

Patient and Public Involvement Strategy Action Plan, 2016-2019

Draft for Consultation

Please note: The timescale will be populated following the public consultation (see TB report, point 1.1).

	Six key objectives and high level actions	Lead	Timescale
1	A good involvement offer is made to patients and the public		
1.1	Develop a involvement offer describing what patients as stakeholders can expect from their involvement with OUH Trust	Patient Services Team	
1.2	Provide all patients who want to be involved with clear guidance on the expectations, influence and impact of their role through clear role descriptors, expenses policies	Patient Services Team	
1.3	Audit across all five clinical divisions and research partners to identify all best practice and numbers involved and capture new opportunities	Patient Services Team	
2	The involvement offer is fully accessible		
2.1	Update public website to reflect all involvement offers across the Trust including routes through to clinical research, volunteering onwards, work experience, fundraising, YiPpEE! , Public Partnership Groups (PPGs), Foundation Trust membership, staff training, peer review and all other opportunities which arise or need exploring	Communications Team	
2.2	Ensure the website content meets the legal requirement to comply with the NHS Accessible Information Standard for patients which will be implemented on 31 July 2016	Communications Team	
2.3.	Provide a ' front door' for staff and public enquiries about involvement – i.e. a named contact with an email, telephone number and postal address can be posted on the public website	Patient Services Team	
2.4	Deliver a pro-active internal and external media campaign to flag the ways in which the	Communications	

	public can be involved in the work of the Trust	Team	
2.5	Develop an online consultation tool for public consultations available through the Trust's website	Communications Team	
3	Patients, the public and staff are actively supported to be involved		
3.1	Create, with patients and staff, an online involvement portal for the Trust accessible via the website and intranet – for both staff and public, ensuring information is reproducible in hard copy	Patient Services Team	
3.2	Develop an online 'toolkit' for PPGs which provides guidance on process of representation.	Patient Services Team	
3.3	Appoint a co-ordinator for PPGs to their development and ensure the meeting dates and minutes are made publically available via the website and that seldom heard people are actively encouraged to be involved in the Groups	Patient Services Team	
3.4	Develop at least two new PPGs in services which currently do not have one	Patient Services Team	
3.5	Develop and deliver a training and induction programme with patients and the public for staff - setting out ways in which they can be supported to engage and involve the public – using patients to help deliver the training	Organisation Development Team	
3.6.	Develop and deliver a training and induction programme with patients and the public - for patients - wishing to be involved (e.g. focus groups, peer reviews, quality checking, designing surveys etc) – use staff and other patients to help deliver the training.	Patient Services Team	
3.7.	Scope the need for an overarching PPG with defined links to the Trust's Board and Governors	Patient Services Team	
4	All seldom heard people are groups including older people, children and young people, those with disabilities and from minority groups are given extra support to be		

	involved		
4.1	Relaunch YiPpEe! with 20 members	Children's Safeguarding Lead	
4.2	YiPpEe! to nominate a young person to join the Trust's Board of Governors	Children's Safeguarding Lead	
4.3	Develop digital / online presence to identify and develop new engagement opportunities for children and young people	Children's Safeguarding Officer	
4.4	Measure current involvement of Seldom Heard Groups and ensure increased involvement, particularly across the 9 protected characteristics	Patient Services Team	
4.5	Implement the recommendations of the Seldom Heard Groups Strategy	Patient Services Team	
5	The Trust seeks out and works with stakeholders, to fund, plan and deliver increased representation and involvement		
5.1	Work with key partners such as, Healthwatch Oxfordshire, NHS primary care providers (including GP practices), voluntary organisations, and local authorities, clinical research partners to share information and capture feedback.	Patient Services Team	
5.2	Engage with the Public Locality Forums to identify patients/service users for taking part in specific projects and use the Forums to share effective intelligence and identify 'bubbling up' issues	Patient Services Team	
5.3.	Produce an online directory and map of for staff of key contacts (e.g. community leaders and professionals) and resources (e.g. websites) for seldom heard communities and other target groups both within the Trust, with Oxfordshire, the region and nationally	Patient Services Team	
5.4.	The Trust invites the OUH charitable fund to hear what patients and public are saying about their experiences of the Trust so the charity is aware of this when making funding decisions, for example by invitation to involvement training events, YiPpEE! and PPGs.	Patient Services Team	

6	The Trust's embeds involvement in its daily governance, policy and practice		
6.1.	Provide feedback (via the Patient and Public Involvement Report) to the Governing Body public meeting on a six monthly basis and share this progress on the Trust's website	Patient Services team	
6.2.	Capture and audit the quality and quantity involvement across all clinical divisions – to establish a baseline in terms of involvement across OUH – using this to target areas of under development	Patient Services team	
6.3.	Identify, capture and share best involvement practice across each clinical division, research partners and make it accessible to both staff and patients via the online portal, staff training, internal and external communications	Patient Services team	
6.4.	Establish an agreed route for involvement enquiries with key staff teams, so staff have a consistent point of contact in the Trust	Patient Services team	
6.5.	Use a range of existing measures and tools available to help monitor and evaluate progress in individual participation: including the national Patient Reported Outcome Measures (PROMS) and the Inpatient survey and the Friends and Family Test	Patient Services team	