

Patient and Public Involvement Strategy

Trust Board	Item: 11
3rd October 2018	Enclosure: G
Purpose of the Report: To present the revised PPI Strategy to the Board for approval.	
For: Information <input checked="" type="checkbox"/> Assurance <input type="checkbox"/> Discussion and input <input type="checkbox"/> Decision/approval <input checked="" type="checkbox"/>	
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Risk Implications – Link to Assurance Framework or Corporate Risk Register:	
Legal / Regulatory / Reputation Implications:	Reputational – CQC Risk Profile
Link to Relevant CQC Domain: Safe <input type="checkbox"/> Effective <input checked="" type="checkbox"/> Caring <input type="checkbox"/> Responsive <input checked="" type="checkbox"/> Well Led <input checked="" type="checkbox"/>	
Link to Relevant Corporate Objective:	Corporate Objective 1 & 2
Document Previously Considered By:	Patient Experience Committee Executive Management Committee
Recommendations: The Trust Board is asked to approve the Patient & Public Involvement Strategy.	

Patient and Public Involvement (PPI) Strategy 2019 - 2022

*Kingston Hospital will be an organisation that delivers
care with people rather than to them*

**If you would like this document in a different format please phone
..... or email**

NB – we aim to create a short video delivering the key points of this strategy to ensure it is delivered in an accessible format.



What is patient and public involvement

Patient and Public Involvement (PPI) is about ensuring that patients, families and carers and the wider public have the opportunities to shape the development of local health services. At Kingston Hospital it includes activities that range from volunteering or become a 'member' of our NHS Trust, to providing feedback and getting involved in the design and improvement of our services.

Involving people fully as partners in decisions about their own care and treatment is also an example of patient and public involvement.

Whatever form PPI takes, it needs to be relevant to the people it is seeking to reach and provide different levels of involvement to enable as wide a range of people as possible to get involved.

Our aim is that '***Kingston Hospital will be an organisation that delivers care with people rather than to them***'.

We have a statutory duty to involve people in the planning, delivery and improvement of our services and a commitment to this, not just because it's the right thing to do, but because doing it makes a fundamental difference to the quality of care we deliver.



Who are patients and the wider public?

- Patients and users of our services – people of all ages
- Families – relatives and close friends - ‘loved ones’
- Carers – people giving care and support but not a member of Kingston Hospital staff
- Seldom heard groups – people who are less likely to access the healthcare they need and be asked about their needs and experience of care at our hospital
- Members of Kingston Hospital NHS Foundation Trust – local people, patients, carers and staff who have signed up to learn about and get involved in Kingston Hospital
- Governors of Kingston Hospital NHS Foundation Trust – are mostly elected members of the public who provide an important link between Kingston Hospital and the local community and contribute to the overall governance of the organisation
- Volunteers – people who give their time and effort to enhance the services offered at our hospital
- The local community – people who live within the catchment area of our services
- Patient/users/carers and staff forums – groups in which feedback is shared and people work in partnership with staff to improve services
- Community based organisations and local and national charities with expertise in health and interest in the work of Kingston Hospital, including our local Healthwatch
- Representatives of statutory bodies – these can include local councillors, or local MPs for example



The journey so far

2013

Kingston Hospital's first PPI strategy (2013-15) is produced.

Workshops bringing together patients, stakeholder groups and staff result in a vision for public and patient involvement and a set of six pledges to work towards this.

2015

The PPI strategy is refreshed following a listening exercise that involves patients, stakeholder and staff workshops, a survey, and discuss groups at GP surgeries. The new strategy (2016-18) confirms and builds on the pledges and vision set in 2013. It adds explicit reference to seldom heard groups and introduces a seventh pledge to recognise that more must be done to help people to navigate the multiple ways to feedback and get involved.

2018

Targeted consultation with 'experts by experience', staff and stakeholders contributes to the latest refresh of the PPI strategy. The focus moving forward is on how we live the values set out in our pledges. An eighth pledge is added in response to patient feedback voiced through national surveys. Involving patients in decisions about their care and treatment needs to be more consistently delivered. This gives recognition to the fundamental importance of viewing patients as partners in their care.



