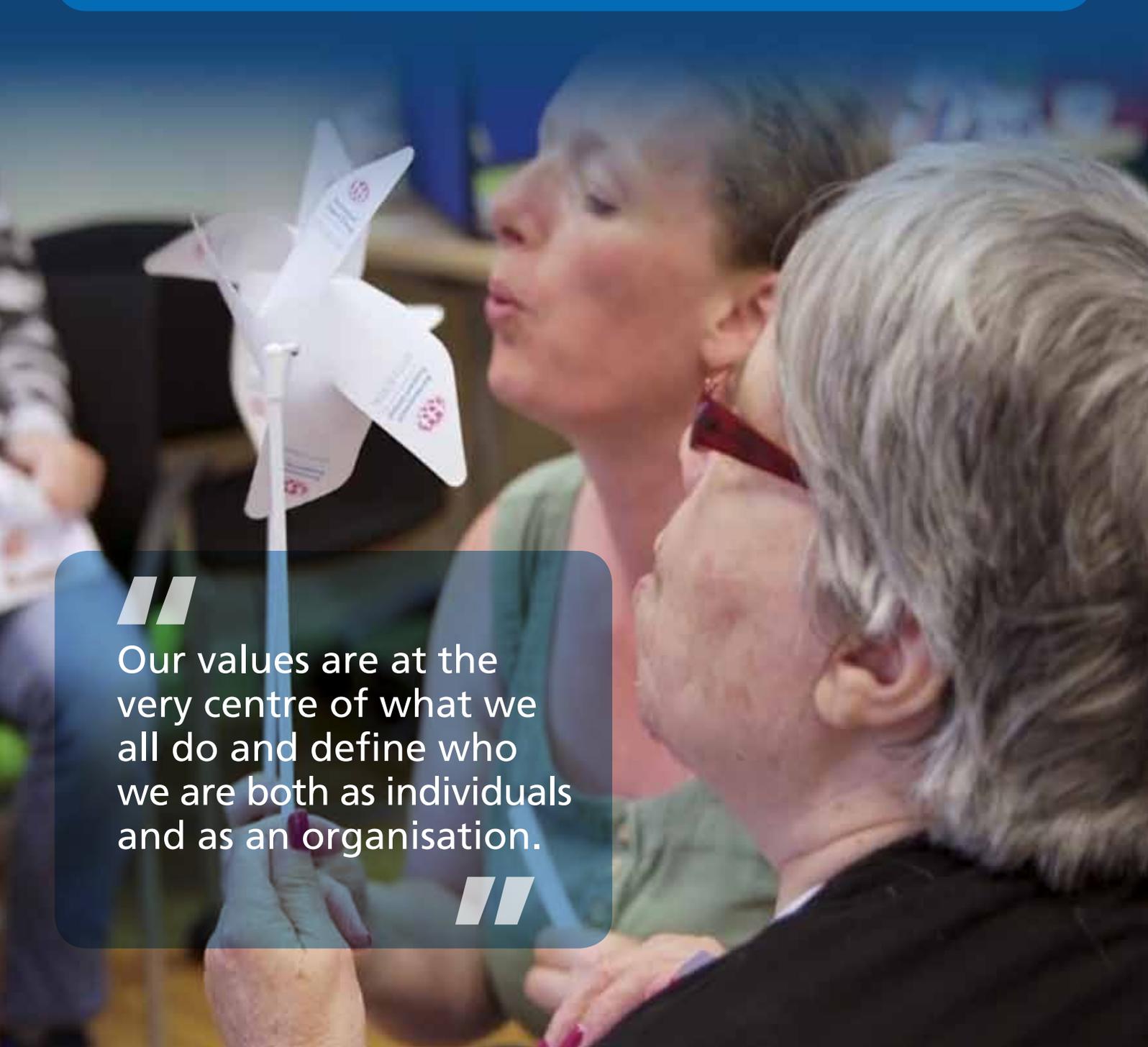




Patient Experience and Involvement Strategy 2018 - 2021



Our values are at the very centre of what we all do and define who we are both as individuals and as an organisation.



