

Council of Governors – 7 March 2019

Draft Patient and Public Involvement strategy

Purpose of the report

The purpose of this report is to present the draft patient and public involvement strategy (Appendix 1) to the Council of Governors for its support and endorsement.

Analysis of the issue

Initially, the Membership & Governance governor sub group started looking at just the Membership Strategy as it was due for review. Initial discussion drew out various suggestions and possibilities of involvement and engagement of Foundation Trust members. As a consequence of this, the governors from the Membership & Governance sub group identified a need to look at all the various strands of 'involvement' and a series of workshops were held to discuss how all elements could be brought together. The outcome of these workshops produced an agreement that there should no concrete boundaries between membership, involvement and volunteering as all encompassed similar elements.

Following the Membership and Involvement workshop held on 10th July 2018 it was agreed that the Involvement, Membership and Volunteer strategies should be merged into one overarching strategy. The Trust has achieved an Outstanding overall CQC rating, but also in Well-Led. In order to build on this, and as good governance merging the various strategies builds on the work which has been undertaken. By each element joining together, there could be cross-promotion of all elements of involvement (which supports the leadership behaviour of working together), which should positively impact in engagement with service users, carers, staff, members of the public overall

Representatives from the Foundation Trust Office, Involvement team and Volunteering team held detailed discussions on how to draw together the three elements through co-production. The strategy encompasses elements from the current Involvement, Membership and Volunteering strategies. Additionally, the underlying action plans from each element will be reviewed and refreshed.

The Governors' Membership and Governance sub group reviewed and commented on the first draft of the strategy at their 10th October 2018 meeting. The draft strategy was supported as an overall document and some feedback was given by the group on potential wording changes to the document.

The initial draft strategy has been consulted with staff members across the Trust including the following fora:

- Care Pathways Patient Experience Groups (October 2018)
- Patient Experience Steering Group (October 2018)
- Quality Forum (November 2018)

The membership, volunteering and involvement leads then reviewed the feedback and the following themes were identified:

- There needed to be more content and focus on co-production and experts by experience
- There need to be more content and focus on patient and public involvement
- Consideration to be given the wording of some of the content to ensure it read like a strategy rather than actions

The updated draft strategy was then presented to the Executive Board at its 4th February 2019 meeting. The Executives commended the quality of the document and supported its overall approach.

It was also re-presented to the Membership & Governance sub group at its 7th February 2019 meeting. The draft strategy was supported as an overall document and some feedback was given by the group as below:

- Suggestion to add in more strengthened wording on internal and external communications. *Now added to the draft strategy.*
- Suggestion to add in additional wording on the Involvement agenda supporting the Trust in attracting new employees to the Trust *Now added to the draft strategy.*
- Suggestion to add in additional wording on Equality and Diversity. *This has now been added to the draft Strategy by Tendai Ndongwe, Equality and Inclusion Manager. Tendai has advised an Equality Analysis will need to be undertaken to ensure non-discriminatory practises from start to finish in the development of decision making and to ensure the new strategy will support the organisation to reflect its population and ensure that diverse communities are included in co-production initiatives. This is reflected in the draft strategy.*

The Membership & Governance sub group re-confirmed its support for the draft strategy and therefore recommended for it to be endorsed at the 7th March 2019 Council of Governors meeting and the 28th March 2019 Board of Directors meeting. (Subject to any further comments from full Council).

Some additional comments from governors were made at the Governors' Chairs Sub group on 19th February 2019 in relation to ensuring the Strategy followed the principles of the East Midlands Patient and Public Involvement senate documentation 'what should good PPI look like'. Beth Brand, Head of Patient Experience has reviewed the senate document and made some minor wording changes to the draft Strategy to ensure it references the document and is aligned.

The updated draft strategy was also taken to the 4th February 2019 (Adult Services) and 8th February 2019 (Adult Mental Health) Care Pathways Patient Experience Groups where one minor wording amendment was suggested and the draft strategy re-supported.

The draft Strategy was presented to the 21st February 2019 Quality and Committee Governance Committee. The draft strategy was welcomed and supported by the Committee with no additional comments received. The Committee highlighted it was an excellent piece of work.

The updated strategy was also re-presented at the 26th February 2019 Patient Experience Steering Group, following the updates and was again re-supported Beth Brand, Head of Patient Experience clarified that co-production would run through all elements of the strategy, following one query from the group. A minor amendment was made to ensure the word co-production was in bold.

The Strategy will be underpinned by actions plans for membership, volunteering and involvement which will be updated/reviewed and aligned to the Strategy following adoption. The intention is to hold regular meetings between the for membership, volunteering and involvement teams to ensure a consistent approach to the Strategy and to identify and maximise opportunities.

Proposal

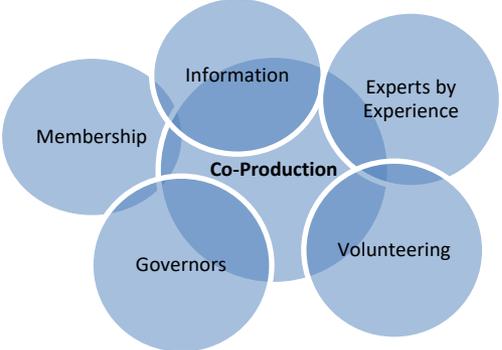
It is therefore recommended by the Membership & Governance sub group that this draft version of the Strategy is supported and endorsed by the Council of Governors and therefore taken to 28th March 2019 Board of Directors meeting for final approval and to be implemented from 1st April 2019.

