Nature of activity	Timescale	Feedback	Impact	Evaluation
<p>#WeAreVolunteering Worcestershire Acute Hospitals Trust Volunteering Strategy</p>	<p>Consultation and Engagement workshops Public Engagement events to inform the Volunteer Strategy</p>	<p>A series of events took place throughout October, November and December. Pre-engagement prior to this October 2018 – July 2019</p>	<p>Feedback will be available via a short film and publically available strategy overview document: Spring 2020.</p> <p>Feedback informed the December events: the public were invited to October events and then invited back to the December events to prioritise the issues and solutions</p> <p>October engagement workshops, November public consultations and December events have informed the Volunteer Strategy 2020-2025.</p>	<p>An integrated partnership for our staff, volunteers, the public, voluntary organisations and healthcare providers.</p> <p>A 5 year volunteer strategy for Worcestershire Acute Hospitals Trust</p>	<p>Enabled volunteers, the staff and the public to inform the direction of the strategy. Events then enabled prioritisation with stake holders.</p>
<p>Clinical Services Strategy</p>	<p>Engagement workshops</p>	<p>4 weeks: September 2019</p>	<p>Directly informed the development of the Clinical Services Strategy</p>	<p>Development of a 5 year plan to put the safest, highest quality hospital services at the heart of a network of sustainable health and care services</p>	<p>Engaged with a variety of groups and members of the public from a variety of backgrounds to inform strategic development</p>

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Hospital Youth Forum	Representati on and active participation/l eadership	Monthly	Recruitment to the first Hospital Youth Forum was launched in patient experience week #Expo of care April 2019. The group was formed in July 2019 and has been meeting monthly since September 2019. The group has carried out visits and hospital meal tasting.	Informing developments in the Emergency Department, Theatres and meals. Group is establishing. Reports from the group feed into Divisional Committees and with the Patient Public Forum for example.	The group was established following consultation with children and young people on the ward at Worcestershir e Royal Hospital in 2018 – a need for a mechanism for young people to have an effective voice in decision making
Bereavement Competition	Consultation and engagement	8 weeks	Public competition to share an image to improve the environment in the Bereavement Waiting areas at Worcestershire Royal Hospital. Over 300 entries were received and nearly 800 people voted on their favourite image.	Improved patient experience. A launch is planned for Spring 2020.	Direct engagement using social media through open competition and voting tool
Quality Account Engagement	Consultation	Annual across the three hospital sites	Feedback directly informs the Quality Priorities for the following year	The Quality Priorities are detailed in the Quality Account report and are monitored at	Received direct feedback from informal

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				the monthly Clinical Governance Group. Ongoing monitoring of impact via ward Accreditation and Quality Visits (staff and volunteers).	consultations with members of the public on three key areas (care that is safe, clinically effective and a positive experience for patients and carers).
Patient Led Assessment of the Clinical Environment	Engagement	Annual across the three hospital sites	Feedback is shared with clinical areas in the form of a report. The report is shared with the Patient Public Forum who will agree actions to follow up and at Clinical Governance for example.	Informs priority of works/focus on wards/audits – staff and public collaboration	Engaged with a variety of stakeholders including patient Public Forum members, volunteers from across the Trust and external agencies
Learning Disabilities NHSE and NHSi Survey	Annual Survey	4 weeks	To assess and benchmark against national Learning Disability Improvement standards for NHS trusts	To measure against national standards regarding quality and experiences of care and inform developments	Received comments from patients with learning difficulties
Friends and Family test	Survey	Daily	Feedback is routinely gathered and sought from all patients, carers	Compliments are recorded online on internal data systems	All Friends and family comments are

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			and visitors at our hospitals and collected by staff and volunteers. Feedback is monitored and shared throughout our governance processes (Clinical Governance and Quality Governance for example), supports Ward Accreditation and is discussed at ward and clinical daily meetings.	and can be viewed by all staff. Concerns and issues are shared and inform local plans where possible.	read and recorded. Wards share feedback on ward boards (You said We Did).
#TogetherWeArePatientExperience movement	Active participation	A rolling programme involving 2 events per training programme and supported by Quality Improvement training	Individuals pledge quality improvement patient experience projects – a collaboration between staff and volunteers. Impact is monitored at internal Governance groups and committees.	The programme supports solutions to issues and collaboration to maximise on the patient experience at our hospitals	Development in year one has seen significant improvements in key areas and empowerment of staff at all levels. Underpinned by our 4 ward cultural behaviour programme. Influenced developments of Awards and supported an increase in the Friends and family Test

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					and volunteer opportunities for example.
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6. What inclusive approaches and methods of engagement are used to ensure all members of the community can be involved? (including the 9 protected characteristics and those affected by health and social inequalities)

500 words maximum

Our opportunities are open to everyone and throughout our public consultations and engagement activities – including the Quality Account and the Youth Forum; we ensure that we engage with as many different groups as possible.

As a trust we have developed throughout 2019 our approach with regard to Learning Disability and Equality of Opportunity through a variety of approaches including our Equality and Diversity Committee.

A variety of engagement methods are adopted throughout our processes, including but not limited to feedback following events provided in a variety of formats – written notes, visual graphic illustrations, aural if requested and face to face discussion for example.

As a trust we have committed to Accessible Information Standards and are working with AccessAble in 2020 to support dignity and respect and provide opportunity for our patients, carers and visitors to access our hospitals in an individual way.

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