

**BOARD OF DIRECTORS
23rd FEBRUARY 2017**

**Nursing, Quality & Patient Experience Directorate
INVOLVEMENT, PATIENT EXPERIENCE AND
VOLUNTEERING QUARTERLY REPORT**

1. INTRODUCTION:

The purpose of this paper is to:

1. Inform the Board of the national, local and internal context within which our involvement and experience work fits.
2. Update the Board on key achievements within the Involvement, Experience and Volunteering strategy and outline our strategic direction and next steps.
3. Highlight the impact Involvement is having on our culture, our services and in peoples' lives.
4. Highlight the action directorates are taking in response to patient experience feedback.

Our Involvement, Experience and Volunteering strategy sets out our ambitions to work in partnership with service users, carers and members to improve services, improve organisational culture and to prioritise service user recovery and well-being.

This strategy links to the Trust's Strategic Vision and its ambitions to provide the best possible care and support and to the service provider of choice. In addition, our commitment to being influenced by the views of service users, carers, families and volunteers fits with the patient experience priorities set out in the NHS Outcomes Framework 2016/17 and the strong emphasis on both empowering patients and engaging communities in the NHS Five Year Forward Plan.

We have adopted a pioneering approach which positions involvement, experience and volunteering as central to the culture of the organisation. It includes two unique involvement centres, volunteering and befriending services and strong membership engagement.

Our approach takes into account national requirements that we must fulfil in this area and guidance we must take into account.

- We have legal responsibilities under Section 242(1B) of the NHS Act (2008 onwards) to involve users, whether directly or through representatives.

- We must carry out the Friends and Family Test across all our services.
- We must meet Care Quality Commission (CQC) Standards around involvement in care and shaping services, as well as ensuring quality is monitored through feedback.
- We must take account of the NHS Constitution which emphasises patients' rights and demands they have greater control over their care.
- We must undertake PLACE (Patient Led Assessments of the Care Environment) Audits annually and must involve patient assessors

2. INVOLVEMENT, EXPERIENCE AND VOLUNTEERING CONTEXT

NATIONAL

- **Improving patient and public participation in the health services commissioned by NHS England**

NHS England has published a [suite of documents to strengthen patient and public participation in health services](#). Together with the existing participation framework for primary care, new frameworks for public health, armed forces, health and justice and specialised services will support NHS England commissioners to carry out meaningful and inclusive participation with patients and the public.

LOCAL

- **Public events to hear views on joint plan for Nottingham and Nottinghamshire (the STP)**

The organisations that commission and provide health and social care services across Nottingham City and Nottinghamshire County have been seeking the views of patients and the wider public on their joint five year Sustainability and Transformation Plan (STP). There have been four public events across the city and county.

- The Trust is responding to the Healthwatch Nottinghamshire report looking at Access to Information at the Point of Dementia Diagnosis.

3. INVOLVEMENT, EXPERIENCE AND VOLUNTEERING STRATEGY – UPDATE

LISTEN AND RESPOND TO FEEDBACK

To listen to our patients, service users and carers in meaningful, comprehensive and varied ways. To use the information we receive intelligently and with understanding so we respond honestly and make changes that improve people's health and wellbeing.

CURRENT DIRECTION

We continue to work with the Divisions to ensure that all teams capture and respond to feedback. We are working with services to ensure that they look at **all** sources of feedback to gain a real understanding of what people are saying.

WHAT WE'VE DONE/IMPACT

- We have **produced three Patient Voices reports for the Trust Board of Directors**. These looked at the range of feedback we received for particular services and the actions the service will take in response to this feedback. The services we focused on were South Nottinghamshire Sub Economy (December), Mental Health Services for Older People (January), Wathwood Hospital (February).
- The official **National Community Mental Health Survey results** were released on 15th November, and reported to Board in December. The Trust received 588 responses, which highlighted issues relating to day-to-day living, coordination of care and crisis care. The results have been shared and all the comments have been coded into the Your Feedback Matters website so that services can incorporate any actions that need to be taken into their quarterly Involvement and Experience Reports.