The aims of our patient and public involvement strategy

The aims of our strategy are:

- To ensure that the views and experience of patients and the public influence how we design and deliver care
- To improve patient experience, safety and effectiveness of our services as a result of involving patients and the public
- To promote a visible culture of patient and public involvement across Kingston Hospital at every level in our organisation
- To support all staff to make listening to patients and the public and involving them in decision making a key element of how we work
- To forge an equal partnership between patients, the public and staff working at Kingston Hospital



Our pledges

Pledge 1: We will be reflective of the views of the communities we are part of, including those who are unable to represent themselves, such as seldom heard groups

Pledge 2: When we redesign our services we will do this working in partnership with patients and the public

Pledge 3: We will develop capability to support staff, patients and members of the public to work together

Pledge 4: We will be responsive, open and honest about what we can and cannot do



Our pledges

Pledge 5: We will actively seek patient and public feedback on our services in a variety of ways, listen to and review what people are saying and take action

Pledge 6: We will share what we have done in response to feedback

Pledge 7: We will make it easier for patients and the public to navigate the multiple ways to feedback and how to get involved

Pledge 8: We will actively support all members of our staff to fully involve patients (or those speaking on their behalf) in decisions about their care and treatment



Things we will ask patients and the public to be involved in

The re-design and transformation of health services delivered by us and our partners

We have long-term programmes designed to transform how we deliver outpatients services, patients' experience in hospital when care is unplanned, and the productivity of our theatres. We will build involvement of patients and the public in these and work towards including 'experts by experience' as equal partners in these programmes.

Setting our strategy in line with what matters most to our patients and the communities we serve

This includes working together with Healthwatch and local community based organisations and charities that work with local people including seldom heard groups.

Scrutinising and challenging how we work and what we achieve

We will build on current patient and public involvement in groups such as the Patient Experience Committee and Patient Information Reader Panel by broadening the range of lay representatives involved.



Things we will ask patients and the public to be involved in

Volunteering, becoming a Member of our NHS Foundation Trust, or standing for election as a Governor

Kingston Hospital has over 450 volunteers and 6.500 local people signed up as Foundation Trust Members. These numbers are growing as we seek to reflect the makeup of our local community. We plan to engage these groups further by telling them more about how they can get involved in improving services and giving active encouragement.

Giving feedback and taking part in initiatives to improve the quality of our services

The Friends and Family Test, PALS, complaints and making direct contact with our Board members are some of the ways that patients and the public can give us feedback. We'll do more to ensure the insight this wealth of feedback gives us feeds into our quality improvement. We will work to develop a culture that embeds patient and public involvement in our quality improvement.

Ensuring that patients (or those speaking for them) are always treated as partners in their care and treatment

This includes delivering information and communicating in a way that explains what it is important for patients to know and encourages them to play an active part in planning and making decisions about their care.



Patient and public involvement governance and leadership

Kingston Hospital Quality Improvement Committee

The Quality Improvement Committee has overall responsibility for patient and Public involvement and there is strong PPI leadership at this level.

Patient Experience Committee (PEC)

The PEC is a formal committee reporting to the Quality Improvement Committee. It's role is to provide strategic leadership for patient and public involvement and have oversight of the range of PPI activity across the hospital with a view to strengthening it. There are currently two lay representatives on the PEC.

Patient Experience and Quality Improvement Lead

The Patient Experience and Quality Improvement Lead is responsible for promoting the PPI strategy and supporting staff across the hospital to integrate patient and public involvement into their work to set the direction and improve the quality of services.



How we will track our progress

Patient and public involvement tracker

We will gather information about the range of patient and public involvement activity across Kingston Hospital and make this visible in order to learn from and share from our experience.

Formal reporting on progress at the PEC and Quality Improvement Committee

We will set out our priorities, the progress we have made, the challenges faced and how we plan to overcome these in quarterly reports to the PEC and annual reports to the Quality Improvement Committee. We will propose that our hospital sets a quality priority on patient and public involvement when our quality priorities are next reviewed.

Indicators of success

From the national staff survey - we will monitor the percentage of staff reporting that patient and service user feedback is used to inform decision making at Kingston Hospital
From national patient surveys - we will monitor the percentage of patients completing national surveys who say they were involved as much as they wanted to be in decisions about their care and treatment

