

PFPI ANNUAL SELF ASSESSMENT SUMMARY REPORT 2007/08

NHS Forth Valley has continued to work with communities, patient and public groups to deliver patient focussed services across Forth Valley.

In Forth Valley there are three Public Partnership Forums (PPFs) within the three Community Health Partnerships (CHPs) and a Patient Public Panel (PPP) in the acute hospitals. Representatives from these networks are members of the Patient Focus, Public Involvement steering group which is chaired by the NHS Forth Valley Chief Executive and oversees the Patient Focus Public Involvement (PFPI) work in Forth Valley.

The Scottish Health Council and the CVS also attend the PFPI steering Group, as do the NHS leads for the various strands of work within this agenda. The steering group reports to the Clinical Governance Committee which is a sub committee of the NHS Board. The various strands of the PFPI agenda are delivered at an operational level by a great many staff supported by a range of training opportunities such as the work to involve cancer patients in the development of services.

NHS Forth Valley launched its Public Involvement Network, which is a database of people who have expressed an interest in becoming involved in the work of NHS Forth Valley. Some members go on to become members of the PPFs and PPP. Members have been recruited via the www.nhsforthvalley website, leaflets and newspaper articles as well as through public events held in shopping centres.

NHS Forth Valley is implementing its integrated Healthcare Strategy which was the subject of extensive public involvement and consultation in 2002 and 2004. Much of the involvement at a strategic level focuses on work to support the Healthcare Strategy. This includes the PPP being involved in the design of the new acute hospital at Larbert. Working with contractors, architects and NHS staff, members of the PPP are involved in reviewing the designs and ensuring that there is a patient perspective as these services and new facilities are planned.

Much has been achieved this year in terms of providing opportunities for members of the public and patients to become involved in the work of the NHS Board. Successful publicity programmes in the local media and events in local shopping centres and other community venues has led to a doubling in the number of members of the public on the PPFs to 2096. Extensive work has been undertaken by the PPFs who have worked with community councils, local shops, churches and local businesses. The PPFs contribute greatly to the work of the CHPs including attending meetings and other sub groups of the CHP for example the project board which is leading the development of a new Community Hospital and Health Centre for the population of Clackmannanshire and also the newly formed Project Boards and Multi Agency Groups for Stirling and Falkirk Community Hospitals. Members of the PPFs continue to be supported by a PPF Coordinator.

The Public Patient Panel continued this year to provide a public and patient perspective in the work of the two acute hospitals in Forth Valley. They played an extensive role in the prevention of Healthcare Associated Infection and PPP members are part of the Control of Infection Committee. PPP Members worked in wards to observe hand washing and also took part in the infection control audit. The PPP also continues to be involved in influencing the designs for the new acute hospital being built at Larbert.

Understanding the patient's experience of NHS Forth Valley's hospital services is key to providing the highest quality care. The Patient Public Panel continued to play a crucial role in this work. The process is much more than a patient survey. This questionnaire allowed the capture of patient stories and views on a variety of subjects which patients believe are important. Ahead of the national programme, NHS Forth Valley began its Improving Care and Experience Programme in 2005. The results of the first survey showed that the most important issues to patients were food, fluid and nutrition; Respect and dignity and Cleanliness. The survey carried out in 2007 showed that targeted work had paid off and there was an improvement in the ratings in these areas. Work included introducing protected patient meal times as part of a drive to improve food, fluid and nutrition and will ensure that if patients need help to eat, staff will have time to assist them.

In the first two national surveys of hand hygiene by Health Protection Scotland, NHS Forth Valley performed the best in the country with a 94% compliance compared to national average of 79%.

In addition more than 1,400 outpatients completed experience surveys in September 2007. Patients reported easy to find clinics, convenient dates and times for appointments and a warm welcome on arrival. Patients also felt staff had enough time to talk to them about their worries and fears, they were given enough privacy when being examined, and clinic areas were tidy and clean. And overall they were treated with dignity and respect. A work plan has now been developed for 2008 and a paediatric tool is being developed for a survey in the summer of 2008.

Our services continue to be shaped by feedback from patients and carers. In relation to complaints, Information on actions taken and changes made following a complaint is included in Clinical Governance Reports. Complainants are advised in response letters what action has been taken and action plans are often shared.

Work to ensure equality and diversity in access to services, service provision and employment opportunities continues under the leadership of the Fair for All Development and Operational Groups.

Activity this year included:

- The promotion of the Diversity Champions scheme which included roadshows to recruit NHSFV staff to become champions
- Events covering the six strands of Equality and Diversity for NHS Board Members, Executive Directors, General and Service Managers.
- An Equality and Diversity "Question Time Event" as part of the European Year of Diversity and Equality
- The decision to embed Equality and Diversity into all training programmes
- Undertaking Equality Impact Assessments across a range of services and policies.
- Publication of a gender equality scheme
- Publication of a disability equality scheme

In the year ahead we will:

- Ensure the public continue to be involved in the development of services as we implement the Healthcare Strategy.
- Develop the Improving Patient Care and Experience Programme together with the Patient Safety Programme.
- Develop our public involvement networks and work towards improving health inequalities in Forth Valley.
- Within the context of anticipated national direction to move to a Single Equality Scheme, continued work with the public to revise our Race Equality Scheme and continue to implement the actions outlined in our Disability & Gender Equality Schemes.

