

## **Patient & Public Involvement Plan 2018-2021:**

**How we will involve patients; their families, carers, volunteers, staff and the wider community in the delivery of our services**



This plan sets out how we will actively involve our patients and their families, carers, staff, volunteers and the wider community in the delivery of our services and in the way we run our organisation. It also explains why we want to do this and why it is so important.



## Who is this plan for?

The plan is for everyone who has an interest in Wiltshire Health and Care services. There is a focus on our patients and their families, carers, volunteers, staff and the local community. The diagram below shows the many people and organisations WHC interacts with and that the public and patient voice is central to all of these relationships.



## Definitions

**GWH** – Great Western Hospitals NHS Foundation Trust (Great Western Hospital in Swindon)

**RUH** – Royal United Hospitals NHS Foundations Trust (Royal United Hospital in Bath)

**SFT** – Salisbury NHS Foundation Trust (Salisbury Hospital)

**AWP** – Avon and Wiltshire Mental Health Partnership NHS Trust, the local mental health service provider.

**Bath, Swindon & Wiltshire STP** – The local Sustainability and Transformation Partnership made up of 13 health providers and commissioners with the aim to run services in a more coordinated way, to agree system-wide priorities, and to plan collectively how to improve residents’ day-to-day health.

## Why this plan is important

**We know that we can improve the services we deliver and how we function as an organisation by listening to other people and learning from their knowledge and experience.**

We want the voice of our patients, carers and public to be continuously heard across all areas of our operation; from the recruitment and training of staff, to being the motivating force of service design and evaluating the care we provide. All of our employees are responsible for patient and public involvement, whatever their job role.



Effective patient and public involvement will help us to improve all aspects of health care including patient safety; patient experience and health outcomes.



## Wiltshire Health and Care's commitment to patients, carers and the community

**Wiltshire Health and Care's Values and Behaviours reflect the importance of patient and public involvement. They include our commitment to building and strengthening partnerships and delivering quality care that is centred round our patients.**



We want to promote a culture of involvement; listening and learning, making improvements where possible and feeding back to all those who have engaged with us.

## Wiltshire Health and Care's Values and Behaviours



The emphasis of the plan is on openness and transparency, working in partnership and talking with individuals.

We have focused on three key areas:

- Delivering safe and effective patient care
- Wiltshire Health and Care service and developments
- The wider health and care system

### Delivering Safe and effective Patient care

Build strong relationships, building trust and empowering patients and their families and carers to make the right decisions about their care at every stage; whether they are in their home, the community or hospital.

**This means we will:**

- ✓ Always discuss the options for treatment with patients and/or carers and help them to understand their condition
- ✓ Understand patients concerns and aspirations; provide support so that they are happy about the decisions they have made and can plan for the future including our partner organisations as necessary
- ✓ Make it simple for our patients their families and carers to give feedback, with our complaints, concerns and comments process accessible by all



- ✓ Tell everyone how their feedback is influencing decision making and leading to improvements using a variety of methods
- ✓ Encourage people to live healthy independent lives, embracing new technology to support this

## Wiltshire Health and Care services and development

Involve patients, carers, volunteers, staff, the public and wider community in all aspects of the design and delivery of our services.

### This means we will:

- ✓ Actively encourage patients and the public to have a voice and get involved in all areas of our service development including strategic priorities, staff recruitment, training and budget setting
- ✓ Develop an approach to actively encourage all those with an interest in our services (including hard to reach groups and people protected under the Equality Act 2010) to help us monitor and drive improvements in the quality, safety and efficiency of our services
- ✓ Set a framework for reporting into the Wiltshire Health and Care Board

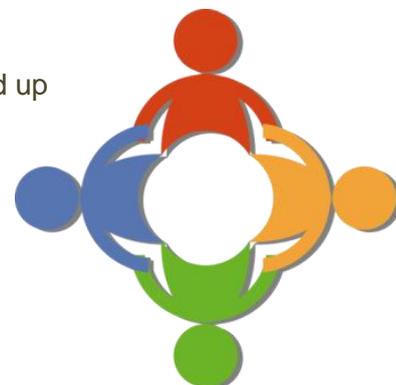


## The health and care system

Make Wiltshire Health and Care an influential partner in developing joined up community health and social care in Wiltshire.