Decision required

The Council of Governors is asked to:

- Consider and endorse the draft Patient and Public Involvement Strategy
- Mandate the Chair of Membership & Governance sub group to agree with Julie Shepherd, Director of Nursing, AHPs & Quality, as Executive Lead for this Strategy, any final comments or revisions arising from discussion of the strategy at full Council
- Agree that a final version of the Strategy is presented to the 28th March 2019 Board of Directors meeting for adoption

Tremaine Richard-Noel, Chair of Membership & Governance sub group

<h2>What is Involvement and why is it important?</h2>	<h2>Elements of Involvement</h2>	<h2>How will we develop and review Involvement?</h2>
<p>Involvement is about everyone using their life skills, knowledge, own lived experience and time to influence how services are planned, delivered, developed and evaluated.</p> <p>Involvement through public engagement and co-production* ensures that experiences are valued and lessons learned and supports NHFT’s PRIDE values of putting people first, respect, dedication to equality, diversity and inclusion.</p> <p>Involvement and Co-production is achieved through working together and is at the heart of everything we do. This ensures we have a inclusive and innovative organisation which strengthens links and enables us to shape our services to meet the needs of our diverse local community. Our involvement activities will help ensure we develop equitable services and all voices count.</p>		<p>We will:</p> <ul style="list-style-type: none"> • Undertake shared public engagement events as appropriate • Regularly review and report within the organisation on progress against our plan and actions • Seek and learn from feedback from involvees, members, volunteers and other stakeholders on their involvement experiences • Undertake Equality Analysis with services; consult and involve diverse communities to enable the Trust to understand the impact of its actions. • Work with NHFT’s internal and external Communications Team
<p>“Working collaboratively with our local community supports and strengthens NHFT to improve services and be the best we can be”.</p> <p>Janice Anderson, Involvement lead</p>	<h3>What Involvement opportunities are there?</h3> <p>Involvement opportunities may include:</p> <ul style="list-style-type: none"> • Volunteering within an NHFT service • Being involved in service transformation and quality improvement • Becoming a member of NHFT, gaining knowledge and understanding of services provided by NHFT, voting in Governor elections or standing as a Governor • Attending engagement events • Participation in research and innovation • Involvement in staff recruitment Giving your views on the Trust’s forward plans/strategies • Representation on groups and committees • Monitoring the quality of services through quality improvement 	 <p>*Co-Production is a process where involvees, the public and Trust staff work together, to design, develop and manage projects, sharing responsibility to monitor, manage and assess the impacts and recommendations</p>

DRAFT - OUR PLAN AND ACTIONS

PARTNERSHIP WORKING

We will:

- Continue the relationship with Northamptonshire Carers, Voluntary Impact Northamptonshire (VIN) and Further and Higher Education providers around involvement, volunteering and community engagement
- Work together with members of the public, service users, carers, volunteers and Foundation Trust members to support the wider engagement for the Northamptonshire Health and Care Partnership.
- Work with diverse communities across the protected characteristics which include underrepresented groups and emerging communities to enable community cohesion across groups.

TRAINING AND SUPPORT

We will:

- Continue to develop our Volunteers, Involves and Governors, ensuring they receive support and training as appropriate
- Ensure Foundation Trust Members receive support to stand as a Governor.
- Increase the numbers of patients, service users and carers involved in staff training
- Provide on-going training to staff on the involvement process for involvement and co-production.

PROJECTS/ENGAGEMENT

We will:

- Support on-going Community Engagement that is representative of our local communities.
- Support the expansion of involvement and co-production within Mental Health, Adults and Children's services.
- Support services to have involvement participation in the recruitment process for all band 5 and above, public facing roles
- Support Governors to interact with their constituencies and the public they are elected to represent
- Work with Recruitment to support the promotion of employment at NHFT

PROMOTION

We will:

- Plan and undertake Patient & Public Involvement and Volunteer weeks
- Continue to promote our involvement activities and recruit a diverse range of members from the local community to become involved with NHFT
- Explore joint promotion of involvement with NHFT services and local health organisations such as the acute hospitals and commissioners
- Review and develop the Staff Room (Trust intranet) and provide external NHFT Patient & Public Involvement and Volunteering web pages in line with the Patient & Public Involvement Strategy 2019/2022
- Collaboratively drive continued development of NHFT Patient & Public Involvement
- Involvement initiatives will be inclusive and accessible to all

LEADERSHIP

We will:

- Ensure statutory reporting is completed
- Carry out an Impact assessment of involvement and co-production
- Ensure that any discriminatory practises are eliminated processes and work programmes (Equality Act 2010)
- Regularly review progress against involvement, membership and volunteering action plans
- Protect personal information adhering to the Data Protection Act 2018
- Review Volunteer Management protocol HRp034
- Achieve and maintain the Investing in Volunteers Accreditation