The Scottish Health Council agrees that this self assessment represents a fair and accurate account of the progress made in the last year by NHS Forth Valley in relation to Patient Focus and Public Involvement.

Case Study One - INCREASE AWARENESS OF PUBLIC PARTNERSHIP FORUMS

Much work has been done to raise the awareness of the Public Partnership Forums (PPFs). Press releases have been sent out and covered in the local media and recruitment to the PPF has taken place in a number of ways including at the two Health Fairs held at Stirling and Falkirk shopping centres and a PPF Fair in Alloa. The local media extensively covered these events and PPF members were interviewed about their role on local radio. This and other work has resulted in a doubling of the numbers of people involved in the PPFs to 2096 and this is monitored through the PPF Reps group.

The www.nhsforthvalley.com website carries information on how to join the Public Involvement Network which provides members to the PPFs and Public Patient Panel (PPP).

Extensive work has been carried out within local communities with PPF members attending Community Council Forums. Continuous distribution of flyers and specially printed bookmarks by PPF Representatives to shops, post offices, churches and local business has also helped recruitment.

Numerous presentations have taken place this year about the work of the PPF and issues of interest to local communities to groups throughout Forth Valley. These include Community Council Area Planning meeting, Pensioners Clubs and sensory challenged groups. Continual advertising takes place in the local press, on the website and through the Community Newsletters.

Awareness raising also took place in the form of using a Professional Cartoonist to capture the opinions of the public about health services in a Falkirk shopping centre and also displaying of posters in many community locations across Forth Valley. Staff are kept informed of the progress of the PPFs through the staff newsletter, via the website and by information included in the Community Newsletter.

Case Study Two - FURTHER DEVELOP THE IMPROVING CARE AND EXPERIENCE FRAMEWORK

Understanding the patient's experience of NHS Forth Valley's hospital services is key to providing the highest quality care. The Patient Public Panel has played a crucial role in this work by administering the questionnaire.

The process is much more than a patient survey. This questionnaire allowed the capture of views on a variety of subjects which patients believe are important.

The first survey of in patient experience was carried out in the winter of 2005/06, 83.5% of patients questioned said the care they received was very good or excellent. The second survey was carried out in 2007, 99.2% felt that overall they were treated with respect and dignity during their attendance at the outpatient clinic.

In September 2007 a survey was undertaken of the outpatients. More than 1,400 people attending outpatient clinics completed questionnaires. Patient reported easy to find clinics, convenient dates and times for appointments and a warm welcome on arrival. Patients also felt staff had enough time to talk to them about their worries and fears, they were given enough privacy when being examined, and clinic areas were tidy and clean. And overall they were treated with dignity and respect. Questionnaires were also available in Polish, Urdu, Chinese and Braille, and large print for the visually impaired.

A work plan has now been developed for 2008 and a paediatric tool is being developed for a survey in the summer of 2008.

Case Study Three - IDENTIFY FROM ANALYSIS OF PREVIOUS SURVEYS THE THREE ISSUES MOST IMPORTANT TO PATIENTS AND DEMONSTRATE IMPROVEMENTS TO THE PATIENT EXPERIENCE AS A RESULT

Analysis of the patient experience results showed that the most important issues to patients were, food, fluid and nutrition; Respect and dignity and Cleanliness. Comparing the results of the patient surveys demonstrates an improvement of the patient experience in these areas.

Work to address these areas included introducing protected patient meal times. A pilot scheme to make sure that patients can eat their meals without being disturbed has been so successful it has been extended to other wards. The new policy, part of a drive to improve food, fluid and nutrition, will ensure that if patients need help to eat, staff will have time to assist them.

In the first two national surveys of hand hygiene by Health Protection Scotland, NHS Forth Valley performed the best in the country with a 94% compliance compared to national average of 79%. To support this work a trial of an automated voice messaging unit, gently reminds people to wash their hands.

Children at Stirling Royal Infirmary were also encouraged to develop good hand hygiene by using a paediatric ultra-violet light box. Using a special cream, they wash their hands then place them in the box; the places where lingering germs glow purple.

Case Study Four - CONTINUE TO INVOLVE PATIENTS AND PUBLIC IN PUBLICISING AND MONITORING INFECTION CONTROL MEASURES

The infection control HEAT strategy group has been formed. Representatives from the Patient Public Panel (PPP) are members of the Forth Valley control of infection committee.

A member of the infection control team attends the PPP meetings and infection control updates are given to PPP meetings. Members of the PPP are involved in the infection control audit (programme) and patient experience surveys. Outcome actions are incorporated in to Infection Control Audit programme. Members of the PPP went into wards to ask patients if they had observed staff washing their hands between patients.

An annual infection control week was held to raise awareness. In addition, press releases and other media activity took place. There are continual promotional campaigns in relation to hand hygiene and infection control with patient and public involvement. For example at the Stirling Health Fair and the Falkirk Health Fair (both held in Shopping Centres) an Infection Control involved members of the public in demonstrations of hand washing techniques.