The 2017 **National Community Mental Health Survey** commences next month, service users will receive surveys between March and June and the responses will be analysed and fed back to us in July.
- In the three months November 2016 - January 2017 we have had **4883 responses to our feedback survey, 256 PO postings, 1 548 people using the [Your Feedback Matters website](#)**.
- We have had over **132 994 responses to the Feedback Survey** since we first began it in July 2009.
- **Sensory and mindfulness equipment** has been provided to the wards at Arnold Lodge on the request of patients, to help them relax.
- Patients on Cannock Ward at Arnold Lodge asked if **an exercise step** would be used on the ward. Two exercise steps have been purchased for use on the ward.
- The renewed Patient Involvement Meeting at The Peaks Unit at Rampton Hospital has now introduced **an action plan looking at all feedback and the unit's response to this feedback**, which is monitored by patients through this group. This is an example of best practice in relation to both acting on feedback, and sharing what has been done as a result with patients. It also provides a great opportunity for patients to challenge the responses if they feel they are not adequate.
- The **Service Liaison Team** now attend all Rampton Patient Council meetings as a

response to issues raised relating to communication with this team.

- **A survey relating to Blanket Restrictions** was recently circulated to all wards at Rampton Hospital. These have been completed and returned, and will be forwarded to all services to identify any issues and put in place any necessary action.
- Patients at Wathwood Hospital raised issues with the GP and dental services within the hospital. Individual issues were addressed, but some **general improvements were made following the review of GP and dental services** – including more time from the dentist to ensure patients have the time to discuss their concerns, and primary health staff have implemented a triage system to help prioritise patients with the most serious concerns.
- **Turning Point are collecting feedback on the guest experience at the new Beacon Lodge** 'step down' facility to ensure that service delivery at the unit revolves around the feedback and the needs of those using the service. In response to this feedback, more information about the unit has been shared widely.
- The acute wards in adult mental health services have begun an **open recruitment process**, which interviews Health Care Assistants and Staff Nurses every month as applications are received. This is in response to consistent feedback from service users relating to staffing issues on the wards.
- In mental health services for older people, Kingsley Ward (at Millbrook Hospital) are now holding **ward meetings to respond to feedback given**, and using the You Said We Did posters to share all main themes from feedback and resulting action taken.
- As a result of feedback from parents with children who have a stammer, **new parental group sessions** are being piloted across Community Specialist Services to ensure that parents have early information and advice on how to help their child.

FUTURE PLANS

- The Involvement, Experience and Volunteering team and volunteers will continue to be involved in the emerging recovery and quality of life based **patient reported outcome measures**, in partnership with Local Services and IMROC (Implementing Recovery in Organisational Change). A new service user representative has joined the steering group for this programme of work.
- Involvement volunteers in a variety of roles are beginning to **use the feedback published on the Your Feedback Matters website to enhance the role they play in changing services** (for example, influencing the agenda in Patient Council forums to represent issues raised by those not in attendance). We will continue to train volunteers to gather and use feedback in their roles.
- The 2017 **National Community Mental Health Survey** work will commence shortly.

PRODUCE FUTURE PLANS AND SERVICES IN PARTNERSHIP

To engage patients, service users, carers, members and communities to work in partnership with us and other key health and social care organisations to co-produce future plans and services.

CURRENT DIRECTION

To work with the Trust's Divisions, commissioners and local transformation programmes to ensure our services users, carers, Governors and members are actively involved in working in partnership to shape and develop services.

