

Wiltshire Health and Care

Patient and Public Involvement Strategy

2023 – 2026



Contents

1. Who are we?.....	3
2. Our commitment to you.....	3
3. Message from the Board	4
4. Our voices.....	5
4. What we have achieved (2018 – 2023).....	6
5. Measuring our success.....	7
6. Patient and public engagement.....	8
7. Partnership working.....	9
8. Equality and diversity	10
9. Success criteria.....	12
10. Monitoring impact of engagement.....	12
11. Review.....	12
12. We want you to get involved.....	13

Author Lina Middleton
Version 3.0 May 2023

1. Who are we?

Wiltshire Health and Care (WHC) predominantly delivers a diverse range of community services for adults across Wiltshire. We also care for patients across four community inpatient wards and two minor injury units. We are an NHS partnership; our vision is to enable people to live independent and fulfilling lives for as long as possible.

We published our previous Patient and Public Involvement (PPI) Plan 2018 – 2021 with contributions and support from our patients, service users, carers, volunteers, staff, the Wiltshire Health and Care Board and other stakeholder representatives.

In 2021 we established our Patient and Public Involvement Group (PPIG) which is made up of a range of patient, service user, carer, volunteer staff and external organisation representatives. The group has led the refresh of our Patient and Public Involvement Strategy 2023 -2026.

2. Our commitment to you

We want you to be at the heart of what we do. We strive to provide safe, effective and caring services that will meet the needs of our patients, service users and carers. We are committed to learning from the experiences of patients and service users and those who care for them.

We uphold the WHC Values and Behaviours that reflect the importance of patient and public involvement. We continue to build and strengthen our partnerships and deliver quality care that is centred around our patients and service users.

We have always sought to involve, listen, and learn from you, to inform how we improve and will communicate on what we are doing.

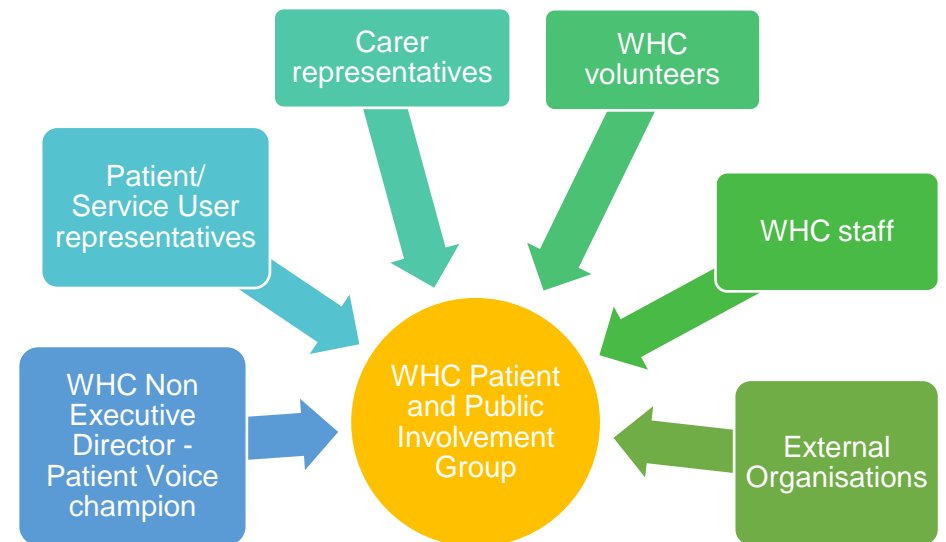


Image showing PPIG membership

3. Message from the Board

“The NHS belongs to the people. It is there to improve our health and wellbeing, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can to the end of our lives.” NHS Constitution

In order to continue delivering community services that best meet the needs of the people of Wiltshire and reduces inequalities within our communities, we want to hear from you.

This Strategy sets out our way of working that involves people who use health and care services, carers and communities in equal partnership; and which engages groups of people at the earliest stages of service design, development and evaluation.

We want to engage and learn from people across the diversity of our population with ‘lived experience’ of a particular condition who are often best placed to advise on what support and services will make a positive difference to their lives. Done well this will help us to maintain a person-centred perspective.

