

**NHS Lothian Draft Strategy:
Involving People, Improving the People's Experience of our Care**

Draft Action Plan 2009- 2013

The draft Action Plan is divided into two sections: Involving People and Improving People's Experience of Care, which reflects the two sections of the draft Strategy. The action plan has begun to set out some possible actions in order to aid discussion on how we might meet the ten aims set out in the two sections. Feedback from patients and members of the public on the initial draft strategy indicated that people would find a draft action plan with some key possible actions to comment upon helpful. Feedback received to date on the draft Strategy and Action Plan will be collated and analysed together with further comments before reporting to NHS Lothian Board. Leads and timelines will be set following that analysis. The finalised Action Plan will be sent out to all respondents.

Reporting of progress on the implementation of the finalised action plan will be to the Involving People Group and the Healthcare Governance and Risk Management Committee of NHS Lothian.

1. Involving People			
Aim	Actions	Lead	Date
<p>1. Do more - To expand and develop the ways in which we inform, engage and consult the people Lothian in all we do so we can demonstrate early and meaningful engagement which influences decisions.</p> <p>We will meet the Scottish Government's Participation Standard (due late 2009). against which NHS Boards' performance in meeting this standard will be measured annually.</p>	<p>1.1 Publicise in a variety of ways (e.g. website) a range of opportunities and activities for people to become involved:</p> <ul style="list-style-type: none"> • at a local level, including Public Partnership Forums and • in each of the main hospitals • Lothian-wide (e.g. executive committees/strategy groups) • Regional level <p>1.2 Provide examples from personal experience and publicise good news stories where involvement has made a difference to encourage involvement, e.g. Health links newspaper and website</p> <p>1.3 Public Partnership Forums (PPFs):</p> <ul style="list-style-type: none"> • increase membership and reflect diversity • provide support to PPF, e.g. admin support, training • evidence of PPFs having opportunity to raise issues with CHPs • evidence of how PPFs make a difference both in CHPs and in planning across NHS Lothian • evidence of PPF's involvement in Community Planning <p>1.5 Inform patients, carers, the public and NHS staff of the standard</p> <p>1.6 develop an action plan to provide guidance and training on the standard</p>		

Aim	Actions	Lead	Date
<p>2. Build more – on what works using evidence/expertise and feedback – supporting local leadership potential and skills in our local leadership potential in our communities.</p>	<p>2.1 develop the capacity of local communities to engage with NHS Lothian in particular with public health and health promotion to address health inequalities and health improvement.</p>		
<p>3. More ways - develop plans for people to engage with us about what they are interested in by becoming a member of NHS Lothian Involving People network to help broaden the involvement of people in the public partnership forums (PPFs).</p>	<p>3.1 research and cost plans for developing an Involving People Network</p> <p>3.2 if approved set up the membership database</p> <p>3.3 evidence how membership has provided greater opportunities for informing and engaging.</p>		

Aim	Actions	Lead	Date
<p>4. More accountability and openness in how NHS Lothian does things – put in place better systems to make sure the Lothian Board gets assurance it needs that we deliver public involvement to a high standard and meet our legal duties.</p>	<p>4.1 reporting and reviewing evidence of how service users, carers and the public including from diverse groups, have been involved in service redesign, planning and development of strategies and what difference this has made</p> <p>4.2 monitor progress on the disseminating of information to public and staff on the participation standard</p> <p>4.3 report progress to the Board and to patients, carers and the public on how NHS Lothian is meeting the participation standard and any actions required to support implementation.</p>		

5. More inclusive - create new and different ways for people to work with NHS Lothian

5.1 establishment of new Faith and Belief Forum

5.2 work with voluntary and community groups to ensure engagement from people from the range of diverse groups.

5.3 work with partners to improve joint working in engagement in community planning

5.4 put in place development plans for the Public Partnership Forums

2. Improving people's experience of care			
Aim	Action	Lead	Date
1. More person centred – we will build and roll out work which focuses on for example: Compassionate care and values based care Safe care and reducing accidents Modernising the charge nurse/ward sister role	1.1 spread and promote the learning from the Compassionate Care Programme and other initiatives to our staff and inform patients and carers of the benefits from such approaches		
2. More measures – we will use different ways to measure patient feedback and improve what we learn as a result.	<p>2.1 Participate in the National Patient Experience programme (Better Together)</p> <ul style="list-style-type: none"> • disseminate the results of the annual inpatient survey • will produce an action plan to address areas for improvement <p>2.2 implement simple ways for all our patients (including from diverse groups) to tell us about their care experience (e.g. on discharge from our services)</p> <p>2.3 evidence how we have improved care and treatment as a result of capturing the patient experience (e.g. the Quality Improvement Programmes)</p>		

Aim	Actions	Lead	Date
<p>3. More learning and listening –</p> <ul style="list-style-type: none"> • we will improve how we deal with complaints and suggestions and how we learn • meet the needs of people for information • quality of our clinical documentation, e.g. letters 	<p>3.1 Establish a single point of contact and team.</p> <p>3.2 Continue to disseminate the NHS Complaints leaflet and posters. Encourage the use of posters and suggestion cards to encourage people to feedback compliments, suggestions and complaints.</p> <p>3.3.Ensure NHS complaints are responded to in accordance with targets, guidance and good practice and service audited with evidence of acting on lessons learned.</p> <p>3.4 staff awareness and training on NHS Complaints Procedure to be provided</p> <p>3.5 Following establishment of patient information centres – evaluate their performance in meeting the needs of patients</p> <p>3.6 Roll out system for information on illness and treatment being downloadable at all consultations</p> <p>3.7 Implement Clinical Information Group, Framework and Action Plan</p>		

Aims	Actions	Lead	Date
<p>4. More responsive – we will involve people, patients, relatives, carers and communities in the planning and assessment of our services to make sure they are responsive to people’s needs. Ensure patient experience evidence drives improvement in services.</p>	<p>4.1 patients and carers involved in the monitoring of ward environment against standards</p> <p>4.2 involvement in hand hygiene audits and other initiatives to monitor performance on health acquired infections.</p> <p>4.3 involvement in the monitoring of Quality Improvement Programmes.</p>		
<p>5. Grow influence – we will develop and grow our patients and family councils and networks to better represent and influence.</p> <p>We will also involve communities and people in volunteering to help improve their sense of well-being</p>	<p>5.1 expand the hospital forums (e.g. Western General Hospital)</p> <p>5.2 provide training and support to ensure engagement, including from diverse groups, and consistency of opportunity and influence in the improvement of care and treatment</p> <p>5.3 promote opportunities for volunteering in a variety of settings</p> <p>5.4 ensure NHS Lothian meets Investors in Volunteers and deliver the Framework for Volunteering</p>		