WHAT WE'VE DONE

- We have begun working with the **King's Fund on a Collaborative Service Change project**. As part of this we will develop a **new model for involvement in service change**. The project will work with service users, carers and staff over six months and will focus on two key service developments/pathways (Adult Mental Health Community Services and Respiratory Services in Mid- Nottinghamshire) and will put in place a cultural change programme for future work. The project is due to start in late March.
- We have been working with **directorates in local Mental Health and Forensic Services to agree the tailored support** that the IEV (Involvement, Experience and Volunteering) team will provide **based on annual agreements**. We have met with the Directorate Involvement Leads and General Managers to look at where our support would have most impact. We will agree our key work in IEV for 2017/18 with each Division shortly.
- In the last three months, service user and carer volunteers have been involved in **four MICE (monitoring infection, cleanliness and the environment) audits within Local Services**.
- Service users and carers have been **working with Adult Mental Health (AMH) Services in a workstream group looking at new service model for AMH Community Services**.
- Work has begun with volunteers to **improve the experience of waiting rooms across the Trust**, as a follow on from the successful Ideal Ward Round project. The group, comprising of staff and volunteers, hope to write a paper with recommendations for waiting areas.
- **Recommendations from the Ideal Ward Round** project have been produced. Pilot wards have now been agreed at Millbrook and Bassetlaw Hospital, and funding has been secured to evaluate these pilots. The initial meeting has taken place at Millbrook, (Bassetlaw to follow) and work is expected to get underway in March.
- The **Working Age Dementia (WAD) Service has recently transformed** waiting times in the service. A Diagnostic WAD Service is in place, and a Post-Diagnostic Service is now running. This has reduced waiting times from 32 weeks to 6 weeks.
- Patients at Arnold Lodge asked if a **ground maintenance and work skills group** could be set up. This is now in operation and is advertised to patients across all wards.
- Patients at Arnold Lodge asked if a **women's swimming group** could commence at

the local gym. This has now been arranged.

- At The Wells Road Centre, patients now discuss **Least Restrictive Practice** as a standing agenda item at the Patients Forum, to ensure this element of culture is always monitored and challenged.
- Service users at The Wells Road Centre asked if they could gain **educational qualifications** whilst living in the unit. The Education Coordinator is currently undertaking training to become an assessor and will soon be able to guide service users through qualifications.
- Patients at Rampton have recently undertaken **15 Step Challenges** at the Health Centre, the new Canterbury Ward and on The Peaks unit. A programme of training has also been organised to enable service user and carer volunteers from the Involvement Centres to undertake **CARe reviews** within the division.
- Patients from The Peaks unit requested access to **work skills area placements** with the Occupational Therapy team. One referral has so far been made, which is awaiting a risk assessment, but the intention is to increase the number of patients accessing work skills placements from The Peaks unit.
- **Three new recovery college courses at the Wathwood campus** have been developed and co-delivered, including a course on 'The Power of Sleep'.
- An obesity strategy is currently in development at Wathwood Hospital to **assist patients with weight management and health promotion**. A working group, including patients, nursing staff, primary health, a dietitian, an occupational therapist and pharmacy colleagues is now overseeing this as it progresses.
- Adult Mental Health services have been **evaluating the impact of the service redesign programme for previous inpatients of the now closed rehabilitation services**. A report has been produced and circulated which collates service user, carer and family feedback about the quality and suitability of the placements into which service users were moved as the Trust's rehabilitation services closed, and looks at feedback from all parties on the redesign and its impact.
- Young People accessing support from the CBT (Cognitive Behavioural Therapy) group for anxiety are now **writing letters to future young people** about their experience and the group and how it has helped them.
- **A staff shared drive is being set up for Activity Coordinators** across specialist services to ensure that resources and ideas can be shared.
- Active and experienced **Infant Feeding Peer Support volunteers trained to co-deliver training sessions** for new Peer Supporters.

FUTURE PLANS

- To **undertake the Collaborative Service Change project** with the King's Fund and develop a new way of working around service change in the Trust.

INVOLVE, SUPPORT AND COMMUNICATE WITH CARERS

To work in partnership with carers so they are involved, informed and supported to play a key role in both individual care and service planning.

CURRENT DIRECTION

To ensure that all clinical teams make progress from their self-assessments carried out as part of the Carers’ Strategy and Triangle of Care (ward teams). To work with community mental health teams to carry out their self-assessments as part of the Triangle of Care. This will enable us to understand how all our teams are involving, communicating with and supporting carers and what plans they have to improve this.

WHAT WE’VE DONE

- **All 74 ward and crisis teams are updating their phase 1 of the Triangle of Care self-assessments.** These should show the progress the teams have made since last year.
- We are **working to complete the Triangle of Care self-assessments for community mental health teams** across the organisation by July 2017.
- **The Carers’, Families and Friends film** is now used to raise staff awareness of how they can work better in partnership with carers. It is **used in staff induction every month.** A carer co-presents at induction and introduces the film.
- We are **working with carers and the Learning and Development Department to develop Carer Awareness Training for staff.** There will be four courses that will be co-delivered with carers. They will start in March 2017.
- The **Friends and Family Forum at The Wells Road Centre** took place in November 2016, to which 17 carers attended, as well as carers from the Involvement Centres.
- In mental health services for older people, the **City MHIR (Mental Health Intensive Recovery) team are using documentation to indicate carer stress** which will be included on the patient’s admission to the service.