Foreword by the Trust Governors

The Governors of the Lancashire Teaching Hospitals Trust who include Public Governors elected by the Trust members, appointed Governors from local councils, charities and other organisations and Staff Governors are pleased to see and are fully supportive of this proactive Patient Experience and Involvement Strategy produced by the Trust to deliver continuous improvement in patient services and experiences over the next three years.

The issues addressed for improvement in the Strategy are consistent with, and complementary to, the issues and challenges raised, discussed and actioned on behalf of members, public and patients in the day to day role of the Governors. This has been done through three formal Governor groups focussed on Patient Experience, Membership and Public Engagement and Buildings and Environment and through a wide range of public engagement events such as Health Melas, Health Days, Annual Members' Meetings, Listening Events and discussion with local community groups.

The engagement by the Trust with around 3,000 patients from a wide range of organisations has focussed attention and strengthened the need for the Trust to improve in those areas most important to patients and their families. This is a great opportunity for the Governors to ensure their valuable time and effort is used to work with the Trust to deliver on the commitments in the Strategy. In addition the group of 30 Governors can perform the important role of an ongoing 'conscience' for the Trust so that momentum is maintained, improvements sustained and any significant changes to what is important are continuously fed back to the Trust.

The Trust always strives to provide excellent care with compassion under tremendous pressure and delivering



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Patricia Calderbank, Javed Iqbal, Alistair Bradley, Eddie Pope



Jacqueline Mort, Catherine Jackson, Liz Carberry, Gurvinder Sahota

these improvements will be challenging. However with commitment from the Trust management, clear actions within the Strategy addressing patient priorities, support from the Governors and understanding from patients and public significant improvements can be made progressively over the next three years.

Foreword by our Chair - Sue Musson and Chief Executive - Karen Partington



Sue Musson



Karen Partington

Providing excellent care with compassion depends upon putting patients and carers at the very heart of every decision we make.

Our proactive Patient Experience and Involvement Strategy is designed to ensure we deliver continuous improvement in patient services and experiences over the next three years. This has been fully supported by the Governors of the Trust.

The improvement areas in the Strategy are consistent with the issues and challenges raised, discussed and actioned on behalf of members, public and patients. This has been done through three formal Governor groups focussed on Patient Experience, Membership and Public Engagement and Buildings and Environment, and through a wide range of public engagement events such as Health Melas, Health Days, Annual Members' Meetings, Listening Events and discussion with local community groups.

The engagement by the Trust with around 3,000 patients from a wide range of organisations has focussed our attention on improvements in those areas most important to patients and their families. This is a great opportunity for the Governors to ensure their valuable time and effort is used to work with the Trust to deliver on the commitments in the Strategy. Our Governors will help us ensure momentum is maintained, improvements sustained and any significant changes to what is important are continuously fed back to the Trust.

The Trust strives to provide excellent care with compassion and delivering these improvements will be challenging. However, our commitment to improve patient experience with support from all colleagues and stakeholders will ensure significant improvements will be made over the next three years.

Sue Musson
Chair

Karen Partington
Chief Executive

Our Ambitions

Our Patient Experience and Involvement Strategy will contribute towards our ambition to consistently deliver excellent care. The Strategy is designed around these four areas that will enable our patients to experience excellent care with compassion.



Our Values

Our values will define the culture we create. A culture is created by the behaviours, standards and norms we expect and we exhibit. The culture will be played out through the way we interact with others, through our experience and the stories we tell when describing our team or work. It is every staff member's responsibility to live the values and be guardians for ensuring a positive and inclusive culture.

Our values were created by consulting with over 1,000 staff and patients who have described the behaviors that reflect those values.

Our Living the Values series will introduce what the values do and do not look like to provide a clear framework for staff and patients so we are all clear on what to expect.

Our patients told us they wanted to see the values described differently for them so they could recognise what behaviours they expect to see when our teams are living the values.

Our team values' toolkits will support teams to undertake development in focusing on values driven behaviours.



Being Caring and Compassionate

Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.



Building Team Spirit

Working together as one team with shared goals doing what it takes to provide the best possible service.



Recognising Individuality

Appreciating differences, making staff and patients feel respected and valued.



Taking Personal Responsibility

Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.



Seeking to Involve

Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.

Who we have listened to, to develop this Strategy

We asked 3,000 patients and partner organisations to contribute to the actions in the Strategy.



