Patient & Public Involvement/Experience & Equality Network

Email Bulletin

Cwm Taf Health Board

Implementation of the Framework
A number of systems and approaches are in place which evidence the implementation of the Framework across Directorates and Localities, for example:

- patient satisfaction surveys/questionnaires
- National Fundamentals of Care (FOC) audit – the patient experience survey will be run monthly from 1st April 2014,
- “Have your Say” - ongoing capturing of live patient experience
- Linking with the Clinical Audit & Effectiveness programmes,
- Patient panels and our public forums held quarterly across the four locality areas
- Patient stories
- Monthly Community Health Council Hospital environment inspections capture real time patient and staff experience
- Weekly Executive walk rounds

The bi-monthly Patient Experience Board report further evidences that we are measuring performance and outcomes of patient experience against the four quadrants of the Framework alongside the Health Board’s metric and key performance indicators.

NHS Wales Experience Questionnaire
From April 2014 a new systematic approach to engaging patients across wards and services on a monthly basis will inform the data collation and analysis to provide assurance to the Board of what patient experience is like in CTUHB.

Real time patient experience feedback will be obtained using the Fundamentals of Care (FOC) patient survey across all wards, unscheduled care, out patients and theatres from April 2014 to seek feedback from patients/carers. 10 patient surveys will be undertaken in each ward each month to inform quality assurance and improvement. For areas where FOC is not accessible the NHS Service User Experience Questionnaire will be used.

Patient Experience Plan
The recently approved CTUHB Patient Experience plan describes the next steps to strengthen Patient Experience engagement across CTUHB. The Patient Experience Plan supports the CTUHB Quality Strategy and Annual Quality Delivery Plan and CTUHB 3 year Integrated Plan. Patient Experience initiatives are incorporated into the quality
improvement projects within the CTUHB Annual Quality Delivery Plan to monitor feedback and measure outcomes (for example: focus on flow, falls, fractured neck of femur, dementia and communication improvement projects).

**Health Boards Recognition Awards**
The Patient & Public Engagement Manager, Patient Support Officer and Senior Nurse have recently received the “Patients Choice Award” for their help and support with difficulties experienced with transition from Paediatrics to Adult Services for a service user with severe learning and physical disabilities. Has a result of this a patient story was developed and shared with the Directorate who are progressing with improving the pathway for transition.

**Quality & Safety Walkrounds**
Executive Director Patient Safety Walkrounds have been taking place across the organisation for a number of years following the introduction of the same by 1,000 Lives team. In the autumn of 2013 the process was reviewed and refocused in order to inform the development of a revised Executive Director Patient Safety Walkround guide which gives strength to focus on the quality improvements and provides the quality assurance which is obtained from the area visits across the Health Board, encompassing both in and out of hospital care settings. The Executive Director Patient Safety Walkrounds strengthen visible leadership, improve communication and openness by bringing frontline staff and lead executive directors together to have transparent and honest conversations about patient quality and safety, and to celebrate good practice, and where appropriate identify actions for improvement and aid to resolve issues.

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**ABM Community Health Council**

- Continue to support the ‘Changing for the Better’ events held by ABMU HB to develop services within the area.
- 2014 GP Access Survey visits underway. CHC members are to visit between 20 – 24 surgeries in this round of visits. Following completion a report will be made available.
- ABM CHC continue to attend the ‘Concerns Clinics’ currently being held throughout the ABMU Health Board area to engage with patients and their families.
- ABM CHC in attendance gathering views from the public during the engagement period for the development of a new GP Surgery and Family centre at Mayhill in Swansea.
- ABM CHC continues to support a project delivered by SCVS to develop Patient Participation Forums. Open days are to be held in four Swansea Community Network areas in the hope of developing Patient Participation Forums within these areas.
- ABM CHC attended an event delivered by Diverse Cymru, where the aim of the day
was to provide a forum to raise awareness of Black and Minority Ethnic mental health, advocacy and social care issues in Wales.

- The ‘CHC Chronicle’ newsletter will be distributed very soon. You can view the latest edition at the ABM CHC website.
  
  http://www.wales.nhs.uk/sitesplus/902/home

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**South Wales Cancer Network**

**South Wales Cancer Network Virtual Patient Forum** that includes:

1. A conference organising committee currently organising our third annual conference which will take place on Wednesday 1st October at The Orangery Margam Country Park, Port Talbot  
2. Newsletter group – producing a newsletter 4 times a year  
3. Various Focus groups with partner organisations


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**NHS Centre for Equality & Human Rights**

The NHS Centre has a re-vamped website.

English:  
  
  http://www.equalityhumanrights.wales.nhs.uk/home

Welsh:  
  
  http://www.cydraddoldebhawliaudynol.wales.nhs.uk/hafan

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My Say (www.mysay.torfaen.gov.uk) is Torfaen LSBs online consultation hub. Our consultation hub enables us to capture people’s responses in a number of different online ways i.e.

1. answering a questionnaire,
2. uploading a response document,
3. printing out a paper response form,
4. integrating questions into policy documents/commenting against or answering questions in a structured document,
5. a quick poll,
6. an online discussion forum.