FUTURE PLANS

- We will **undertake two review days in March with carers.** One to see how our ward and crisis teams have progressed with their self-assessment plans and the second to see how our community mental health teams are progressing with their self-assessments

INVOLVE, SUPPORT AND TRAIN VOLUNTEERS TO PLAY A KEY ROLE IN THE ORGANISATION

To enable volunteers to play a key role as partners in the organisation. To provide training, clear roles and support to enable volunteers to have a real impact on the organisation and to develop and take up opportunities. Our Involvement Centres to continue to evolve into places where volunteers are trained, supported and connected to a range of opportunities and where there is a community of peers who support each other and collectively improve the Trust.

CURRENT DIRECTION

To ensure that all volunteers are inducted, trained and supported well to enable them to carry out meaningful roles both safely and effectively.

WHAT WE'VE DONE

- Currently, **the Volunteering and Befriending Service support 90 individuals in 69 different placements** throughout the Trust. Rampton Befriending Service currently support 36 befrienders matched with 39 patients and a visiting care dog service. We currently have **51 active involvement volunteers**, in a range of placements across the Trust, particularly supporting Rampton Hospital and Adult Mental Health Services. **Over 300 volunteers support the Children's Centres.**
- Rampton Befriending scheme was founded in 1997, and as such is approaching its 20th anniversary. **Two original volunteer befrienders remain** within the befriending team, one of whom has been nominated for the **Volunteer OSCAR award.**
- **Four new volunteers were recently trained at the Wells Road Centre as In-Patient Befrienders.**
- Volunteers and Involvement staff continue to support the Live! team at Millbrook Hospital, attending **Patient Council meetings and Live! staff meetings**, helping to shape how Millbrook teams capture feedback and involve patients in key decisions.
- In the past three months, **involvement volunteers have contributed to more than 15 interviews**, and have supported inpatients at Rampton and Wathwood to take part in interviews on panels.
- A series of training events for service user and carer volunteers at the Involvement Centres will equip them to undertake **CARe reviews**, as an early warning system for any issues on the wards which relate to the quality of care provided. Training will be provided to ensure volunteers understand the CARe review process, the associated paperwork and how to conduct the reviews (alongside staff) and evaluate the results.
- A large training event was recently held at the Duncan Macmillan Involvement Centre to **train service user and carer volunteers on Forensic Services.** This covered elements such as: boundaries, personal safety, the history of medium and high secure services in the Trust, do's and don'ts, Information Governance, Safeguarding and what to do in emergency situations. Twenty-one volunteers attended the training, and will shortly commence volunteering roles within Forensic Services. The next training session is planned for 24th July, and this is mandatory training for all those wishing the volunteer within Forensic Services.
- The recently established a **befriending service at The Wells Road Centre** is now up and running, with befrienders now matched to patients and beginning to visit. Interviews for new befrienders will take place in February.

FUTURE PLANS

- Services were asked to identify any third sector voluntary organisations they work in partnership with, to enable us to establish whether the recruitment, vetting and support arrangements for volunteers from these organisations meets the Trust's volunteering policy. We will shortly be contacting all external voluntary sector organisations to share

the Trust policy and to request that they sign a **memorandum of understanding** which confirms their compliance with Trust policy.

- We are currently planning for the **2017 Volunteer Impact Assessment**, which will be disseminated in March 2017 and will this year target, alongside volunteers: staff teams with and without volunteers, patients who interact with volunteers and relevant others for their views on volunteering and volunteering services within the Trust.

INVOLVE AND COMMUNICATE WITH OUR COMMUNITIES

To work in partnership with our members, communities and voluntary sector so that the Trust is an engaged and supportive partner to the communities we serve.

CURRENT DIRECTION

To ensure we have regular communication with our members and provide them with a range of opportunities to share their views and to shape and develop health services in the Trust, locally and nationally.