- Trust Governors
- Learning disability organisations
- Deafway
- D Deaf group
- Patient experience and improvement group
- Council equality forum
- Staff
- Maternity voices
- Barnardos
- Galloways
- Our health day
- East Lancashire deaf service
- Healthwatch
- Brothers of charity
- Youth forum
- Asian ladies forum
- Patient stories
- Complaints feedback
- Volunteers
- Patient advice and liaison service
- Informal feedback
- NHS choices
- Social media
- Picker national patient surveys
- Age Concern

We will continue to use these forums and continuously look for ways to involve patients in the changes we make to our services.

Our Strategy

Our Strategy is designed around our ambition to consistently deliver excellent care. We have used the ambition and its four aims to organise the feedback from our patients. The actions in this Strategy are a direct result of listening to what our patients have told us matter to them.

Our aim is to:

1. Deliver a positive patient experience.
2. Improve outcomes and reduce harm.
3. Create a good care environment.
4. Improve capacity and patient flow.

We will monitor the progress of the Strategy in different forums in the next three years and report on progress annually to the Trust Board.

We will know we have been successful when every ward or department:

- Uses patients' stories to learn.
- Displays and acts on feedback.
- Proactively asks patients what matters to them.
- Involves patients during change projects.

We will measure this through:

- STAR quality assurance process.
- National patient survey.
- Friends and Family scores and feedback.
- Reduction in complaints.
- 15 step feedback.

1. Deliver a positive experience

What you told us...	How we will improve...	What will good look like?...
Information received can be difficult to understand and not in the right format for me	Introduce and maintain the accessible information standard in all areas and produce patient information that is reviewed by patients Create a patient reader group to develop information that is understandable	Information is provided in a consistent way in all areas throughout the hospital that is accessible for everyone Patient feedback will be used to create communication to patients
There are limited ways to give feedback if I do not use a telephone	Increase the number of areas with paper methods to collect feedback	Actions taken as a result of the feedback will be visible in clinical areas in a 'you said, we did' format The response rate to Friends and Family will increase New ways of collecting feedback will be evident
Staff are not consistent in the way they introduce themselves	Introduce #hellomynameis boards introducing teams Introduce #hellomynameis name badges Resources to support teams live the values will be introduced	Patients will report improved experiences 15 steps will show improvements
Patients with mental health and learning disabilities have a poorer patient experience than those that do not	Identify specialist resource to improve the experience of patients across all pathways for patients with mental health and learning disabilities Use national learning from reports such as 'Treat as One' and 'Leder' to benchmark our services to improve the experience of patients in this group Provide opportunities to interact with partner organisations and patients to learn	Create guidelines and best practice for patients in these groups Seek experiences from patients in these groups Work in partnership with health economy services Provision of changing places at Royal Preston

1. Deliver a positive experience (...continued)

What you told us...	How we will improve...	What will good look like?...
I want to be involved in decisions about service improvement	<p>Create a forum for patients to discuss changes to the way we deliver services</p> <p>Introduce patient surveys and Friends and Family in children and young people and neonatal intensive care</p> <p>We will use local communities to help us recruit leaders</p>	<p>Community based forums open to all to participate in discussion</p> <p>We will act on information and publish this</p>
I want my partner to stay with me when I have had a baby	Work with parents to design how this can work	Mothers can choose if they wish a partner to stay
I want to feel confident with my first 15 steps	<p>Introduce the 15 steps methodology to all areas in the Trust</p> <p>Work with patients to undertake 15 steps as part of STAR quality assurance process</p>	<p>See an improvement in the scoring</p> <p>Improvement in the use of feedback to drive change in local departments</p>
I don't want to wait to access the children's ward	<p>Invest in new access systems so we can keep children safe and reduce time waiting for parents</p> <p>Create facilities on the ward that reduces the need to leave the ward as often</p>	Parents will report being able to access the ward without delay
I want the theatre setting to feel as calm as the delivery suite	Work with parents to adapt the way we treat the theatre experience	Patient stories will be used to continuously improve this experience
I want to go outside as part of my recovery	Create spaces where patients can experience outdoors as an inpatient	Patient stories
As a cancer patient I want to be able to access support in different ways	We will continue support groups and look for different ways to support patients	Options will be available for patients that can be chosen depending on what they need
I want to feel supported and able to stay with my loved one at the end of life	We will create space for relatives to stay at the end of life and be comfortable and rest	Relatives will feel able to stay if they choose
I want to be able to rest and access refreshments and hygiene facilities whilst I am visiting my child	Create a space that allows parents to relax and stay close to their child	Parents will feel able to stay and relax whilst looking after their child

