

## **INVOLVEMENT, EXPERIENCE AND VOLUNTEERING STRATEGY** **(2019-2021)**

### **Purpose:**

**To ensure that Nottinghamshire Healthcare and other local organisations** who provide and commission mental health, learning disability and community health services in Nottinghamshire\* **listen to and collaborate** with patients, service users, carers, volunteers, members, staff and local organisations and communities **to improve services , organisational culture and the lives of service users and carers.**

We believe that by listening to feedback, experiences and ideas, and working collaboratively to use our collective skills and knowledge we will provide services that are caring, compassionate, meet people's needs effectively and improve our service users' and carers' mental and physical health and wellbeing.

### **The Trust will do this by:**

- **working collaboratively** with service user/carer volunteers, staff and local organisations on service changes, strategies and improvement projects
- **listening and responding** to the feedback and views of patients, service users, carers, volunteers and members
- **training and supporting volunteers** to have an effective voice, collaborate with us in the work we do and play a key and valued role in the organisation

\*and other national, regional and local areas that our services cover

# **INVOLVEMENT**

## **AIM:**

**To work collaboratively on service changes, strategies and service improvement projects. We will work together in an open, honest and respectful way, listen to and understand others feedback, experiences and ideas including local communities, and value their ideas, skills and knowledge.**

## **Service Change/Redesign**

- The Trust will work to ensure that we work collaboratively with service user/carer volunteers, staff and local organisations on service changes and that we listen to the views and feedback of the diverse communities we serve as part of these processes. We will seek to influence others to work in more collaborative and inclusive way. We expect the Trust and its services to work collaboratively in the three areas below:

- **System-wide strategies and service changes**

The Trust will work in partnership with local health and social care organisations and commissioners around service changes and strategies. A key part of this will be to ensure that we work collaboratively with service users, carers and local organisations and that we listen to the views and feedback of local communities.

- **Trustwide strategies and plans**

The Trust will develop its strategies and plans (e.g. Trust Strategy, Clinical Strategy and Quality Strategy) collaboratively with service users, carers and local organisations.

- We will implement the Triangle of Care (ToC) to involve, support and communicate with carers across our services and simplify the ToC assessment and review process

- **Service developments**

The Trust will develop its services collaboratively with service users, carers and local organisations.

- Implement the collaborative service change model and School for Change Agents training and share the learning
- Improve working with voluntary sector and our communities in service change and redesign

## **Audits**

- Ensure continuation of service user, carer and volunteer involvement in PLACE Audits and CARE reviews, and ensure that changes are evidenced

## **Service Improvement Projects/Quality Improvement**

- Ensure the continuation of service user, carer and volunteer involvement in Trustwide initiatives and projects including service improvement projects, recruitment and training
- Build links and working with the Quality Improvement (QI) Team to ensure patients, service users and carers are involved in QI projects.

## **Membership**

- Improve communication and engagement with our members

# **SERVICE USER AND CARER EXPERIENCE AND FEEDBACK**

## **AIM:**

**To listen to our patients, service users and carers in a variety of ways that enables their feedback and views to be heard. To use the information we receive intelligently and with understanding so we respond honestly and make changes that improve people's health and wellbeing.**

## **Patient/Carer Experience Review**

- Carry out a Patient/Carer Experience Review to understand how our approach is working and to look at ways to improve it. This will include how we can develop a more effective approach to capturing feedback in community services. The development and implementation of this review will be a key part of our work in the next year.

## **Capturing Feedback**

- All teams will capture feedback and listen to the experiences and views of their service users, patients and carers. Teams will look to use the methods that best enable people to tell us about their experiences.
- We will focus on gaining feedback in areas where we have concerns, where teams are struggling to capture feedback, and where we are not hearing from particular communities.

## **Analysing and Reporting on Feedback**

- All feedback will be collated and analysed and will be shared publicly on the Your Feedback Matters website.
- The Board will receive a monthly Patient Voice report that will focus on a specific directorate and will look at the range of feedback we receive about the directorate, the key issues and the action taken to address them. It will link to the monthly Staff Voice report. Work with directorates in advance of the Patient Voice report to carry out focused feedback collection if useful.
- Further promote the Carers Survey and other mechanisms to capture feedback from carers, friends and families

## **Responding and Acting On Feedback**

- Directorates will update on the progress made to tackle the key issues in the Patient Voice report - updates will be provided to the Board after three months and twelve months.
- Teams will discuss their feedback, use it to identify key issues, respond and make improvements to services where required and let people know if they can't

## **Sharing Progress**

- Changes will be shared publicly on the Your Feedback Matters website, on Care Opinion, in wards and clinics and via social media

## **Staff support:**

- Redesign support for teams/staff, to include guides, online information

# **VOLUNTEERING**

## **AIM:**

**To enable volunteers to have an effective voice, collaborate with us in the work we do and play a key and valued role 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 will be hubs 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.**

We will have a co-ordinated approach to volunteering across the organisation so that volunteers can play a valuable role, safely and effectively, across the Trust.