Please do get involved your voice matters to us.

Shirley-Ann Carvill, Managing Director

At Wiltshire Health and Care we know that we are in a partnership with our patients. This sense of partnership plays out every time we see a patient or a carer, every time we plan a new service or evaluate or redesign an existing one, and every time we assess how good an organisation we are.

Covid made unprecedented demands on the NHS including Wiltshire Health and Care. Priorities were largely set nationally and across the local area in response to the greatest crisis the NHS has faced. The next set of challenges are different but no less serious. The only way we can make good clinical decisions, plan how we use our resources, work safely and effectively and help people to make the best use of us is to work that out with our patients and with the communities we serve.

This strategy explains what we’ve been striving to do in patient engagement over the last 3 years, and begins to set some priorities for the next 3 years. It is not the last word. It is an invitation to get involved, to talk to us, to tell us when we’re doing well, when we get things wrong, and how we can do better. Above all, it is a commitment on our part to listen, to understand, to learn, and to respond with humility and respect.

Richard Barritt, Non Executive Director, Patient Voice

4. Our voices

As a Long Covid patient, it has become evident that the care required for a condition with over 200 symptoms needs to be flexible and responsive to patient needs. Understandably, this is challenging for a service provider as each patient's experience is different and individual. Yet, through patient engagement, it has been possible to ensure that the services available are appropriate and fit for purpose and have adapted and grown according to patient feedback and evidence-based treatments.

My personal experience of using the Long Covid service provided by Wiltshire Health and Care has been a positive one with all members of staff taking a patient-centred holistic approach. Within the patient forums feedback has been well received and action taken where needed. Group members have been listened to and concerns or questions have been answered or the information sought.

Placing the patient's voice at the centre of their care ensures that priorities and goals are informed by those with a lived experience and that the service is inclusive and available to all.

Aimee Jones, Patient Representative, WHC Long Covid Patient Forum

As a carer for over thirty years, a variety of experiences with different health and social care services have led me to understand the importance of giving feedback in order to improve delivery. While supporting a family member can be rewarding, it is also frustrating to observe that care could often be improved just by capturing thoughts from patients and carers.

The PPIG creates a forum for the sharing and listening that is essential for meaningful change. As a member of that group, it is encouraging to see how this strategy aims to widen participation and prepare services to respond and adapt to diverse feedback. Let's hope more people will share their experiences to guide us to develop the best ways to move forward together.

