<table>
<thead>
<tr>
<th>Title</th>
<th>‘Transforming Patient Experience in Partnership’ within the OUH Strategy 2014 - 2016</th>
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<tbody>
<tr>
<td>Status</td>
<td>For approval</td>
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<tr>
<td>History</td>
<td>This is Patient Experience Strategy was previously presented at the Trust Management Executive in September 2013</td>
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<tr>
<td>Board Lead(s)</td>
<td>Liz Wright, Acting Chief Nurse</td>
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<td>Key purpose</td>
<td>Strategy</td>
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## Executive Summary

1. This paper is presented to Trust Board to clarify the OUH Patient Experience Strategy. This is a new strategy and is designed to lead the Trust wide approach to understanding and learning from patient, carer and staff experience.

2. In light of the outcome recommendations from the Mid Staffordshire reports, a key objective for the NHS, supported by The Royal Colleges, is for there to be learning from patient experience feedback.

3. The Trust is committed to developing the strong link between patient, carer and staff experience.

4. Four programmes are proposed and described which will be coordinated by a Patient Experience Steering Committee, chaired by the Acting Chief Nurse and include both internal Trust staff and external stakeholders. These streams of work include:
   - Patient Experience
   - Patient Stories
   - Compassionate Care
   - Patient Leaders

5. This strategy has been benchmarked with local and national organisations to ensure the Trust is developing best practice. The business case to support and fund the strategy will be presented to TME later in January 2014. Additional interim funding has been sought via Health Education Thames Valley.

6. The nursing directorate and workforce directorate are committed to working in partnership to ensure alignment and the integrated delivery of the patient and staff experience.

7. **Recommendation**
   
   The Board is asked to approve the OUH Patient Experience Strategy.
Transforming Patient Experience in Partnership

1. Purpose
   1.1. This paper will present and describe the proposed Trust wide Patient Experience Strategy including alignment with the staff experience.

2. Background
   2.1. The Trust’s core values are excellence, compassion, respect, learning, delivery and improvement; and patient and staff experience is a central component of all of these.

   2.2. Learning from both patient and staff experience to improve health care services is a key focus for the Trust. This is driven by:

   - The recognition highlighted in prominent national reports into quality and safety and particularly understanding and listening to the experience of patients, carers and staff in improving the delivery of healthcare.

   - The Trust’s commitment to transform the relationship between patients, carers and staff learning and working in partnership, to improve and develop the quality of care that the Trust provides.

   - The opportunity to learn from

     o Industry and multinational organisations in their engagement and dialogue with consumers in becoming successful, responsive, innovative, customer focused and leaders in their markets.

     o The sharing of better and innovative practice which is highlighted in national examples of patients, carers and staff within children’s and young people’s services, mental health, social care and learning disability services.

2.4 The Patient Experience Strategy was presented at the Trust Management Executive (TME) in September 2013 and the supporting business case and implementation plan will be presented to TME later in January 2014.

2.5 The Patient Experience Strategy has been reviewed by the Head of Organisational Development and the Safeguarding Adults and Patients Services Manager to ensure the alignment and integration.

3. The Patient Experience Strategy
   3.1. The strategy is comprised of four principle programmes:

       Patient Experience Programme
       Patient Leaders programme
       Patient Stories Programme
       Compassionate Care Programme
3.2. The Patient Experience Programme has two components

**Real time patient experience feedback and Friends and Family Test (FFT)**

3.2.1. Real time patient experience feedback and FFT will be combined to enable patients and carers to give feedback about their healthcare experience by a variety of electronic and paper based means. The real time patient experience feedback will align with the CQC new surveillance model. The FFT will be implemented in all Trust inpatient, day case and outpatient services by December 2014. This will include the 'Access for all' work stream for children and young people, people with learning disabilities, people with cognitive impairment, people who do not speak English as a first language, and people with dementia.

3.2.2. This programme will ensure:

- The results from patient experience feedback are routinely available as soon as possible to analyse and identify specific areas of excellence, areas of concern and to identify service improvements required.
- Service improvements are displayed to patients and carers using a 'You said… we did' format on ward Quality and Safety Boards.
- The triangulation between all the means of access to feedback will enable a thorough examination of patient experience to identify key themes, areas for improvement and good practice.

**The national CQC survey programme**

3.2.3. This is a national programme and involves an annual inpatient survey, and a rolling 3 year programme of outpatient, maternity and emergency department surveys. This is a retrospective survey post discharge and provides a means of national benchmarking. The results from this survey tend to be more objective and validated through the random selection process.

3.2.4. The results from all these surveys are analysed to identify areas of excellent practice and service improvement action plans are developed to address areas identified of concern. This is monitored through the Trust Management Executive (TME) and Quality Committee.

3.2.5. The results from the annual inpatient survey will be analysed in conjunction with the annual staff survey and the divisions will triangulate themes from both patient and staff perspectives.

3.3. The Patient stories Programme

3.3.1. This programme will be delivered in collaboration with the Oxford Academic Health Science Centre (AHSC), in order to facilitate a multidisciplinary and multi-organisational approach. This programme will champion and lead the development of patient stories as an vehicle for learning, personal and professional reflection, sharing excellence and examining poor practice across patient pathways.
3.3.2 Clinical teams will be supported to co-produce stories with patients and carers. These will form a Trust and joint resource library of stories for learning and discussion at clinical, professional, educational and service fora, including Trust Board and Quality Committee to permeate the whole organisation.

3.3.3 It is planned that clinical staff and non-clinical staff working with patients will present a patient story as part of their annual appraisal, in order to evidence personal and professional learning and development of practice.

3.4. The Compassionate Care Programme will drive compassionate care as a core component of patient, carer and staff experience. This programme will support the implementation of the Trust's Values into Action. There are five elements

3.4.1. Team based customer care training to increase staff confidence and expertise in the resolution of patients concerns, and implementing compassionate excellence into all interactions with patients and carers.

3.4.2. An E-Learning introduction to customer care.

3.4.3. Person centred care and dignity campaign for vulnerable people particularly with regard to communicating, planning care and discharge home.

3.4.4. Shaping the next generation: Inter-disciplinary students will develop their shared learning which will incorporate the patient perspective and experience in developing a compassionate and empathetic approach to care.

3.4.5. Implementing the Trust complaints review with regard to a more inclusive, responsive and humane approach to resolving complaints.

3.5. The Patient Leaders Programme embraces the national challenge to transform the working relationship between patients, carers and staff and in the development of healthcare and services. It also empowers patients, carers and staff to develop a more strategic approach to working in partnership. This programme will develop children, adults and vulnerable people as patient leaders in all aspects of patient engagement, across health, social care and education, particularly

- Patient led peer support groups
- Divisional patient and public engagement groups Patient Led Assessment of Clinical Environments (PLACE)

3.6. The Trust will work in partnership with health and social care within Oxfordshire to develop a range of patient and staff experience fora which embrace the patient and carer journeys to include the whole patient pathway. The Trust will also educate and support patients and staff to develop this working relationship.
4. Conclusion.

4.1 The Trust is committed to strengthening the link between and learning from patient, carer and staff experience to improve services.

4.2 The implementation of the Patient Experience Strategy will be supported by the establishment of the Trust’s Patient Experience Steering Group led by the Acting Chief Nurse

4.2.1 This steering group will report to TME in alignment with the workforce and leadership strategies.

5. Recommendation
The Trust Board are asked to approve the Patient Experience Strategy.

Liz Wright
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Author
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January 2014