WHAT WE'VE DONE

- We have produced **monthly e-bulletins for members** that are also sent to all staff. The latest editions included information about the opportunities to have a say about the Nottingham and Nottinghamshire Sustainability and Transformation Plan, a Healthwatch survey about LGBT people's experiences of health services, national consultations including one on specialist mental health services for young people and links to recent Trust Board Patient Voice reports.
- We held **Governor Elections in January** and nine members of the public were elected to the public constituencies in the city and the county.

FUTURE PLANS

- **The Trust Quality Committee agreed an approach to how we work with and involve our communities.** Our services will take a more strategic and co-ordinated approach to working with communities and our involvement work will support this. A small working group met in January to look at how we take this forward.

USE TECHNOLOGY TO ENGAGE IN NEW WAYS

To explore and use the most effective new methods and technologies including our website and social media to reach out to and engage with our service users, carers, members and communities.

CURRENT DIRECTION

We continue to develop how we use our Your Feedback Matters Website, the Involvement Twitter account, the Involvement blog and the Trust website to communicate with and involve people.

WHAT WE'VE DONE

- **All the data and comments** from the 4883 surveys and the 256 Patient Opinion postings **are publically available on Your Feedback Matters website**. The website was viewed by 1 548 people in the last three months (November 2016 – January 2017)
- We **tweeted 83 times in the three months** (November 2016 – January 2017). These tweets created 41.2k impressions, and 171 mentions ('Impression': A tweet has been delivered to the Twitter stream of a particular account. Not everyone who receives a tweet will read it, this is a measure of potential impressions.)
- We have published eight blogs between November 2016 – January 2017, shared on the **Involvement Blog**, which includes the most recent blog in a series of blogs from an involvement volunteer Thomas (currently on a placement supporting the experience data team), an introduction to a new involvement volunteer and a new member of the Involvement, Experience and Volunteering team, and a reblog from a service user who has conquered a struggle with alcohol addiction.
- **The learning from the Ideal Ward Round project will soon become a part of an RLO (Reusable Learning Object)**; an online learning tool for staff.
- **An online shopping system** has been introduced at Arnold Lodge to enable patients to order items from retailers who only take online orders.
- Arnold Lodge are introducing **Cowall (a large interactive screen for use in medium and high care settings)** within their Long Term Segregation Room within the Seclusion Suite. This is a means of using safe technology to calm, and to keep people connected when segregated.
- **Games consoles and e-Readers** have been made available at The Wells Road Centre in response to feedback requesting them. Consultation meetings took place with service users and IT to review the procedures for managing internet access.
- A new recovery college course at the Wathwood campus has been developed and co-delivered by patients, including a course on '**Getting to grips with modern technologies**'.
- **Young people accessing support from the WAM (What about me?) service feature in a video** produced by Jane Danforth to be used across the Trust to ensure that young carers are represented and considered when care planning.
- **The Children's Centres Facebook Page** in each district has been reviewed following district-wide consultation in each district across the county to make it easier to access and more appealing to new parents.
- The **Falls Lead in Mansfield and Ashfield is planning a stand up training video**, which will be placed on Recap Health (website for prescribing videos and information to patients and families) to help assist people in their own homes with falls and safety.

FUTURE PLANS

- To continue to explore ways of using technology to communicate with and involve people.
- To encourage all directorates to blog about the changes they've made to services, the ways they've involved people in this, and responded to their feedback.

DEMONSTRATE OUR IMPACT, SHARE GOOD PRACTICE AND SHAPE NATIONAL AGENDAS

To have clear ways of demonstrating our impact, to share good practice internally and externally and to shape national and local agendas around involvement, experience and volunteering

CURRENT DIRECTION
To continue to share the impact of our work.
WHAT WE'VE DONE
<ul style="list-style-type: none">The Trust Chair and members of the IEV Team will be presenting at Patient Opinion event in Sheffield on 8th March as to how we have used Patient Opinion effectively in the Trust
FUTURE PLANS
We are looking to develop a range of quantitative and qualitative measures for 2017/18 to capture the impact of our work

3. RECOMMENDATION

The Board of Directors is asked to consider and note progress highlighted in the report.

Paul Sanguinazzi
Head of Involvement and Experience

Amy Gaskin-Williams
Involvement and Experience Manager

February 2017