In addition a school poster campaign on hand hygiene is held each year and judged by the PPP. The twelve winning posters are then made into a calendar and widely distributed giving infection control messages. The poster competition also attracts press coverage, taking the message wider.

Summary Table Progress against the agreed 2007-08 PFPI actions

Agreed Action	Progress
<p>INDICATE WHAT HAPPENS AFTER PATIENTS ARE DISCHARGED, ESPECIALLY IF STILL INFECTIOUS ENSURING THAT PATIENTS, CARERS AND RELATIVES, IF INVOLVED IN GIVING FEEDBACK, ARE ABLE TO IDENTIFY THEIR NEEDS AND HIGHLIGHT ANY REQUIRED IMPROVEMENTS.</p>	<p>A range of Information is available in ward and outpatients departments for staff to give to patient on discharge. Leaflets are also available on the www.nhsforthvalley.com website. Advice regarding any treatment for infection is also indicated in GP discharge letter. The Infection Control Team can be contacted for advice if required.</p>
<p>IDENTIFY WAYS TO DEMONSTRATE THE DIFFERENCE THAT PUBLIC PARTNERSHIP FORUMS HAVE MADE TO DATE</p>	<p>PPF representatives provide the public views at CHP committee meetings and in the design team for the new Clackmannanshire Hospital/Health Centre and members of the PPF are also members of the two project boards overseeing the two community hospitals at Falkirk and Stirling. CHP committee and Design Board minutes are part of the standing agenda on the NHS Board meetings.</p> <p>PPF members championed an initiative which evolved as a result of mothers of children with Special Educational Needs producing a powerful DVD to raise awareness of their children's plight. As a result of this they gained support from Falkirk council. PPF representatives assisted with the re-design of the Podiatry Services with NHS Forth Valley due to participation on steering groups. PPF involvement on the 'Living with Long Term Conditions Group' has ensured public views are being listened to and acted upon.</p>
<p>INVITE ALL SMOKERS, OVER 35 WITH A COUGH, BREATHLESSNESS OR WHEEZE, REFERRED FROM SMOKING CESSATION OR MEN'S HEALTH CLINICS, TO TAKE PART IN SPIROMETRY PILOT STUDY</p>	<p>The three drop-in clinics took part in the spirometry pilot study. Smokers who meet the criteria are asked at the drop-in clinic if they wish to be put forward for spirometry. The spirometry nurse will attend the clinics to take referrals direct.</p>
<p>ENSURE DATA PROVIDED ON THE 20 DAY TARGET IS BASED ON INVESTIGATION OF COMPLAINTS COMPLETED WITHIN 20 WORKING DAYS OF RECEIPT OF THE COMPLAINT AS STATED IN THE NHS COMPLAINTS PROCEDURE, NOT ON THE ISSUE OF A 'HOLDING LETTER'</p>	<p>It can be confirmed that in NHS Forth Valley that the response date does reflect the date the response was sent and not that of a "holding letter". Performance in the area of complaints has vastly improved and the local target for responses completed within 20 days has been exceeded.</p>

<p>ENSURE INDEPENDENT ADVICE AND SUPPORT SERVICE IS AVAILABLE BY THE EARLIEST REALISTIC DATE, AGREED WITH THE SCOTTISH HEALTH COUNCIL</p>	<p>NHS Forth Valley funds the Citizens Advice Bureaux (CAB) to provide independent advice and support to people with concerns or comments about local health services. The service will complement the complaints procedure within the NHS and both organisations will work closely together to achieve satisfactory solutions and support patients and carers. Awareness raising has included a press launch, posters, newsletter articles and web pages.</p>
<p>CONTINUE TO INVOLVE PATIENTS, CARERS AND THE PUBLIC VIA THE PATIENT PUBLIC PANEL AND PUBLIC PARTNERSHIP FORUMS</p>	<p>Three new members joined the Patient Public Panel and membership of the Public Partnership Forums has been doubled to more than 2,000 members. These four groups are involved in a wide range of activities across Forth Valley and is in addition to the specific patient and carer involvement which is carried out at service level.</p>
<p>ENSURE FEEDBACK IS USED TO IMPROVE SERVICES AND THIS IS SHARED WITH PATIENTS, CARERS AND THE PUBLIC</p>	<p>Information on action taken and changes made following a complaint is included in Clinical Governance reports. Complainants are advised in response letters what action has been taken and often the action plans are shared with the complainant.</p>
<p>SHOW HOW PATIENTS, CARERS AND COMMUNITIES WERE INVOLVED IN DECIDING ANY OF THE KEY ACTIONS AND SPECIFY THE SUPPORT FOR THE PARTICIPATION WHICH THE COMMUNITY HEALTH PARTNERSHIPS PROVIDED TO THEM</p>	<p>There are good links to patients, carers and communities with all actions and developments through representation on the Tobacco Action Group (TAG). This includes local authority representation in community development work and CHP Public health practitioners who link directly to locality forums.</p> <p>There is currently no public representative on the TAG but this is being reviewed in the next few months.</p>