Mary, Carer Representative, WHC PPIG

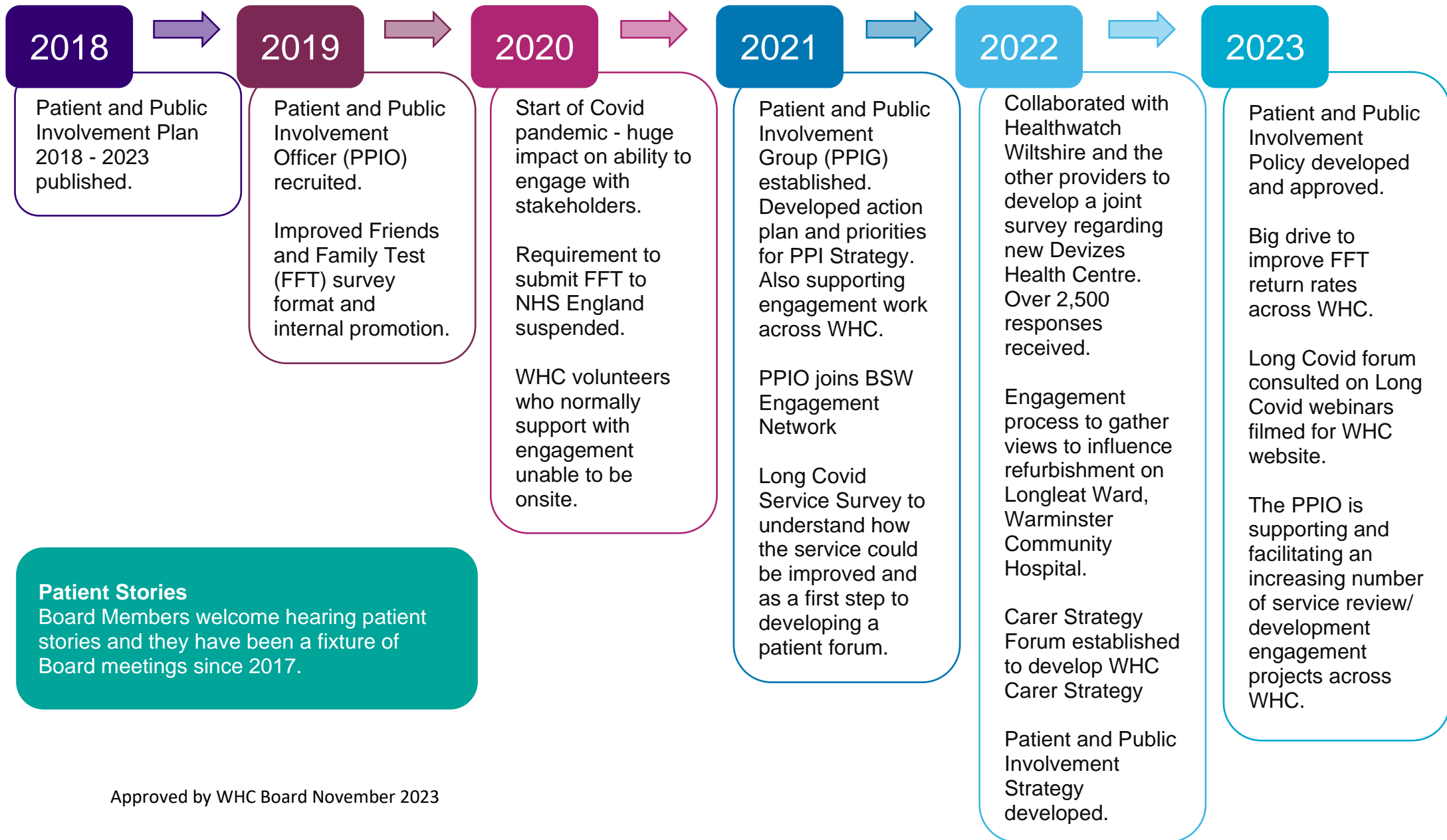
Healthwatch Wiltshire is your local health and social care champion. As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care. We also help people to find reliable and trustworthy information and advice.

We welcome being part of Wiltshire Health and Care's (WHC) Public and Patient Involvement Group which was set up in April 2021 to seek involvement from the public in developing WHC's services. We believe that Healthwatch Wiltshire can bring an important and useful perspective to WHC by representing local people's and patients' views.

WHC's PPI Strategy shows a clear commitment to listening to and involving a broad representation of community members to make their services inclusive and accessible to all and empower patients to live healthy and independent lives. The strategy sets out how these aims will be implemented and Healthwatch Wiltshire will seek to support as well as monitor WHC in achieving these aims.

Catharine Symington, Interim Manager, HealthWatch Wiltshire

4. What we have achieved (2018 – 2023)



5. Measuring our success

These are the six objectives that were included in the Patient and Public Involvement Plan 2018 – 2021:

1

Patient and Public Involvement in all stages of new service delivery; by helping inform initial service model proposals, attending project meetings and helping with public consultations.

The Long Covid Service was set up as a Bath and North East Somerset, Swindon and Wiltshire (BSW) wide response to the COVID-19 pandemic, it is a new service that was developed by the WHC clinical teams as well as commissioners and a multidisciplinary team of clinicians from the acute hospitals (Royal United Hospital, Great Western Hospital and Salisbury Hospital).

We are actively seeking to further develop this service with our patients and service users including a patient forum.

2

An increase in active participation across our service. This will be measured regularly by staff through a Patient Activation Survey, which will capture patient and public involvement in their particular area.

In WHC, feedback from patients and service users is now collected as part of our service reviews and developments.

We are also improving our response rates to the NHS Friends and Family Test

3

Increased relationships with new stakeholders.

