



James Paget
University Hospitals
NHS Foundation Trust

BUILDING A HEALTHIER FUTURE TOGETHER

Paget's Patients: Our Patient and
Public Engagement Plan for the next
five years
2023-2028

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INTRODUCTION

We are excited to share with you Paget's Patients – our plan for Patient and Public Experience and Engagement during the next five years. This supports the delivery of our Trust Strategy, Building a Healthier Future Together (2023 – 2028)

We know that to deliver the best possible care, with patients receiving the best possible experience; there needs to be genuine and meaningful engagement with patients, carers and the public to understand what truly matters to them.

Our plan enables us to build on our achievements to date, whilst identifying new ways to listen to and actively involve the diverse communities who access our services.

We are committed to getting services right for our patients, even more so as we continue to build partnership working across the developing Integrated

Care System (ICS), and as we progress our plans for our new hospital.

Patient experience is everyone's responsibility and we all have a part to play.

We want to hear from you!

If you have any feedback related to your experience of using our hospital, we would love to hear from you. A few minutes of your time today can help us improve care for future patients.

Visit our [Patient Experience webpage](#) for information on how you can give us feedback, or scan the QR code on your device to take part



Jo Segasby
Chief Executive



Paul Morris
Chief Nurse





HOW WE CAPTURE PATIENT FEEDBACK

Whilst patient feedback in its simplest terms provides us with information about satisfaction levels, listening to patients views and involving patients in discussions about their care and the services we provide gives us detailed insight into what is working well and what needs further improvement, thus helping us to better meet the needs of our local community

The diagram shows some of the ways in which patients can share their experiences of care.



HOW WE DEVELOPED OUR PATIENT AND PUBLIC ENGAGEMENT PLAN

In developing our patient and public experience and engagement plan, we considered:

- Our existing patient feedback to see what this is telling us
- The learning from the COVID 19 pandemic and how this impacted patient experience
- The feedback gathered following a series of engagement events with patients, carers and stakeholders, using the nationally recognised 'What Matters to You?' question as a basis for our discussions
- National and local policy and guidance for patient and public experience and engagement to ensure that our direction of travel is united
- Feedback from our system partners, Healthwatch colleagues and our Council of Governors

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WHAT MATTERS TO YOU?

Following a series of engagement events, our patients told us that the following things mattered most to them:

To be listened to and spoken to with respect

To be involved in decisions about their care

For communications to be clear and to be kept well informed

To be treated in a clean and safe environment

For appointments / treatment to be on time

To be cared for by understanding, friendly staff who are compassionate and professional

For care to be coordinated across departments



AREAS OF PRIDE

- Over 90% of our feedback received within the hospital evidences positive experiences of care
- We have established patient user groups, which enable the patient voice to be reflected in our business
- We have co-produced a Carers Identity Passport with colleagues and Carer organisations across the Integrated Care System (ICS) to enable Carers to be identified so that they can receive the support available to them and their 'cared for'
- We have appointed an Armed Forces Advocate to ensure that all veterans/ex-military service persons accessing our services are offered the essential support available to them
- We work in partnership with statutory and voluntary sector organisations to learn from feedback and research to continually improve
- We are part of the INTRAN partnership and we are committed to ensuring accessible information is available for all



AREAS OF IMPROVEMENT

- Improving the experiences of all our patients, including our ethnically diverse patients and patients with protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation)
- Reducing the number of formal complaints we receive and improving our response timeframes
- Supporting early resolution when things do not go as planned and involving patients and families in investigation processes
- Developing our community engagement to ensure that we offer our diverse, less accessible communities the opportunity to have a say
- Improve the experience of patients waiting for planned surgery by keeping them well informed, and signposting to additional help and support to keep healthy while they are waiting





CONTEXT FOR OUR HOSPITAL

Patients and communities are at the centre of everything we do as a hospital – in providing their care and ensuring we understand their needs, and involving them in our planning for the future.

The Trust's five-year strategy '**Building a Healthier Future Together**' outlines the vision for our hospital for the future, and the strategic ambitions that will guide delivery of our strategy.

We are committed to involving patients and communities in the development and delivery of significant projects that the James Paget is involved in, which will transform the way services are provided over the coming years.



By collaborating with our community, we will design a new hospital for the future.



We will involve our communities in the Electronic Patient Record rollout and further digital initiatives.

