

Trust Board Meeting

3 November 2016

Title of the paper:	Patient experience and carer strategy 2016 – 2019	
Agenda item:	12/42	
Lead Executive:	Tracey Carter, Chief Nurse, Director Infection Prevention & Control	
Author:	Tracy Moran, Lead Nurse Patient Experience	
Trust aims :	Double click on the box to mark as appropriate: <input checked="" type="checkbox"/> To deliver the best quality care for our patients <input type="checkbox"/> To be a great place to work and learn <input type="checkbox"/> To improve our finances <input type="checkbox"/> To develop a strategy for the future	
Purpose:	The purpose of this paper is to share with the Trust Board the final version of the Patient Experience and Carer Strategy following a period of engagement with staff and stakeholders.	
Link to Board Assurance Framework (BAF)	PR8 Failure to communicate and engage effectively both internally and externally compromises the organisation’s strategic position and reputation	
Previously discussed:		
Committee		Date
Trust Board		September 2016
Benefits to patients and patient safety implications Implementing this Strategy will support further improvements to benefit patients, their families and improve the reputation of the Trust as an organisation that is caring and committed to improving the quality of the patient and carer experience.		
Recommendations The Board is asked to approve the Patient experience & carer strategy.		



Trust Board meeting – 3 November 2016

Patient experience & carer strategy 2016 – 2019 (Communicate, Listen, Involve)

Presented by: Tracey Carter, Chief Nurse & Director Infection Prevention & Control

1. Purpose

- 1.1 The purpose of this paper is to share with the Trust Board the final draft of the Patient Experience and Carer Strategy following a period of engagement with staff and stakeholders.

2. Background

- 2.1 The Department of Health defines patient experience as,
“Getting good treatment in a comfortable, caring and safe environment, delivered in a calm and reassuring way; having information to make choices, to feel confident and feel in control; being talked to and listened to as an equal and being treated with honesty, respect and dignity”. Department of Health (2003)
- 2.2 This strategy, with its focus on patient experience and carers, sets out how our staff will deliver the excellent experience for patients that is essential to achieving our vision to deliver **the very best care for every patient every day**. It is one of the supporting strategies that underpin the Clinical Strategy (2016 – 2020).
- 2.3 Patient and carer experience is affected by much of what we do and delivery of this aim requires a broad, cross-cutting approach underpinned by our Trust values of Commitment, Care & Quality. Our values underpin everything we do and we expect our staff to work to these values in the delivery of safe, consistent and high quality patient care.
- 2.4 We recognise that our staff are our biggest asset and that in order to deliver a good patient experience, we also have to ensure a positive staff experience. Our workforce strategy sets out the actions we are taking to support our staff; many of the themes in this strategy also apply to staff as well as patients, volunteers and carers
- 2.5 This Strategy has been developed over the last six months with the involvement of patients, volunteers, carers and Trust staff (Appendix 1). It has also drawn on national policy and publications aimed at improving patient experience.
- 2.6 Following presentation of the draft Strategy to Trust Board in September a period of further engagement was undertaken with staff and stakeholders through existing

meetings, panels and groups within the Trust; the Patient Panel, Patient & Public Involvement Panel, Patient Experience Group and Nursing Clinical Leaders event.

- 2.7 Engagement with our partners was through the Herts Valley CCG Patient & Public Involvement Forum and local community events.

3. Analysis/Discussion

- 3.1 The priorities and ambitions within the Strategy reflect the key things that patients and carers told us are the most important to them and incorporate the eight elements of the National Patient Experience, deemed critical to the patient's experience of NHS Services:
- 3.2 An Implementation Plan that covers the first 6 – 12 months of the strategy is included with a real focus on engaging, listening and communicating with staff, patients, carers and volunteers.
- 3.3 The Measures of Success within the Strategy will enable the Trust to monitor improvement and achievement against the priorities and ambitions to be measured and evidenced.
- 3.4 One element of the success measures is dependent on the strength and quality of the friends and family survey data. This will be enhanced following the change in provider from November 2016.
- 3.5 Use of co-production and experience based co design methodology will be introduced during the life of the Strategy to enhance the involvement of patients and carers in the journey of improvement.

4. Risks

- 4.1 There is a reputational risk to the Trust that may lead to patients choosing not to receive care or treatment from us if we do not listen, involve and communicate with them and demonstrate actions that result in improvement.
- 4.2 The risk of not achieving an improved rating from the Care Quality Commission as a result of patients and carers reporting a poor experience of care from the Trust and low scores in national patient surveys.
- 4.3 The mitigation for these risks is to implement the Strategy and for all staff to be fully engaged and committed to deliver the excellent experience for patients that is essential to achieving our vision to deliver **the very best care for every patient every day.**

5. Recommendation

- 5.1 The Board is asked to approve the Patient Experience & Carer Strategy.

Tracey Carter
Chief Nurse, Director Infection Prevention & Control
October 2016

Appendix 1 - Staff and Stakeholder Engagement activity

Date	Meeting/Event
16/05/16 & 19/09/16	Herts Valley Clinical Commissioning Group Patient & Public Involvement (HVCCG PPI)
23/05/16	Hertfordshire Community Trust (Patient Experience Lead)
26/05/16	Carers Friendly Steering Group
08/06/16	Stakeholder engagement event at Beechen Grove
07/06/16	Clinical Leaders Development day
10/06/16 & 07/10/16	Patient Experience Group
11/06/16	Young Carers Council meeting
18/07/16	Safety & Quality Committee
August 16	Clinical Advisory Group (CAG)
22/09/16	Let Me Hear You/See You Panel
29/09/16	Surgical Sisters Meeting
03/10/16	Healthwatch Hertfordshire Sensory & Disability Group
09/10/16	Adventist Church Community Event
10/10/16	Women's Health Team & Community Midwives St Albans Hospital
12/10/16	Safeguarding Panel
12/05/16 & 13/10/16	Patient Panel
13/10/16 & 20/10/16	Spice of Life restaurant – display
13/10/16	Unscheduled Care Sisters Meeting
17/10/16	League of Friends AGM
18/10/16	Day Surgery staff meeting, St Albans Hospital
21/10/16	CCG Newsletter & Locality Managers (via e-mail from Trust GP Liaison Manager)
26/10/16	Community Navigators
06/05/16 & 03/11/16	Patient & Public Involvement Panel (PPI)