2. Improve outcomes and reduce harm

What you told us...	How we will improve...	What will good look like?...
Important information can be lost between nursing and residential homes	Create a system to ensure important information is held together	<p>See an improvement in the scoring</p> <p>Improvement in the use of feedback to drive change in local departments</p>
As a deaf person it is difficult to access services	<p>Talk to our local community partners and agree how this can be improved</p> <p>We will increase the access to level 3 interpreters</p> <p>We will recruit volunteers who can meet and greet using sign language</p>	<p>Volunteers employed who are BSL proficient</p> <p>Mystery shopper visits will demonstrate improvements</p> <p>The use of BSL interpreters will increase</p>
As visually impaired it is difficult to find my way around the hospital	Create the capacity for volunteers to walk with patients who need assistance	<p>Build into the volunteer role and provide awareness training</p> <p>The availability of this support 7 days per week</p>
I want to be able to contribute to shaping the way my hospital provides services	<p>Create forums where patients and representatives of our local community can provide their views and opinions</p> <p>Build patient stories into meetings throughout the Trust to maintain focus on patients experience</p>	<p>There will be no business cases or changes without the involvement of users</p> <p>There will be working groups used to design new ways of working</p>
I cannot always access information in my first language	Increase the availability of information in different languages	Ability to access information in different languages and formats
As a pregnant woman I want to be able to access care early in pregnancy	Review pathways with women to increase early access	Time to see a midwife in early pregnancy will reduce
I want to have more contact with the same midwife so I can build a relationship with them	Explore how continuity of care can be improved	Women will have a named midwife throughout the pregnancy and will report improved experience as a result of this
I don't want to be separated from my baby if they need intravenous antibiotics	Work with women to reduce the time spent away from their baby	<p>Reduction in the time spent away from their baby</p> <p>Improvement in the experience of women through the safety thermometer questions</p>
I miss socialising when in hospital	<p>Introduce dining companions</p> <p>Introduce reading groups</p> <p>Create the capacity to create social spaces</p>	Share good practice and use this to recruit more volunteers

2. Improve outcomes and reduce harm (...continued)

What you told us...	How we will improve...	What will good look like?...
I want to receive my mummy's milk when I leave the neonatal intensive care unit	Work with mums to understand how we can do this more often Understand the psychological needs of parents when a baby is in the neonatal unit	National neonatal audit results will show an improvement in this area Parents will report being supported psychologically in various ways
I want to receive one to one care when I am in labour	Invest in maternity staffing to always achieve this	Monitor this and achieve it every time
I want to have skin to skin contact with my baby when they are born, even in theatre	Change the way we work to protect the time after birth for this skin to skin contact	All babies when well enough will have this time protected with their mummy and we will record when this happens

3. Create a good care environment

What you told us...	How we will improve...	What will good look like?...
I don't want to complain in writing but I'd like to raise a concern	Create new ways of accessing someone to raise concerns with Develop a proactive approach to asking 'what matters to you' Leaders will focus attention on local resolution Information will be easily available to direct you to how to raise a concern that is not a complaint	Reduction in the number of complaints Increase in the use of the patient advice and liaison service Increased visibility of matron Identification of the person in charge
I want you to know the things that matter to me and my family	Create ways to build this into every interaction so our teams know what matters to you	Boards at the patients bedside to encourage patients and families to write what matters to me Increased use of passports of care and forget me not documents
I told you I have a learning disability and have different needs	Design with you a way to tell this to our teams so they can provide you with the support you need	A new learning disability symbol will be launched Improved patient stories from learning disability patients and families Passports of care will be in use consistently for patients who need them