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust
Norfolk and Norwich University Hospitals NHS Foundation Trust
James Paget University Hospitals NHS Foundation Trust

Working Better Together

We will work with our hospital partners in Norfolk and Waveney to develop and deliver an Acute Clinical Strategy

Great Yarmouth
and Waveney
Place Board



By understanding our community needs, we will work with partners to improve pathways of care and transition from hospital



Improving lives **together**

Norfolk and Waveney Integrated Care System

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NATIONAL AND LOCAL CONTEXT

As an NHS Foundation Trust, the James Paget follows the Statutory Guidance published by NHS England and the Department of Health and Social Care – *'Working in Partnership with People and Communities'*.

This guidance outlines the many ways that NHS organisations involve, engage and consult the people and communities that they serve in developing the services they provide.

James Paget University Hospitals NHS Foundation Trust is also a member of the Norfolk and Waveney Integrated Care System, and shares the approach to ensure people are at the centre of the services we provide.

This common approach is summarised in the diagram opposite, demonstrating the range of ways we listen to and involve local people.





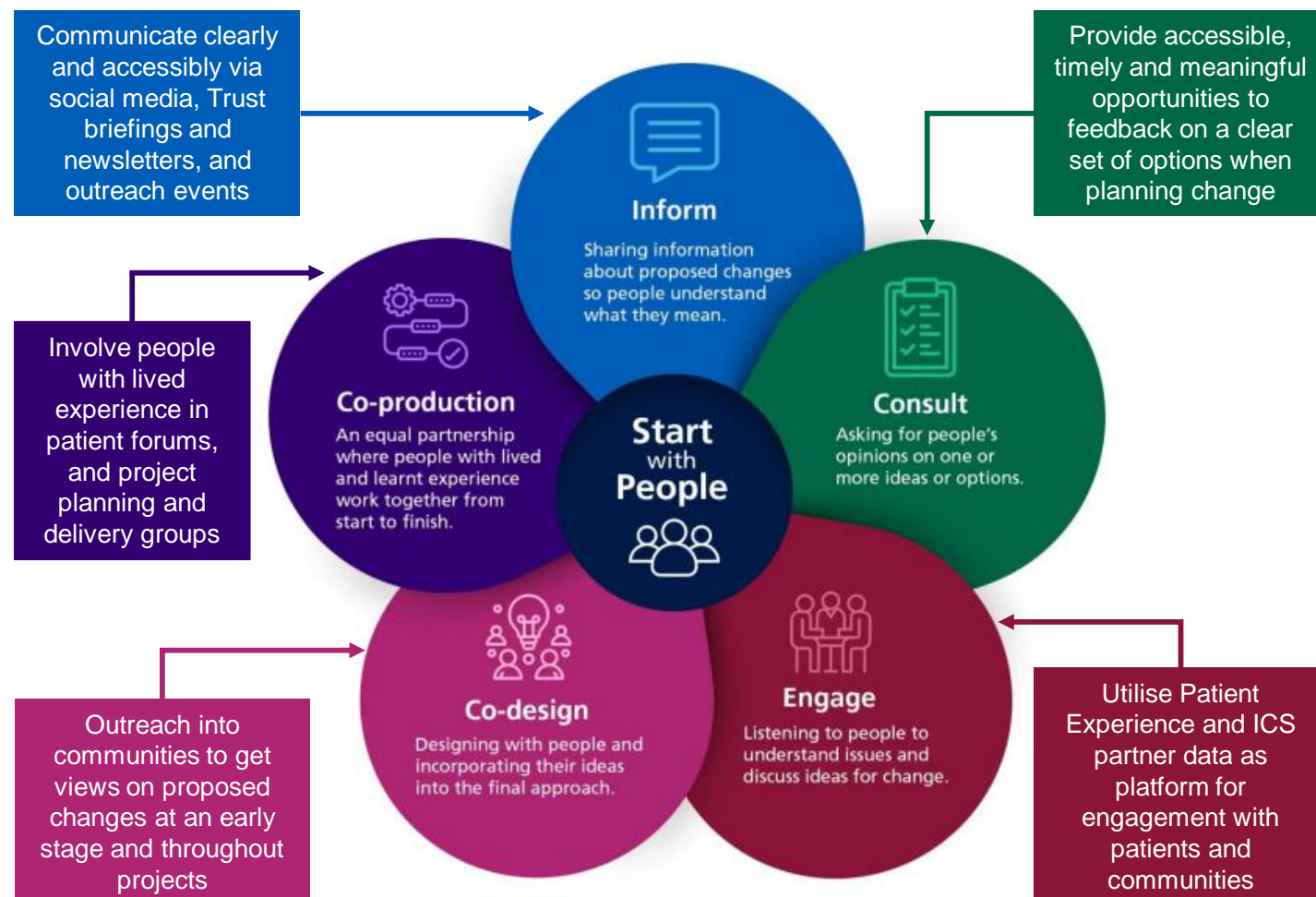
HOW WE WILL ENGAGE

The Trust is committed to putting patients at the centre of improving services at our hospital.

We will involve patients and communities in both improving and adapting the services provided at the hospital, as well as planning for how our services are developed and delivered in the future.

Focusing on the commitment to start with people, the Trust will use a range of different approaches to engage with the patients and communities it serves – both within the hospital environment, and through outreach into our communities in Norfolk and Waveney.

The diagram opposite indicates the ways the Trust will engage with people and patients.





HOW WE WILL ENGAGE

We will use a range of methods to engage with our patients and communities.

We will involve and work with patient and community representatives to plan engagement, and agree and co-design the delivery of what we want to do.

The Trust recognises that engagement must be accessible and open to everyone, and will tailor its methods to its audiences. Part of the planning process with partners will define who needs to be involved, and what additional support or resources they may require in participating meaningfully.

When planning engagement, we will also agree where this information will be used, and how it will inform decision-making.



SURVEYS: The Trust will deliver accessible surveys to gather data from participants, in a range of languages and accessible versions