The questionnaire function has a wide variety of question types and analytical tools to help us analyse responses. Automatic summaries of responses are provided by the sophisticated system. It is easy and intuitive to use - homepages and questionnaires can be created in minutes by anyone with moderate knowledge of Microsoft Word.

Individual consultation home pages can be customised and images e.g. graphs, charts, maps, photographs, logos, etc. can be added, links to other webpages and Welsh language homepages can also be created. We can also invite people to public events using the online calendar.

The registration process collects data that allows us to target individuals who may have an interest in particular consultation themes and also provide feedback to individuals. The registration process can also be disabled to create anonymous consultations, useful for service reviews and service user evaluations.

It’s online (accessible through smart phones, tablets, laptops, PCs with internet or WiFi access) and provides us with real-time information so we can measure responses.
Flex (www.tellflex.torfaen.gov.uk) is our young person’s online consultation hub, which has exactly the same functionality as My Say but is targeted towards young people.

If you work for one of Torfaen’s LSB partners you can use My Say and FLEX to consult with people living in the borough.

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**Cardiff & Vale University Health Board**

**Patient Information Centre, University Hospital Llandough**  
In May we opened our new Patient Information Centre at University Hospital Llandough, the aim being to provide a wide range of clinical and non-clinical information to patients and their relatives and carers.  
Third sector organisations are being invited to have a presence in the Centre to enhance the information service provided, e.g. by using the Centre for drop-in events where representatives can talk to visitors about the specific support and services they are able to offer.  
The Centre will also be a focus for activities associated with dates in the health calendar e.g. Carers Rights Day, Deaf Awareness Week.

‘Two minutes of your time’  
This is a brief questionnaire which can be amended to suit specific needs. It is sent out at the end of every month so information is being collected continuously on concerns raised by patients and how these are resolved at ward level, where possible.  
A pilot ‘2 minutes of your time’ questionnaire has been developed for paediatrics and is being rolled out across the Children’s Hospital. Age-related
versions will be finalised once the initial results have been analysed in June. The development of a parental questionnaire is also being undertaken.

**Use of Volunteers in gathering Patient Feedback**

A group of volunteers has been recruited and trained to help in obtaining patient feedback. Starting with Barry Hospital these where volunteers visited wards and departments, using the national questionnaire to gather feedback. This has now been extended across other sites using young people between the ages of 16-18. Additional volunteers have now been recruited to work in outpatient areas and will progress to obtaining feedback on selected wards.

**Patient Stories**

A pilot trial of patient stories undertaken by medical students has proved successful. Six stories were undertaken in different areas and the information received back was very positive.

**‘Ask One Question’**

Medical students have also been involved in a project entitled ‘Ask one Question’ where staff are encouraged to ask the patient the question, ‘Is there anything else I can do for you before I go?’ The results showed that most patients wanted help from housekeepers or auxiliary staff. This has proved very successful to date with 30-40 medical students actively participating.

**Patient Discharge Leaflet**

A Discharge Leaflet has recently been produced providing information for patients, relatives and carers from admission to discharge (copy attached).

**Guidance on the Production of Written Information for Patients**

This Guidance and its supporting appendices have been produced to help staff involved in writing and designing information leaflets for patients, service users and carers. The aim is to ensure that all patient information is appropriate, patient friendly and consistent, and follows a corporate style. The intention is that patient information leaflets across the UHB will be subject to scrutiny, approval and periodic review by an editorial panel composed of patients and members of the public who have an interest in improving the quality of NHS patient literature. The panel is in the process of being set up (copy attached).

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**Welsh Ambulance Service**

- We have developed a ‘Patient Stories Brochure’ which includes a selection of recent case studies of stories. The brochure highlights out process for learning lessons from stories and gives an overview of some of the learning outcomes from collecting patient experience (attached)  
- Released summer edition of Network News (attached)
• Released our PIH Annual Review which highlights our engagement and public health activities over the last year (attached)

• As part of our Carers Strategy work, we’re currently engaging with Young Carers Groups across Wales. We’re educating young carers on how to access and use our services effectively, and also undertaking first aid/CPR demonstrations when we can.

• We were successful with a poster abstract at the CNO Annual Showcase Conference in May. In the ‘Service or Educational Development’ category, we were recognised for the ‘Partnership development of NHS Direct Wales consumer information website’ – the provision of an online gateway for information and advice driven by service user needs on health and healthcare services that will empower them to make decision about their own health.

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Useful information & links

The Annual All Wales Meeting for the PPI & Equality Network was held in May, with an excellent attendance and some really interesting presentations. For further information please contact Alison.johnstone@wales.nhs.uk

Applying prudent healthcare to deliver improved services in NHS Wales
Professor Mark Drakeford, the Minister for Health and Social Services has called 2014 ‘the year of prudent healthcare.’ A new paper has been published with the results of four workshops that tested the idea of ‘prudent healthcare’ in the context of NHS services. View more info here: www.1000livesplus.wales.nhs.uk/news/32769

New Improving Quality Together Guide
The new guide contains additional material relating to person-centred care, using data to guide improvement, and stories of how staff have used Improving Quality Together in every NHS Wales organisation. View here: www.1000livesplus.wales.nhs.uk/news/32077

Links:
• The Kings Fund
• Healthcare Alliances
• Patient Experience Network
• Patient Experience Wales website