

**NHS Tayside
Patient Focus Public Involvement
Annual Self Assessment
2007 – 2008**

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1. Summary

a) PFPI Governance arrangements

NHS Tayside has a Patient Focus Public Involvement (PFPI) Operational Group the role of which is to provide assurance to the Improvement and Quality sub committee that mechanisms for patient focus and public involvement are in place and effective throughout NHS Tayside. This group has been in existence since 6 April 2005, however the membership has changed to reflect the structural changes within the NHS.

The group brings expertise together from across NHS Tayside to oversee an integrated approach to PFPI through reference to the Framework for PFPI and related action plan.

The group ensures that the PFPI Self Assessment Process is being followed and actioned and through the record of its meetings, gives assurance to the NHS Tayside Improvement and Quality Sub Committee that governance arrangements for this are in place.

The Improvement and Quality Committee of NHS Tayside has a remit, which includes assurance that there is a framework for Patient Focus Public Involvement. The Improvement & Quality committee received updates on PFPI objectives from the work plan on 29th September, 27th November 2007 and 29th January, 25th March 2008.

b) Development of Public Partnership Forums

NHS Tayside has three well-established Public Partnership (health) Groups (PPGs). They are aligned geographically with the CHPs but are involved in engagement activities across NHS Tayside. Each group has a member who sits on the Community Health Partnership Committee (CHPs). PPG members meet monthly to discuss their involvement in planning groups and committees of the CHPs and NHS Tayside. They plan their activities to meet directly with community groups and individual members of the public in their own settings. This can range from focus groups to questionnaire surveys to gather people's views on their local health services. PPGs collate findings from these activities and present them to the CHPs and NHS Tayside. Their involvement in a wide range of activities has led to members being recognised as challengers of and contributors to how NHS Tayside delivers its services.

PPGs are one element of the Virtual Public Partnership Forum of the three CHPs in Tayside. This virtual forum allows for other groups and organisations, including patient condition related forums, to contribute to the delivery of services. For example in developing service changes CHPs invite forum members to participate in engagement events and focus groups.

c) What has worked well in progressing PFPI

PFPI progress is demonstrated in the breadth of activities undertaken which have included patients, carers and the public as a matter of course in the planning and

delivery of services. NHS Tayside and CHPs continue to recognise the benefits of developing services with the people it serves. The lead officers for PFPI across the organisation play an important part in trying to ensure that involvement of patients and communities remain integral in all that we do.

Importantly none of this would be achieved without the enthusiasm of patients, carers and the public who have given freely of their valuable time to be involved.

d) Further work required

It is recognised that capacity building in our communities will take forward how people are involved their own health and well being. Work has started to develop methods of engagement with local communities but it is recognised that new and innovative ways of doing this will be required to encourage active participation. NHS Tayside has begun working with the Scottish Community Development Centre and the Community Health Exchange to explore the development of community led health. An event chaired by Sandy Watson, NHS Tayside, Chairman is being planned for Autumn 2008 to take this agenda forward.

Further work is required to engage with all our communities to ensure equality and diversity strands are met and impact assessment of all policies and procedures are achieved. Within Dundee the Equality and Diversity Partnership has been tasked with developing a Consultation Framework for our local Black and Minority Ethnic communities, which will be adopted by the Community Planning structure.

Ongoing awareness raising of PFPI across all disciplines and continued development of evaluation tools to gauge its impact and outcomes require further progress.

e) How public / patients have been supported to be involved and the difference it has made

The Public Partnership Groups have direct support from the Public Involvement Manager. This includes provision of materials and secretarial support, arrangement of meeting venues, facilitation of engagement activities and direct access to NHS and CHP managers and heads of service. They receive training and are reimbursed expenses including carer costs for their participation. This allows members to concentrate their activities, present their findings and receive feedback on the issues raised and challenges.

Similar support is provided to various patient and carer forums and events. Open meetings are held in accessible venues with travel assistance as required. PFPI leads across the organisation ensure that support mechanisms are arranged.

These mechanisms encourage participation and enable wider engagement.

