Guy's and St Thomas' NHS
NHS Foundation Trust

Patient & Public Engagement Strategy, 2014-17:

A summary for patients, their families, carers and the public

1. Introduction

Guy's and St Thomas' NHS Foundation Trust Patient and Public Engagement Strategy sets out how the Trust will achieve its objective to strengthen patient and public engagement throughout the organisation.

This document summarises the aims and objectives of this 3 year strategy. The full version and implementation plan is available on our website.

2. Why this strategy is important

Recent reports about NHS care, in particular the Francis Inquiry, have emphasised the importance of real patient and public involvement in the NHS.

Like all NHS organisations, the Trust has a legal duty to involve patients and the public in its work, but our commitment goes beyond this. One of the Trust's five values is to *Put patients first*. There are many ways that we can and do put this value into practice – from how we involve patients and carers in decisions about care, to how we work together with patients and the wider community in developing and planning our services. We want to ensure the voices of patients, carers and public stakeholders are at the centre of our everyday business.

Everyone at the Trust is responsible for patient and public engagement and staff will have wide and varying roles in supporting the implementation of this strategy.

This strategy describes a range of activities to achieve this. There are examples of good practice across our services, but our goal is to make this more widespread.

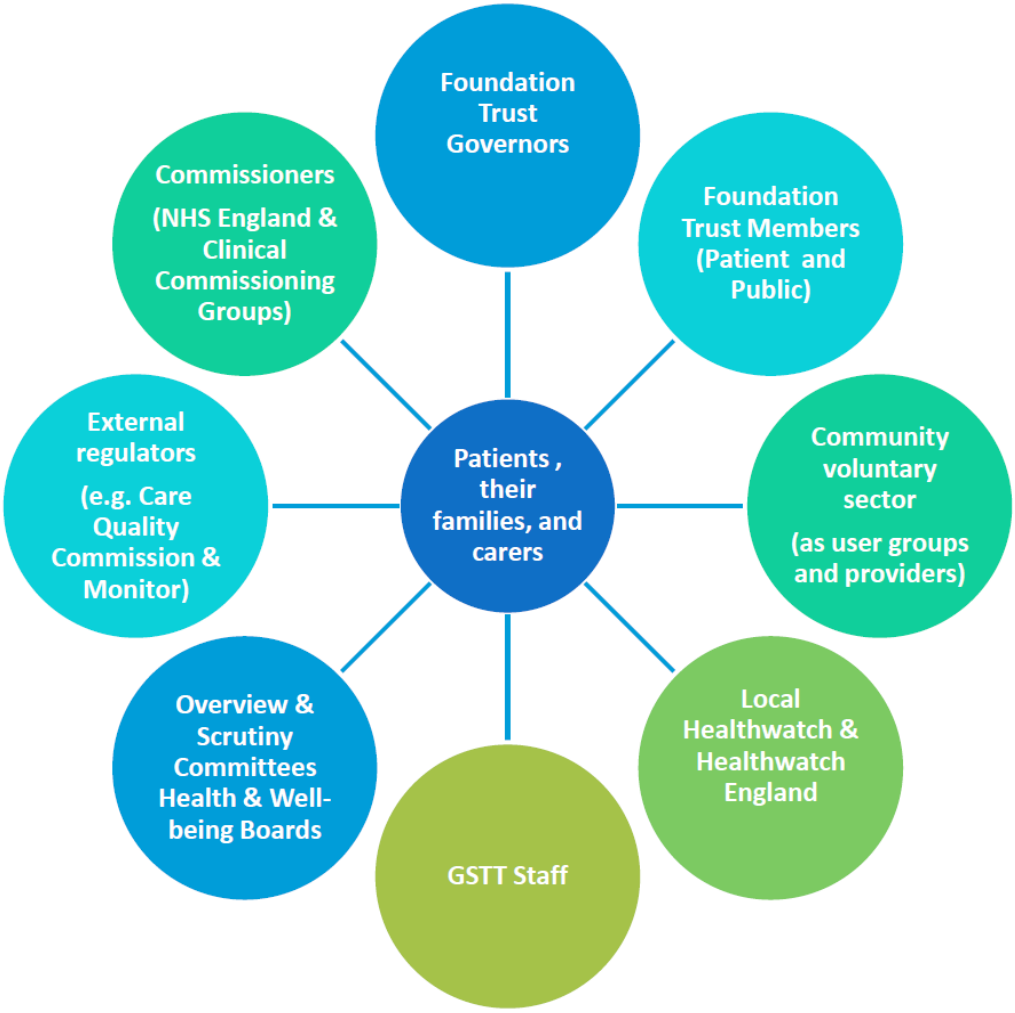
We want the voice of patients to be ever-present, in all parts of our organisation, from the recruitment and training of our staff, to being the driving force of service design and assessing the care we provide.