The PPIO has strengthened relationships with HealthWatch Wiltshire and Carer Support Wiltshire as well as developing links with the BSW Engagement Network and the Army Welfare Service South West Allied Services

4

A reduction in complaints and concerns.

In 2020 the impact of the COVID-19 pandemic led to an increase in concerns and complaints about delays in service delivery.

We have also improved our recording process to capture concerns that had a corresponding impact on to increased numbers reports too.

5

Increased number of volunteers.

Similarly, the COVID-19 pandemic impacted out ability to recruit new volunteers. Today we are proud to have 130 volunteers as part of our workforce.

We have welcomed a number of volunteers to our Patient and Public Involvement Group.

In addition we have patients, service users, carers and family members supporting projects such as reviewing patient information or the external website.

6

Improve our Friends and Family Test.

We have variable FFT responses. Numbers increased during 2020 as part of an online survey via weblink following virtual appointments.

Face to face dropped in the same period but we are now returning to higher levels with 2023 figures reaching record levels in comparison to previous years.

6. Patient and public engagement

6.1 Co-production

We want our services to respond to the needs of those that use them and deliver them. We want our patients, service users and carers to feel they are part of WHC. NHS England has released Statutory Guidance on [Working in Partnership with People and Communities](#) which we will incorporate into the PPI Policy and in how we conduct service reviews and development.

We will actively work with patients, service users, carers, and other stakeholders to ensure their opinions are sought and voices heard when developing and reviewing services. We will work with our stakeholders to find out what is working well and what could be improved as well as listen to ideas and suggestions that are brought up through surveys, conversations, or forums.

6.2 The NHS Friends and Family Test

The [NHS Friends and Family Test](#)

(FFT) was created to help service providers and commissioners understand whether their patients, service users and carers are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.



WHC staff supporting patient

Where WHC services have zero or low numbers of FFT responses we will work with these teams to promote FFT to their service users, families and carers and improve the levels of feedback we receive. Our ambition is to achieve an overall 5% return rate initially, and then improve on this year on year.

6.3 Children and young people's voice

Whilst we mainly deliver adult services, some of our services do provide care for children and young people, as well as patients and service users who transition from child services to adult services. We believe it is important to make sure their views are heard too.

We will create child friendly ways of providing feedback as well as carry out more focussed engagement work within the services that children and young people access.

6.4 Compliments, concerns and complaints

We have processes in place to collate any compliments, concerns and complaints raised. We will continue to

promote to staff the importance of listening to all compliments and concerns made as well as ensuring that patients, service users, families and carers are clear on how they can raise a complaint and what they can expect in how their complaint is handled.

Our [complaints policy](#) is available to the public on our website explaining how complaints can be made, the process and time limits involved and how we investigate complaints. It is also accessible to all staff via the intranet.

6.5 Patient Safety Incident Review Framework (PSIRF)

We will adopt the new [Patient Safety Incident Review Framework](#) that is being launched by NHS England in Autumn 2023.

The framework outlines how we and other NHS organisations should respond to patient safety incidents to facilitate learning and improvement.

We will develop a broad understanding of how to respond to an incident and continue to build capacity to support

compassionate engagement for everyone affected by patient safety incidents.

We will create a proactive culture with focus on addressing issues and concerns in advance of an incident by using our Local Risk Management program; DATIX.

7. Partnership working

7.1 Embed the Patient and Public Involvement Group (PPIG) and increase member numbers.

Our PPI group will meet at least every 3 months. The PPIG will participate in other working groups to support engagement activities across WHC. Patients, service users and carers will be active contributors.

7.2 Link in with other organisations and community groups

Our organisation works with a wide range of partners, some are Commissioners, providers of primary and secondary care, local authorities and social care as well as voluntary and community organisations.

This extends our ability to work more collectively and connect with more

people whilst sharing resources, expertise and knowledge. We will make sure that our own engagement work and learning is enhanced by the ongoing work and efforts being carried out across BSW.

We want to support shared objectives to influence change through the engagement we have carried out with our own stakeholders.

We will maintain good working relationships with partners. We will participate in forums to share information and ideas. We will embrace opportunities to work with others or support each other's work.