2. Progress against actions for 2007/2008

Case studies

a) Measuring Patient Experience

Agreed action - from analysis of previous surveys identify the three issues most important to patients and demonstrate improvements to the patient experience as a result

Progress – Many patient surveys are undertaken within NHS Tayside. However, one particular type that is currently being tested in various areas across NHS Tayside is a 'quick and easy' method called "How are we doing?" A leaflet is given to patients on discharge/leaving an out patient area, this contains three key questions asking what was good about their stay, what was not so good and if one thing could be changed what would it be. It also invites additional comments and marks out of 10. This is being tested at present in acute care at Ninewells and Perth Royal Infirmary, also Out of Hours and Mental Health Settings. Successful tests will help us to spread this concept.

A notice board on the wall in each area displays to patients and public the comments raised and how the staff are responding to the patient feedback they have been given. Staff are encouraged to report on the feedback they have had and how they have implemented changes as a result of it as part of their Clinical Governance annual reporting. The system has senior management support which allows themes of feedback to be addressed at an organisational level as well as a local level.

Examples of changes that have resulted from this work are:

- Ward payphone is now emptied at specific time throughout the week after patients reported that they were unable to use the phone as it was too full of money.
- Patients said they were getting their medication too late at night: Shift pattern changed and the number of patients reporting this reduced dramatically.
- Patients said they were bored: DVD's and TV's. were bought for the ward.

Patients are able to communicate their views including compliments and see what other patients have said and what the NHS response is. NHS Tayside believes this demonstrates to all that patients are involved in making things better for future patients. Ways of providing feedback directly to those patients who have given their views are being explored.

b) Smoking Reduction – to reduce rate of smoking in adults

Agreed action – involve patients and the public in a review of anti-smoking policies and in the development of the Board's Tobacco Strategy

NHS Tayside has a 'Smoking Policy' which relates to staff, patients and premises. A member of the Public Partnership Group participated in this and contributed to discussions around its development. The 'Smoking Policy in the grounds of the hospitals' has required on-going work to improve compliance. Health Promotion staff collected information on four different days in the period April to Sept 07 from patients, visitors and staff in three of the hospitals in Tayside. The exercise was carried out to gauge people's knowledge and difficulties with the policy and to promote support to stop smoking. The information from the report has resulted in

more signs and improvements in the designated area including more appropriate bins and support to stop smoking being made available.

c) Healthcare Associated Infection

Agreed action - continue to involve patients and public in publicising and monitoring infection control measures

The Healthcare Associated Infection (HAI) Network for NHS Tayside recognised the need to engage with the public in developing its strategy and addressing methods of communication around HAI issues with patients and communities. The HAI Public Partnership Group (PPG) forum was set up specifically for the network to work with PPGs to develop an engagement and communication process. The forum now has a workplan, which is:

1. To ensure HAI information is provided in terms easily understood by the general public
2. To promote hand hygiene in healthcare settings and among the general public
3. Input into the hospital environment monitoring systems to ensure it is kept in an optimum state of cleanliness

As a result the PPGs have participated in hospital walkabouts to assess hand hygiene facilities and make recommendations to improve these. They have participated in hand hygiene awareness activities including the planning of these, developing the information leaflets and manning public information display stands.

They participate in cleaning audits and have contributed and commented on strategic documents e.g. they review all HAI committee papers to ensure they are 'user friendly'. Their involvement in walkabouts has resulted in the introduction of "cleansing alert screens" at the entrances to some wards which have already shown a significant increase in the use of hand gel and other measures such as moving position of hand gels to encourage usage and more effective poster displays. PPGs have also conducted surveys asking the public about their awareness of hand hygiene measures and reported findings to the Network.

Involvement of PPGs and the public in this way has raised awareness levels amongst staff, clinicians and service users of how important the prevention and control of HAI is to the public and how they have a right to expect it is addressed as a priority. Their increased involvement in monitoring our performance through both cleaning and environmental audits and following up our actions has helped ensure HAI is addressed and prioritised at ward level.

d) Public Partnership Forums

Agreed action - demonstrate that the Public Partnership Forum has the opportunity to actively raise issues with the Community Health Partnership.

