

GP TOWER HAMLETS CARE GROUP CIC POLICY: PATIENT ENGAGEMENT – PATIENT AND PUBLIC INVOLVMENT

APPROVAL	Clinical Lead	Date approved:
EFFECTIVE FROM		
AUTHOR/FURTHER INFORMATION		
REVIEW DUE		

SCOPE OF APPLICATION and EXEMPTIONS
All Tower Hamlets Care Group staff, working in whatever capacity
Other staff, students and contractors working within the Tower Hamlets Care Group
Staff employed or contracted within Tower Hamlets Care Group Premises by Partner Organisations
<i>For the groups listed, compliance with this policy is a contractual requirement and failure to follow the policy may result in investigation and management action which may include forma action in line with the Tower Hamlets Care Group's disciplinary or capability procedures for Tower Hamlets Care Group employees, and other action in relation to organisations contracted to the Tower Hamlets Care Group, which may result in the termination of a contract, assignment, placement, secondment or honorary arrangement.</i>
No staff groups working within the Tower Hamlets Care Group are exempt from this policy.

1 Introduction

1.1 This policy;

- Outlines the Care Group’s commitment and approaches to further developing Patient Public Involvement (PPI) so that the views and needs of patients and the public are at the heart of our decision making.
- Provides a framework to enable staff to listen and respond to the views of patients and the public and increasingly involve them in:
 - Their individual care.
 - The planning, provision and evaluation of services.

2 Executive Summary

2.1 To facilitate the Care Group working in partnership with patients and public, staff will;

- Involve patients and public as partners in decision making so that the Care Group provides services based on the needs of those we serve.

- Listen and respond to patients and the public, politely and respectfully, capturing and using their views to further improve the Care Group experience.

2.2 Each directorate will be expected to work with patients and public to develop PPI appropriately to the needs of patients, public and their service. They will be expected to develop systems to involve patients and public from the range of diverse communities served and work towards meeting the following PPI promises made to patients and public;

- Individual Participation: We will involve you in the planning and co-ordination of your care, promoting a self-management approach and provision of personalised care plans that reflects your preferences and agreed decisions.
- Public Participation: We will involve you in planning, monitoring and development of accessible services and tell you what we have changed as a result of this. We will promote equality of opportunity for involvement.
- Insight and feedback: We will ask you your views on the service we provide and tell you what we have changes as a result of

2.3 Staff should agree the following in partnership with patients and public;

- Why patients and public are being involved.
- The roles of those participating and what are expected of them.
- The expected outcome of the involvement and how and when the outcome will be fed back to participants.
- How participants will be recognised and rewarded for their involvement. This may include reimbursement of expenses, attending presentations/conferences and being put forward for Care Group recognition.
- How the views of the diverse range of people who may use the service are collected and listened to.

3 Policy Statement

3.1 This policy sets out a framework to enable the Trust to work in partnership with patients and public in the planning, development and day to day delivery of services.

4 Definitions

- 4.1 Directorate - In this policy the term 'directorate' encompasses all clinical and corporate directorates.
- 4.2 Patient Experience - Patient experience at Tower Hamlets Care Group results from a range of activities that all impact upon patient care, access, safety and outcomes. For patients to have a good patient experience at Tower Hamlets Care Group, they need the Care Group to;
- Provide good treatment in a comfortable, caring and safe environment, delivered in a calm and reassuring way.
 - Give them information to make choices, to feel confident and to feel in control.
 - Talk and listen to them as an equal and treat them with honesty, respect and dignity.

Tower Hamlets Care Group has used the following quality standard for patient experience as the basis for defining the elements that make up patient experience at the Care Group which are;

- Knowing the patient as an individual.
 - Essential requirements of care.
 - Tailoring healthcare services for each patient.
 - Continuity of care and relationships.
 - Enabling patients to actively participate in their care.
- 4.3 Patients and Public – in this policy the term 'patients and public' includes patients, other service users, carers, families, patient advocates, individual members of the public, groups, communities. Depending on what we are working on, we may involve different groups of 'patient and public' at different times.
- 4.4 Patient Public Involvement (PPI) - PPI is the process of engaging with the needs and expectations of patients and putting the public and members at the heart of the Care Group's decision making, to ensure that the services and care provided are outcome driven and patient centred. Specifically it is concerned with exchanging information, mutual listening, and accepting that people should be allowed to influence their own care and the services they receive.

PPI defines the way in which patients and the public have a voice in decisions about how healthcare services and research are planned, designed, delivered and evaluated. PPI must therefore operate on three levels;

- Involving individual patients and their carers as partners in decisions about their treatment and care and empowering them to make informed decisions about their healthcare wherever practicable.
- Enabling patients and the public to be involved and consulted on planning, monitoring, evaluating and developing services, proposals to change services and decisions about the way services operate.
- Involving and engaging patients and the public in planning, development, delivery and evaluation of relevant research and research related activities to the benefit of patients and public.

5 Roles and Responsibilities

5.1 The Tower Hamlets Care Group Board will champion PPI across the Care Group, ensuring that the Care Group will;

- Meet its statutory duty to involve patients and the public.
- Comply with the pledges by the Care Group.
- Meet the Care Quality Commission's standards.
- Implement its PPI policy through monitoring and review procedures.

Care Group Board will;

- Provide the Care Group Board with assurance about the effectiveness of PPI arrangements.
- Monitor and review outcomes from surveys and approve actions and monitor improvements.
- Monitor, review and report Care Group performance.
- Critically evaluate information on patient experience, including regular reports on directorate performance in surveys and all other aspects of patient and public experience of Care Group services.
- Critically evaluate information on patient experience, including regular reports on directorate performance in surveys (and all other relevant modalities) of patient and public experience of Care Group services.
- Identify actions and timescales to improve patient experience whenever required.
- Contribute to the development of the Care Group's PPI Policy.