## **Promotion/Recruitment**

- Ensure that we promote volunteering and involvement opportunities widely, including through our Involvement Centres, to our diverse communities
- Improve recruitment and training of volunteers so that it better enables volunteers to take up the range of opportunities available
- Make clear the expectations of volunteers and of our organisation towards volunteers

## **Support and Training**

- Offer a wide range of learning and training opportunities to volunteers, to aid them in their roles and to also support their personal development.
- The Trust's Involvement Centres will be a base for volunteers, to ensure they feel supported, connected, informed and involved

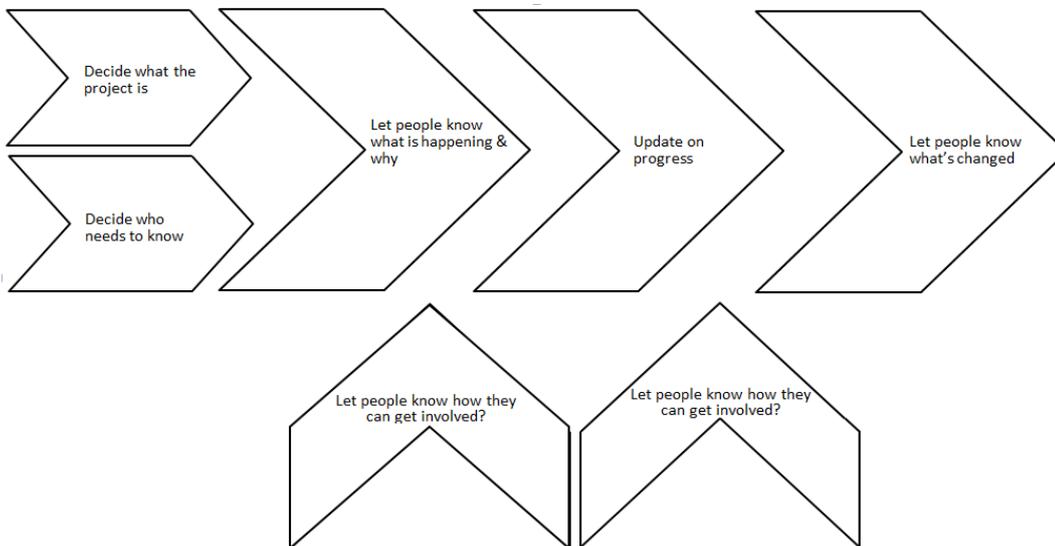
## **Recognition**

- We will ensure that volunteers are appreciated and their contributions to service users, carers and families' lives are valued and recognised
- Ensure that staff understand the contribution volunteers can make and that they have the support and understanding of how to work effectively with volunteers

## COMMUNICATIONS

We will:

- Let volunteers, members and staff know about opportunities to get involved, offer feedback or volunteer in the Trust and the wider health and social care system via our monthly members' e-bulletin. We will also publicise opportunities through our two Involvement Centres and the Trust website.
- Encourage two-way communication about what we are doing and what the impact is through the Involvement Twitter and blog accounts.
- We will provide information about IEV through the Trust website and intranet.
- Produce a six-monthly IEV report that details the work we are doing across the Trust and the difference it has made. We expect all directorates to evidence how they have implemented the strategy.
- Encourage all projects that are involving people in the Trust to use the model below to ensure we communicate opportunities to be involved and how the project is progressing



## IMPACT

We will measure the impact of this strategy in the following ways:

- Changes identified in the 6-monthly IEV reports, the monthly Patient Voice reports and Care Opinion postings
- Annual surveys of both staff and volunteers to identify the benefits people see from our IEV work
- Collecting personal stories from staff and volunteers to understand the impact of our IEV work

## LEARNING AND DEVELOPMENT

- We will provide advice, support, online resources and training to staff to enable them to effectively carry their work around Involvement and Experience and with volunteers
- We will work with Learning and Organisational development to ensure we shape organisational culture and delivery around IEV through Induction, development programmes and the Leadership Council