### This will enable us to:

- ✓ Raise the profile of Wiltshire Health and Care's services across Wiltshire
- ✓ Build relationships with local authorities, Bath Swindon & Wiltshire Sustainability and Transformation Partnership, commissioners, voluntary and community sector organisations
- ✓ Help develop joint health and care initiatives with Wiltshire Council, mental health, voluntary and community sector organisations to deliver new, people centred community health and care services



## How you can get involved

If you are interested in getting involved and would like more information, please contact:



**Central Office:** 01249 456565

**Email:** ask.wiltshirehealthandcare@nhs.net

**Postal address:** Wiltshire Health and Care  
Chippenham Community Hospital  
Rowden Hill, Chippenham Wiltshire SN15 2AJ

You can follow Wiltshire Health and Care on social media:

 @WiltsHC\_NHS

 Wiltshire Health and Care

**Thank you to everyone who has contributed to this plan including our patients; volunteers, staff, Wiltshire Health and Care Board, The League of Friends of Chippenham Hospital, Barnardos, Age UK, Wiltshire Clinical Commissioning Group, Healthwatch Wiltshire, Wiltshire Service Users Network and Exalon Care.**

## Appendix 1: Patient & Public Involvement Plan 2018-2021- Action Plan

This action plan will align to Wiltshire Health and Care's:

- ✓ Values and Behaviours
- ✓ Duty of Candour
- ✓ Equality and Diversity Policy
- ✓ Staff Health and Well Being Charter

### How we will measure our success:

- ✓ A reduction in complaints and concerns
- ✓ Improvement in our Friends and Family Test
- ✓ An increase in active participation across our services. This will be measured regularly by staff through a Patient Activation Survey, which will capture patient and public involvement in their particular area
- ✓ Increased number of volunteers
- ✓ Increased relationships with news stakeholders
- ✓ Patient and public involvement in all stages of new service delivery; by helping inform the initial service model proposals, attending project meetings and helping with public consultations

Key Areas	Actions	By When
<p><b>Delivering safe and effective care</b></p>	<ul style="list-style-type: none"> <li>• Additional internal resource employed to support learning from patient and public experience</li> <li>• Enhance the use of DATIX clinical incident reporting system to collate and utilise patient and public feedback</li> <li>• Actively encourage patients and the public to feedback their experience of using WHC services by holding regular learning events</li> <li>• Improve the use of our electronic clinical record to ensure valuable information is captured in one place</li> <li>• Expand the use of volunteers on in-patient ward areas</li> <li>• Patient and public stories/ presentation at quarterly board meetings</li> <li>• Promote board meetings externally</li> <li>• Active participation of patients and public in recruiting staff, WHC inductions and service specific workshops</li> <li>• Develop our staff to recognise the importance and value of patient and public engagement</li> </ul>	<p>Q1-Q2- March-Aug 2018</p> <p>End of Q4- March 2019</p>
<p><b>WHC services and developments</b></p> <p>Promote the utilisation of patients and public in addition to staff groups during service development</p>	<ul style="list-style-type: none"> <li>• Maintain a database of people who wish to actively participate in service development discussions</li> <li>• Actively seek patient and public involvement in all service developments</li> <li>• Patient and public involvement in WHC’s Clinical Reference Group</li> <li>• Build the WHC website to support greater public and patient participation, creating an ongoing list of involvement opportunities and creating an opportunity to regularly feedback to patients and public</li> <li>• Regularly utilise all social media platforms to encourage feedback from patients about service developments</li> </ul>	<p>Q3-December 2018</p>
<p><b>The wider health and care system</b></p>	<ul style="list-style-type: none"> <li>• Work with our partners to ensure all user groups and community members are utilised to support the development of better community services and reduce duplication</li> <li>• Build more joint learning and development opportunities</li> <li>• WHC to be a lead partner in the health and social integration delivery group</li> </ul>	<p>Q3-Q4- October- March 2019</p>