7.3 Membership to the BSW ICS Engagement Network

We will ensure we support overarching ambition of the Five Year BSW People and Community Engagement Strategy.

We will better understand engagement work being carried out across BSW. We will share priorities and goals as well as our individual ambitions. We will share resources and increase support to deliver our strategies.

7.4 Membership to NHS Engagement Practitioners Network

We will share advice and support and we will use new skills/knowledge and enhance engagement work at WHC.

8. Equality and diversity

8.1 Equality and diversity

Equality and Diversity remains a priority with in the [WHC Delivery plan](#). We plan to implement the Patient Equality, Diversity and Inclusion Strategy by Q4 2022/23 and should be read in conjunction with this strategy.

We want to embrace a broad perspective; listening to people from all parts of the community.

We will actively engage with a wide representation of the communities that we serve and including members of seldom heard groups.

We will develop engagement methods that are equitable and do not pose barriers to some groups, for example, being able to offer meetings online for those that are unable to attend in person.

8.2 Health Inequalities

As an organisation WHC wants to ensure that we are reaching communities and groups of people that are seldom heard or face barriers to engage.

We want to embrace new ways of collecting feedback and provide everyone with opportunities to tell us what they think, understand what difficulties our patients and service users face to access our services and what we can do to improve this.

Where the expectation may have been for participants to come to us, we must change this and show that we will go to them.

We want to better understand the health inequalities within our patient community.

We will develop relationships with seldom heard groups and will invite people from diverse communities to attend groups and meetings as representatives of WHC.

We will share the information captured during those meetings across WHC to support plans to address health inequalities.

8.3 Understanding Patient Demographic

This will enable us to better understand our patient community.

We will improve data collection of demographics throughout our organisation.

We will work closely with the Integrated Care Board who also have data regarding Wiltshire's population demographic.

We will communicate with patients, service users, families, carers and staff as to why collecting this data is helpful to delivering improved services.

We will identify and understand our patient population in reference to the Core20PLUS5 approach.