What you told us...	How we will improve...	What will good look like?...
I don't always know who is in charge or who I should speak to	Create welcome boards with the details of the leaders Develop ways to identify who is the shift leader	It will be clear who is the leader of the shift Patients will feel able to talk to teams about their experiences Patient stories from these interactions will be shared at team meetings
I want to feel more comfortable when I am staying with my child or person I care for	Create changes to the environment to create facilities that are comfortable	Visitors will report feeling comfortable and able to rest
I want to make sure that my informal comments are dealt with and acknowledged properly	Develop new ways of sharing action from feedback with our patients	We will publish more information about the comments we receive on our website and the changes we make
I want to be treated as a parent even when I have experienced loss	Provide compassionate, meaningful opportunities to talk with the team about what matters to you at this time Redesign the way care is delivered in these circumstances	Experience of parents will be improved The provision of one to one care during this time

4. Improve capacity and patient flow

What you told us...	How we will improve...	What will good look like?...
I don't always know who to contact when I leave hospital if I am worried	Provide information in various formats on how to do this	Reduced readmissions as a result of feeling worried
I want to understand my medications on discharge so I know what to do when I get home	Focus on how we counsel patients around medications and ensure patients leave with clear instructions	Improved outcomes on the patient survey Reduction in concerns after discharge
I want help to understand the options for nursing and residential homes and how I can get help with this	Discharge teams will be a point of contact for families to support the transition out of hospital Early discussions about discharge will help patients and families to feel informed	Positive feedback received following the discharge process from patients
I want to feel involved with my local hospital	Create a schedule of interactive days to involve the local communities in Lancashire Teaching Hospitals	See the learning from the events
I want to know when I should come into hospital and when I should go to another healthcare provider for treatment	Develop information about where to access local services	Provide information on the website to signpost patients to the right services
I want to move less around different wards in the hospital	We will focus our continuous improvement work on ensuring patients are in the right place at the right time	There will be less patients in hospital for prolonged lengths of time, resulting in more space in the hospital to ensure our patients go to the right place at the right time
I want my experience in the Emergency Department to improve	Focus on the movement of patients in a timely way through the hospital to support the emergency teams to assess patients sooner Ensure the staffing resource is suitable for the number of patients visiting our department Improve the environment in ED	Patients will tell us in our Friends and Family feedback
I want to be involved directly with the care of my loved ones and have access to them	Develop a Carers' Charter to support our patients Review visiting times ensuring they are flexible for all	Access to the Carers' Charter Provide open visiting for carers to encourage socialisation Patients and visitors report increased satisfaction with visiting arrangements



What you told us...	How we will improve...	What will good look like?...
I don't want to be in hospital longer than I need to be because I cannot access support	Focus on providing appropriate support and reasonable adjustments to meet patient need	Provide access to remote interpreting services to support a faster response to care Include monitoring of reasonable adjustments for patients through the accessible information standard
I want to understand more about my diagnosis and treatment	Ward round master classes will introduce a standardised way of interacting on ward rounds Nurses will be present on ward rounds and communication will take place offering patients the chance to ask questions Theatre staff will meet vulnerable patients pre theatre and explain what will happen	Ward rounds will involve the patient and they will feel informed about their diagnosis and treatment plan Nurses will know the discharge plans for patients and communicate frequently with families as partners in care
I want more access to therapy earlier in my journey so I don't lose the ability to be independent	Review the provision of therapy services focusing on enabling patients to maintain independence	Patient's time will not be wasted in hospital Patient's length of stay in hospital will reduce There will be a reduction in delays to intermediate care Volunteer programmes will support patients transition from hospital to home



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Cantonese:

如果你希望以另外一種格式接收該資訊，請和我們聯絡，不必猶豫。

Gujarati:

જો તમને આ માહિતી બીજી રચના કે ફોર્મેટમાં મેળવવાની ઈચ્છા હોય, તો કૃપા કરી અમારો સંપર્ક કરતા અચકાશો નહિ.

Hungarian:

Kérjük, vegye fel velünk a kapcsolatot, ha más formában kéri ezt az információt.

Polish:

Jeżeli chciał(a)by Pan/Pani otrzymać niniejsze informacje w innym formacie, prosimy o kontakt.

Punjabi:

ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿਚ ਇਹ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਤੋਂ ਨਾ ਝਿਜਕੋ।

Urdu:

اگر آپ اس معلومات کو کسی اور صورت میں حاصل کرنا چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کرنے میں ہچکچاہٹ محسوس نہ کریں۔