OUTREACH: The Trust will work with its local partners and community networks to be active in forums and networks, and use these to coordinate and promote engagement opportunities



EVENTS AND ACTIVITIES: The Trust will deliver engagement activities, both virtual and in-person, both at the hospital and via outreach



FEEDBACK: The Trust will promote 'live' engagement opportunities across the hospital and services, and encourage feedback through its communication channels

OUR STRATEGIC PRIORITIES



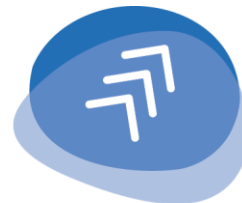
OUR
PATIENTS



OUR
PEOPLE



OUR
PARTNERS



OUR
PERFORMANCE

Whilst aligning to national and local system People Plans, our People Plan focuses on what is most important for our Trust as an enabler to the delivery of our Trust Strategy, *Building a Healthier Future Together* (2023 – 2028).

Priority 1 relates to Caring for Our Patients.

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PRIORITY ONE

CARING FOR OUR PATIENTS

1. Deliver the best and safest care for our patients
2. Continuously improve patient experience
3. Reduce health inequalities, ensuring equitable access for all
4. Empower patient choice and personal responsibility for health



PRIORITY ONE CARING FOR OUR PATIENTS



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Ambition 1.1:

Deliver the best and safest care for our patients

When things don't go as planned and patient safety incidents occur, we want to understand what happened and why to ensure we can learn and take action to reduce the risk of the same thing happening again.

The Patient Safety Incident Response Framework is a national framework that NHS organisations use to ensure they investigate such incidents with openness, fairness and accountability in order to learn and continuously improve the care that is provided. To ensure we deliver the best and safest care for our patients we will:

- Engage and involve patients, families and staff following patient safety incidents to ensure we learn from their experiences in line with the Patient Safety Incident Response Framework (PSIRF)
- Involve our patients, carers and other lay people (as patient safety partners and patient volunteers) in the review and analysis of patient feedback to agree areas for improvement
- Work with our patients/carers and staff, to establish how well patients understand the complaints process, where to go to for advice when things go wrong, and to consider alternative options for supporting resolution





PRIORITY ONE CARING FOR OUR PATIENTS

Ambition 1.2:

Continuously improve patient experience

Involving people with lived experience helps to build understanding, reduce stigma and discrimination, and improves the quality, relevance and knowledge of staff, whilst allowing patients to contribute in a meaningful way.