3. How we developed the strategy

This strategy has been developed by the patient and public engagement team together with staff, governors, Healthwatch and voluntary community sector groups in Lambeth and Southwark. The Trust looks forward to the continued support of these groups as we implement this ambitious strategy.

4. Who is our strategy for and who does it apply to?

The strategy applies to all of hospital and community services for adults and children. The strategy applies to all those departments which have direct contact with patients and visitors, such as clinical services providing care and treatment, and services such as portering. It includes many departments who may not work directly with patients, families and carers, but whose activities affect the quality of care and service we provide, for example workforce and education, who are responsible for recruiting and training our staff.



At the very centre of our strategy are our patients, their families and carers. It is their individual and collective experiences and knowledge of care and services that should shape the Trust's work.

This diagram shows some of the patient and public groups to whom this strategy applies.

5. Our aims: what we want to achieve through our strategy

The five aims of our strategy are:

1. Involvement in individual care and treatment

We will involve patients and carers in decisions about their care at all stages of the patient journey, whether in our hospitals, in services and facilities in the community, or in patients' homes. The Trust will actively encourage feedback on how all services perform.

2. Service delivery, development and transformation

The Trust will actively seek the views and involvement of patients, their carers, our Foundation Trust members and the wider community in the design and delivery of all services. Patients' and carers' views will help us to monitor and drive improvements in the quality, safety and efficiency of our services.

3. Strategy – planning our future services

Patients, our Governors, Foundation Trust members, the local community and our stakeholders will have a greater opportunity to inform how we plan and develop our services for the future.

4. Assurance

Our Trust Board of Directors and our Council of Governors will actively seek demonstrable evidence that Trust services are listening to, learning from and acting upon the views of patients, carers and stakeholders regarding the design, quality, safety and efficiency of the care and services we provide.

5. Meeting our statutory and regulatory obligations

The Trust will continue to meet its statutory and regulatory duties to involve patients and the public, Healthwatch and local authorities' health overview and scrutiny committees in our work.

6. Our objectives: what we will do to achieve our aims

There are 22 objectives, which will be delivered over the next three years. A detailed plan about how and when we will complete this work can be found in the full strategy document on our website. In summary our objectives are:

Involvement in individual care and treatment

1) Listen to our patients, involve them in decisions about their care from a first outpatient appointment, to admission to discharge, for example by improving the way we plan care for all patients

2) Implement the 'Duty of Candour', say sorry when something has gone wrong and make sure the voice of patients, their families and carers drive improvements in care, by involving them in our reviews of care

3) Involve patients, their families and carers in the design and delivery of education and training for our staff so they can provide high quality care and services

4) Value our staff - find ways to involve patients and carers in the appraisal of staff, and use results of both staff and patient Friends and Family Test surveys to improve staff and patient experience together

Service delivery, development and transformation

5) Recruit staff based on our Trust values and behaviours and involve patients and carers in the recruitment of our staff

6) Value and support patients, carers and other stakeholders who are involved in our work

7) Listen to our patients and improve the way we respond to and act upon feedback to improve their experience

8) Make sure the views of patients and service users inform our plans and the designs for service improvement and our buildings

9) Develop support and resources to help our staff involve patients, their families and carers in the development and delivery of services

10) Support all departments that provide patient facing services to develop and monitor annual patient and public involvement plans

11) Find ways to involve the voices of seldom heard groups so they can influence the design and delivery of services

12) Involve patients and the public in all aspects of our research

13) Monitor how the views of patients and the public influence our service and estates improvements

14) Involve patients, carers, Governors and Foundation Trust members in monitoring the quality of patient services

15) Work together with local health and care partners to involve patients and the public

Strategy – planning our future services

16) Develop our Foundation Trust membership to ensure that it reflects the populations we serve

17) Find more ways to involve our Foundation Trust members

18) Support our Governors to monitor the quality and safety of patient services

19) Build stronger relationships between Governors, Foundation Trust members, community voluntary sector, local Healthwatch and local authority committees

20) Contribute to the development of a patient and public engagement strategy for our academic health partnership, King's Health Partners

Assurance

21) Make sure the Board of Directors is kept informed about patient and public engagement activities and how these have improved the quality of care and services

22) Continue to improve the way we present and share information about the performance of our services with our patients and stakeholders

7. If you would you like to get involved

If you are interested in getting involved and you would like more information, please contact Andrea Carney and Jamie Keddie, the patient and public engagement team at getinvolved@gstt.nhs.uk or telephone 020 7188 7188.

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