Progress – CHPs in Tayside continue to develop virtual forums, which include the established Public Partnership Groups (PPG). PPGs members engage directly with communities through surveys and focus groups. Findings from these community engagement activities are fed back into NHS Tayside including CHPs. PPGs individually participate in CHP planning group activities, which give them the opportunity to raise issues and challenge the decision-making processes. The PPG member on the Angus CHP Committee submitted a report describing a PPG focus group event with local community members. It included the findings of the discussions, which importantly described the participant's views on service delivery. The comments and issues raised were directed to managers and their responses

were included in the PPG feedback to participants. The Committee recorded the importance of the findings and how much was learned from it.

2. Progress against actions for 2007 – 2008 – summary table

AGREED ACTION	PROGRESS
1. Public Partnership Forums - identify ways to demonstrate the difference Public Partnership Forums have made to date	Public Partnership Groups take issues raised by members of the public directly to NHS Tayside and CHPs – for example around car parking, transport to/from hospitals, smoking policies. NHS Tayside and CHPs give recognition to the role of the PPGs as a body that highlight public issues and concerns and react to the matters raised and provide response to these. PPGs in turn feedback to the public.
2. Complaints - use feedback to improve services, sharing this with patients, carers and the public	Quarterly complaints reports which are submitted to formal committees and to section heads/managers include a section on lessons learned through complaints. This provides feedback to staff on issues raised so that they may be taken on board.
3. Complaints - continue work on 'patient stories' for use in staff teaching sessions and measure effectiveness through evaluation process.	This is an ongoing project to collect examples of patients experience of the service received – good and bad. The stories are being recorded with consent and will be used in awareness and training sessions with staff. Evaluation and measure of success will be conducted during progress of this work.
4. Smoking Reduction – to reduce rate of smoking in adults	Carseview centre for Mental Health Services have been piloting a smoke free environment. Patients, carers and staff worked together to reach agreement initially on the provision of rooms allocated for smoking; the impact this had as a result of smoke permeating into ward areas and the cleaning required in the rooms. Further consultation with all resulted in the closure of the smoke rooms and external areas with awnings allocated to smokers. Assistance is being provided to smokers to encourage cessation through the issue of nicotine replacement patches and smoking cessation groups.
5. CHI – Universal use of the Community Health Index number - work with Public Partnership Groups to	CHI number is used universally in Tayside. This has aided the development of the electronic patient record system. PPGs and public have been involved in e-health strategy meetings and demonstration of clinical portals in order to gather their views on this and help to identify and raise any issues and concerns around the electronic record. These have included challenges raised around security and data

<p>endorse the use of CHI in NHS Tayside</p>	<p>protection.</p>
<p>6. Cancer Waiting times Use existing patient groups to ensure that this target is enhancing the patient experience</p>	<p>Patient feedback through survey work and the input from the patients involved the urology focus group have given a valuable contribution to improving the patient experience. The Tayside Cancer Network Patient Forum is making efforts to try and work more closely with the cancer Site Specific Group (clinical staff) in order to strengthen their role and link with decision making.</p>
<p>7. 48 Hour Primary Care Access - ensure patient surveys can demonstrate that this target is enhancing the patient experience</p>	<p>Patient surveys are reviewed under the GMS Contract, Quality Outcomes Framework visits. The lay reviewers on the QOF review team have responsibility for the monitoring and reviewing of this particular target. During the visit, Lay reviewers have the opportunity to speak with patients to assess how the target is being met in that practice and also find out their personal experiences. Feedback on the surveys are given to patients through practice newsletters, posters or to existing patient groups.</p>
<p>8. Delayed Discharge continue to work with local authority partners to survey patient satisfaction with discharge process, procedures and quality of service, and identifies measures that can be taken to improve responsiveness, continuity and quality of services provided at home or in residential settings</p>	<p>Local Capacity Planning Group in Angus with Local Authority and NHS/CHPs Staff to further develop and assess patient involvement in delayed discharge process Through this group a patient/carer survey has been developed and is due for completion and analysis in May 2008. Findings will contribute to ongoing evaluation of the quality and responsiveness of the service</p>

3. Scottish Health Council Verification

The Scottish Health Council agrees that this self assessment represents a fair and accurate account of the progress made in the last year by NHS Tayside in relation to Patient Focus and Public Involvement.

Christine Johnstone, Regional Manager 27 May 2008