As holders of personal and experiential knowledge about their illness, expert patients are best placed to identify needs that are not considered or are only poorly considered by healthcare professionals. The key to improving health outcomes is to ensure that services meet the needs of the community, rather than simply listening to experiences. To ensure that we continually improve patient experience we will:

- **Develop Patient volunteer roles (people with lived experience/expert patients) and ensure we involve patient volunteers in**
 - The review and analysis of feedback data
 - Agreement of any improvement actions
- **Achieve the Carer Friendly Tick accreditation to demonstrate our commitment to working in partnership with family carers**
- **Develop closer working with Healthwatch to include regular sharing of information and support to gather feedback**
- **Explore additional digital opportunities for patient feedback to be captured to support our existing methods; including SMS (text messaging) feedback opportunities**
- **Transform our Patient Advice and Liaison Service into a patient facing, visible and accessible service within the main foyer of the Hospital**





PRIORITY ONE CARING FOR OUR PATIENTS



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Ambition 1.3:

Reduce health inequalities, ensuring equitable access for all

In considering the different approaches to gathering people's insight, we need to do more than just hear from those who are already engaged, otherwise we risk exacerbating the health inequalities that already exist. The development of outreach involvement opportunities should be an integral part of our transition to integrate the patient and public voice at every level.

Expanding and utilising our established networks such as Healthwatch and the Voluntary, Community, Faith and Social Enterprise (VSFCE) sector will be a focus for outreach engagement work. Furthermore, our council of governors are appropriately placed and can offer opportunities for people, patients and staff who have a genuine interest in the Trust to have a voice about the way in which services are provided. Additional focus will be given to ensure we maximise these involvement opportunities.

To ensure that we help to reduce health inequalities and provide equitable access for all, we will:

- Expand our outreach engagement opportunities to ensure that we capture feedback from less accessible/seldom heard communities
- Ensure our Public Governors regularly engage with our local communities to enable the public voice to be represented, focusing on priority projects including developing plans for our New Hospital
- Work in partnership with our Healthwatch colleagues and VCFSE sectors, including our community champions and volunteers to ensure we maximise our engagement and involvement potential
- Develop Accessible Information Officer roles to ensure that communication and information are accessible for all
- Work in partnership with our Equality, Diversity and Inclusion (EDI) colleagues across the Integrated Care system (ICS) to support health promotion and disease prevention





PRIORITY ONE CARING FOR OUR PATIENTS



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Ambition 1.4:

Empower patient choice and personal responsibility for health

The NHS Long Term Plan describes care that is more personalised and tailored to the needs of the individual, enabling people to have more control over their health and wellbeing. Personalised care means people have choice about the way their care is planned and delivered, based on 'what matters' to them and their individual strengths, needs and preferences (NHS England).

To empower patient choice and personal responsibility for health, the Trust will ensure :

- Implementation of Shared Decision Making – enabling patients to be equal decision makers with clinicians with regards to the care that they receive
- Make every contact count to ensure patients receive the support they require to enhance their health and prevent disease
- Personalised care and support planning is embedded, enabling people to have access to both read and edit their Personal Health Records
- Work to improve our waiting times for patients waiting planned surgery, but signpost patients to information and support whilst waiting



HIGH LEVEL MILESTONES

2023-24

Expansion and relocation of the Patient Advice and Liaison Service (PALS)

Engage and involve patients, families and staff following a patient safety incident to ensure we learn from their experiences

Develop community outreach engagement opportunities

Achieve the Carer Friendly Tick Accreditation



2024-25

Include and involve patients with lived experience in Patient Experience Governance committees/groups

Introduction of SMS feedback surveys (FFT)

Develop Accessible Information Standard (AIS) Officer roles



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MEASURING SUCCESS

Our Patient Experience and Engagement Plan will be monitored and measured through annual quality priority delivery plans

Overarching goals:

- Better than acute Trust average for overall patient experience, as measured by the National Adult Inpatient Survey
- $\geq 95\%$ positive experiences of care reported via the Friends and Family Test
- Carer Friendly Tick accreditation
- Patient volunteers integrated into core Patient Experience work streams
- Achievement of complaints responses within Trust timeframes
- Better ways of receiving feedback digitally
- Demonstrable outreach community engagement opportunities



The image features a dark purple background with several overlapping circles in shades of blue and teal. A large yellow circle is partially visible in the top left corner, and a blue circle is in the bottom right corner. In the center, a dark blue circle contains the text "# Proud of the Paget". The hash symbol is white, while the words "Proud of the" are white and "Paget" is yellow.

Proud of the Paget