

### **Trust Board Agenda Item 60/07**

**Date of Meeting:** 8<sup>th</sup> March 2007

**Title of Agenda Item:** Patient Involvement & Experience Strategy

**Author:** Gary Etheridge, Chief Nurse, Director of Patient Services, Quality & Risk

**Person Presenting Item To:** Gary Etheridge, Chief Nurse, Director of Patient Services, Quality & Risk

**Summary:**

The Patient Involvement & Experience Strategy has been written in response to a need to have one overarching framework which will ensure that the Trust works together with all Volunteers, Patients' Panel members, PCT colleagues, and external bodies in order to improve patient involvement and experience and accordingly the perceptions of carers and the public.

The Strategy has been developed over a six-month period in consultation with patients, Trust staff, PCT colleagues, and external bodies.

In conjunction with key Divisional Staff, the Patient Involvement & Experience Group will produce a detailed action plan to deliver the objectives outlined in the Strategy.

Progress against the plan will be reported by the Chief Nurse to the Trust Board and Patient Involvement & Experience Group on a six-monthly basis.

**Item Previously Considered By:** Patient Involvement & Experience Group, Clinical Governance Committee & Directors Meeting

**Suggested Time For This Item:** 10-15 minutes

**Proposed Resolution:** Trust Board members are asked to note & endorse the attached Strategy

## **PATIENT INVOLVEMENT & EXPERIENCE STRATEGY**

### **1. Introduction**

The Patient Involvement & Experience Strategy - *Ensuring a Voice: Offering Choice* has been written in order to provide the Trust with one dynamic overarching framework which will ensure that the Trust works together with Patients' Panel members, PCT colleagues, Volunteers, and external bodies in order to improve patient involvement and experience and accordingly the perceptions of carers and the public. It is envisaged that collaborative working will help to drive forward the Strategy gaining assurance that patients are put first and service improvements meet their needs whilst reflecting best practice.

### **2. Development of the Strategy**

The Strategy (Appendix 1) has been developed over a six-month period in consultation with patients, Trust staff, PCT colleagues, and external bodies.

The penultimate draft was reviewed and developed further in a meeting that took place with external stakeholders on Tuesday 28<sup>th</sup> November 2006.

### **3. Strategy Launch**

The launch of the Strategy will take place in conjunction with the Nursing & Midwifery Celebration of Success event - *Valuing Patients: Inspiring Staff* on 18<sup>th</sup> May 2007 at Watford Football Club.

External sponsorship and charitable monies will support the event.

### **4. Monitoring Progress**

In order to ensure that the Strategy remains a 'live document', the Trust's Patient Involvement & Experience Group in conjunction with Divisional Team members will be responsible for producing a detailed action plan to deliver the objectives outlined in the Strategy. The Divisions are key to ensuring that the Strategy is embedded and driven forward in everyday practice.

Progress against the plan will be reported by the Chief Nurse to the Trust Board and Patient & Involvement Experience Group on a six-monthly basis

### **5. Conclusion**

Successful implementation of the Strategy is expected to result in the following outcomes:

- ◆ A high level of patient satisfaction reported on the fundamentals of nursing care and the environment in which it is delivered

- ◆ Early detection of poor performing clinical areas and subsequent avoidance of poor care
- ◆ Service development, planning and redesign that is reflective of patients' needs and which has taken full account of the perspectives of patients and carers
- ◆ Patients reaching end of life care receiving this in an appropriate setting provided by skilled, competent staff
- ◆ Trust compliance with the Core Standards for Better Health

Trust Board members are asked to note & endorse the attached Strategy

**Gary Etheridge**  
**Chief Nurse, Director of Patient Services, Quality & Risk**

**March 2007**