The Care Group Directors will;

- Ensure that the PPI perspective is given consideration in developing all Care Group projects and developments.
- Ensures appropriate frameworks are in place for staff to carry out their PPI duties, such as in recruitment and appraisal processes.
- Keep apprised of directorate PPI activity.
- Receive reports in relation to surveys.
- Lead the implementation of the Care Group PPI policy.
- Ensure that there are effective mechanisms and sufficient resources to implement the Care Group PPI Policy within all directorates.

5.2 Individual Officers

The Chief Executive will;

- Be responsible for ensuring that the Care Group complies with all statutory PPI obligations. Where possible facilitate the role of the Care Group as an exemplar of PPI activity.
- Champion the implementation of PPI policy best practice at directorate level.
- Co-ordinate with staff, directorates, patients and public to produce an annual PPI work plan.

The Clinical Lead will;

- Be responsible for PPI performance.
- Ensure that their annual PPI work plans demonstrate, appropriate and effective PPI best practice in all aspects of care they are responsible for.
- Monitor and evaluate monthly PPI activity in their area reporting the outcomes to the Care Group Board.

The Director of Human Resources will;

- Have overall responsibility delegated from the Chief Executive for PPI
- Ensure that systems are in place and are working effectively to enable staff to listen and respond to the views of patients and public.
- Ensure patients and public are involved whenever feasible in the planning, provision and evaluation of Care Group services.
- Be responsible for leading the Care Group's PPI function
- Ensure that effective relationships continually develop with all relevant patient and public groups in the community.
- Develop mechanisms that ensure PPI views are integral to the development of services at the Care Group.

- Advise on future policy on PPI.

Individual Members of Staff will;

- Adhere to the Care Group's requirements relating to PPI values and behaviours.
- Engage with patients and public by encouraging involvement in their care, providing them with appropriate information and promptly responding to their concerns.
- Seek patients' and public's views about their services responding to feedback promptly and involving them to find solutions.
- Ensure that they highlight significant shortfalls in services, raised by patients and public with their manager.

6.0 Policy and/or Procedural Requirements

Staff will put patients and public at the centre of all they do. Staff need to enable patients and public to feel safe, cared for and confident in getting involved by:

Individual Participation:

- Jointly setting goals with individual patients for their care and treatment.
- Encouraging patients to get involved in their care by promoting the 'How to get involved in your care' guidance for patients which is available upon request
- Promoting a self-management approach (as appropriate) so patient care and treatment plan supports patients to develop the knowledge skills and confidence to manage their own health.
- Asking patients if they want staff to involve their carers, in their care.

Public Participation

- Ensure the patient, public voice is heard and listened to.
- When involving patients and public, identify how the involvement is going to affect the service and influence decision making.
- Plan involvement activities, set objectives, create a plan and a budget.
- Communicate to all those involved.
- Report record and evaluate the involvement.

Collecting and Using Insight and Feedback

- Ask patients and public views on the service they provide through a range of different mechanisms e.g. through Friends and Family Test, national, local surveys, complaints, compliments and feedback received via social media and websites such as NHS Choices and Patient Opinion
- Use feedback to improve patient experience
- Feedback to patients and public the outcomes of their feedback/involvement
- Monitor and evaluate PPI activity

There are many different ways in which patients and public might get in health involved depending upon their personal circumstances and interest. Staff will encourage involvement by:

Devolving

- Placing decision-making in the hands of patients and public.

Collaborating

- Working in partnership with patients and public in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.

Involving

- Working directly with patients and public to ensure that concerns and aspirations are consistently understood and considered.

Consulting

- Obtaining patient and public feedback on analysis, alternatives and / or decisions. For example, surveys, consultations and focus groups.

Informing

- Providing patients and public with balanced and objective information to assist them in understanding problems, alternatives, opportunities, solutions. For example, websites,

Directorate Annual PPI Work Plans and Reports

Every directorate must plan PPI activity in order to deliver the following involvement promises that the trust has made to patients and public;

- Individual Participation: We will involve you in the planning and coordination of your care, promoting a self-management approach and provision of personalised care plans that reflects your preferences and agreed decisions.
- Public Participation: We will involve you in planning, monitoring and development of accessible services and tell you what we have changed as a result of this. We will promote equality of opportunity for involvement.
- Insight and feedback: We will ask you your views on the service we provide and tell you what we have changes as a result of this.

This will be achieved through the implementation of annual directorate PPI work plans. Accordingly each directorate is expected to report on the implementation of these work plans and changes they have made as a result of the PPI activities involvement to their directorate team and PPI Steering group. Patient Experience Feedback.

- Every directorate must actively listen and demonstrate that they have responded to patients and public's views, comments, complaints and compliments about their services.
- Every directorate to participate in national and local surveys as appropriate and respond promptly to issues raised from participants in these surveys.

7.0 Implementation

Directorate PPI leads in conjunction with their directorate teams will be held accountable for ensuring that this policy is implemented across their directorate.

Progress in implementing this policy will be monitored through directorate PPI monthly performance reports undertaken by the Care Group.

A range of Policy implementation monitoring tools will be utilised by the GP Care Group including the amount and type of PPI activity within and across directorates, the outcomes from implementing PPI activity and relevant feedback from patients and public.

7.1 Resources

Directorates are required to identify appropriate resources to enable them to fulfil their PPI duties, as specified in this policy.