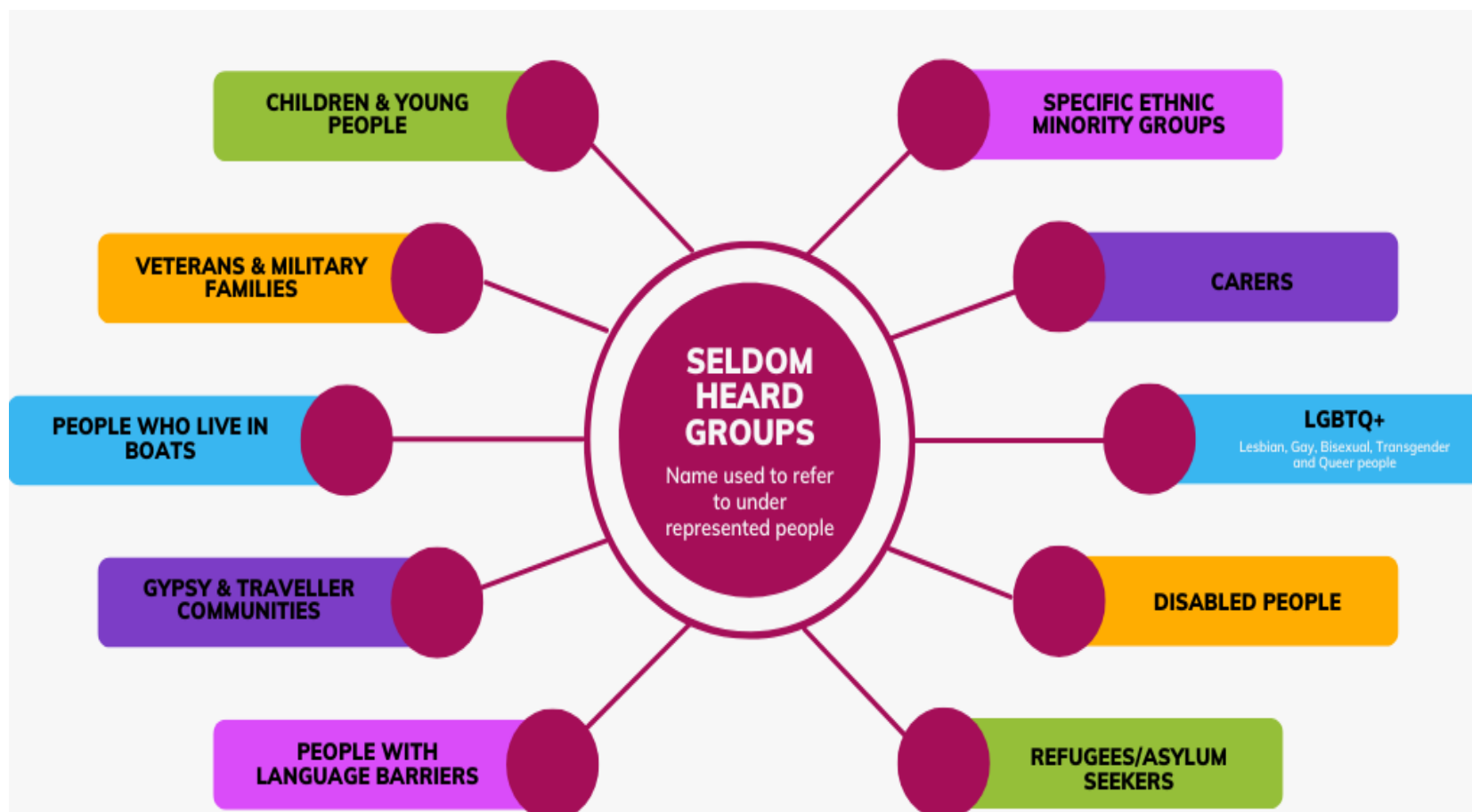


Diagram showing different seldom heard groups.

9. Success criteria

We will measure the success of delivering this strategy by:

- Evidencing public and patient engagement and involvement in our work.
- Engaged membership to Patient and Public Involvement Group
- Functioning patient forums across WHC
- Active patient, service user and carer involvement in our transformation work, service reviews, design and delivery.

10. Monitoring impact of engagement

We will analyse outcomes from our PPI work.

We will review actions and offer support to teams to achieve greater engagement where needed.

We will measure our participation in the wider health and social care forums.

We will assess outcomes through various methods including:

- The NHS FFT response rates and feedback
- Bespoke patient satisfaction surveys
- Patient Stories presentations
- Complaints and PALS outcomes
- NICE (National Institute for Health and Care Excellence) Guidance Compliance

We will report via:

- Updates and reviews to PPIG
- Quality and Planning reports
- Quality Assurance reports
- Annual Quality Accounts

11. Review

Evaluation and review of this strategy will be on-going and in 'real time'. The strategy will be reviewed by the Patient and Public Involvement Officer annually to ensure it continues to meet the emerging needs of WHC.

12. We want you to get involved

We hope we have demonstrated our commitment to involving you in all that we do. The Patient and Public Involvement Group will review this annually to ensure it aligns with the current WHC Delivery Plan and organisational priorities.

You may wish to consider joining our Patient and Public Involvement Group. We meet online via Teams at least quarterly. We are always looking for new patients, service users, families and carers to join us and contribute to the conversation.

We also have various forums and groups that you may think about joining, whether to review a specific service or to review patient information material – a [list of current projects can be found on our website here](#).

If you are interested and want to get involved, or would like to talk about your experience, please contact the Patient and Public Involvement Officer at ask.wiltshirehealthandcare@nhs.net or call 07766 726513.

To leave feedback you can complete a Friends and Family Test survey here: www.smartsurvey.co.uk/s/WHCFFTsurvey/ or scan this QR code on your smart phone/tablet.



To make a complaint you can email whc.pals@nhs.net or call the Patient Advice and Liaison Service (PALS) team on 0300 123 7797. You may wish to write to:

Wiltshire Health and Care PALS Team
Room 2060
Chippenham Community Hospital
Rowden Hill
Chippenham
SN12 2AJ

Our complaints policy can be found on our website [here](#).

If you have any comments or would like to discuss this strategy, please email the Patient and Public Involvement Officer at ask.wiltshirehealthandcare@nhs.net.