Developing a strategy to engage and involve service users, carers and our community in the planning, design and evaluation of the quality of our services

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Aims of today

• Why we have developed a new strategy
• Process to develop the content
• Outputs from Let’s Get Engaged and Moving Forward events
• Where are we now?
• Where do we want to be?
• How will we get there?
NSUN Review 2011

“the bar for involvement seems to be indicated at a low level around consultation, informing and influencing......Consideration should be given to a fundamental shift in the understanding of what involvement actually means and how this can take place. There should be more of a power shift to users/carers working in partnership, setting agendas, controlling aspects of projects or actual projects.”
This will be an Enabling Strategy to improve the quality of our services

Complementary existing strategies

- Nursing strategy
- Communications strategy
- Clinical engagement strategy
- Quality improvement strategy
- Recovery agenda
- Innovations strategy
From Vision to a Plan (strategy) to delivery

**Vision**
- Engagement and Visioning Events (387 people)
- Consolidation into single vision (30 people)
- Vision sign off (SU & C Steering Group)

**Working in partnership**

**Ideas**
- Build ideas into themes
- Finalise choice of ideas

**Delivery**
- Develop strategy to deliver ideas
- Vision and strategy ready for review and sign off

July 2012 to February 2013
Outcomes of the 21 ‘Let’s Get Engaged’ events

How have you been involved with AWP?
- 6% attended events
- 5% sat on an interview panel
- 23% have taken part in meetings
- 12% have not been involved yet
- 54% a combination

Would you like to be more involved with AWP?
- 60% yes
- 31% maybe
- 9% no

In your capacity here today are you a...
- 3% volunteer
- 5% carer
- 2% service user/carer
- 14% service user
- 17% other
- 16% a combination
- 2% ex-service user
- 41% staff member
Some images of the ‘Let’s Get Engaged’ events
Q2. What do you think we do well in terms of involving service users, carers, staff and members of the public?

- The opportunity to engage
  - events like 'let's get engaged, community & inpatient forums, attendance at carer groups

- Service User and Carer involvement
  - particularly in interview panels and staff training

- PALS and Complaints

- Increased awareness of carer involvement
  - both in service user care and support provided to carers

- Passionate staff
Key themes from Let’s Get Engaged Events

Q3. What areas could do with improvement, for example, listening, sharing of information?

- **Listening and Acting**
  Views of service users, carers, staff and support groups need to be taken into account.

- **Service user & carer involvement**
  Support for involvees to take part in a variety of activities. Each locality to have an involvement worker.

- **Customer care**
  Staff training, respect, continuous care, understanding of services

- **Partnership working**
  AWP working together with GPs, local voluntary organisations and other stakeholders to run joint events and share knowledge.

- **Caseloads**
  Staff not spending enough time with service users
Issues & Actions taken from the ‘Let’s Get Engaged’ events

**Issues**

- Events to which carers are invited are often too long, start too early or end too late.
- Clinical information is often in clinical jargon. Please make it jargon free.
- Lack of continuity of psychiatrist and/or CPN.
- Training for SUs to develop skills and confidence - mentoring from work person not treatment person.
- October event at a difficult venue for public transport.
- When integrated services come into force, how will you make sure you get your fair share of funding?
- Geography - estate problem - get a bus and get out there.
- Issues between primary and secondary care.
- Knowledge and understand gap between voluntary and clinical sectors.
- Induction not accessible for volunteers take it around local areas.
- Engagement needs to be meaningful not just tick box exercise, SU and Carer need to be centre of everything we do.

**Actions**

- Hold shorter meetings i.e. late morning until early afternoon.
- Text people appointment reminders.
- Customer service training.
- Caseload weighting measure.
- Mapping of voluntary MH services. Find out if you are on AWP website if not ask to be linked.
- Ring fence time to deliver care plans / therapy.
- Especially for the 1st home visit. Leave details of person making visit, their unit, their manager, when and how they will next be contacted.
- Improve communications by using technology.
- Attend staff meetings in voluntary organisations to share knowledge of what AWP does.
- Increase admin backup to minimise loss of worker time.
Sharing of Information from Let’s Get Engaged Events

- All feedback written up and sent direct to all involved
- Available on AWP website
- Publicised in AWP’s monthly “Snapshot”
- Publicised in FT Members’ newsletter
- Display boards at Trust Board Meetings
Moving Forward Together event

3 areas of engagement and involvement we want you to work on:
1) The general work to week, month to month involvement and engagement:
   - This could include communications, regular meetings and groups...
2) Involvement in specific projects to improve a particular service:
   - This could include how we create project teams, how we get input from service users...
3) How quickly communicating with the Trust can help resolve a situation or improve care:
   - e.g. situations involving people who are unsuited to people with some mental health issues

   - We want you to work on 1 of these areas of involvement and engagement.
   - Your template will tell you which area we would like you to concentrate on.
   - There will be time to share and add to other areas.

What do we mean by Vision?

A picture of our brings to life an attractive future for the organisation or the outcome of the change.

How will it feel in the future?

Use words and pictures to capture the how it will feel in the future.

Instructions:
1) Think about the area we have asked you to work on.
2) Think about the other people who will be part of the future vision.
3) Think about the different people who will be part of the future vision,
4) Think about the different people who will be part of the future vision.
5) Discuss and write down as in the last example.
6) Discuss and write down as in the last example.
7) Share with the group what you think.

Doing and Being

Who are we going to be part of the vision? What will they be doing?

How will they be thinking in the future?

Instructions:
1) Who are you doing?
2) Who are you doing?
3) Who are you doing?
4) Who are you doing?

Outcome(s)

What do you hope the overall outcome we should achieve if we deliver this vision?

Bring it to life

If you could represent the vision as a model, show. So picture...

Capture the issues -
Using the work that has been done in the “let’s get engaged” sessions.
Use some of the issues raised as the starting point for generative ideas.

Generate the ideas -
Using the “issue/idea” sheets generate solutions to overcome these issues.
Remember “No issue with out an idea.”

Idea generation round 1:
Issue generated ideas

And idea generation round 2:
New radical ideas

Let your creativity flow -
Think of some completely different ways we could achieve our vision.
Don’t be constrained by the past or what is possible.
Use the radical ideas sheets.
Work individually to start then share.

“If you can dream it you can do it” Walt Disney
A Template to structure and capture our work

1. HOW WILL IT FEEL
Use words and pictures to express how it will feel to be in this new future

2. DOING & BEING
What are people and organisations doing and behaving differently in the future

3. OUTCOMES
Describe what you are going to achieve

4. Bring it to life
Moving Forward Together event - 16 outcome boards
Outcomes

I feel proud...
Because we have improved mental health services

I feel involved...
Because as many service users, carers and members of the public feel involved with the Trust

I feel happier...
Because being involved has given me a sense of purpose

Engagement in improvement projects

- Enabling service users and carers to be involved in improvement projects from idea to implementation
- Working together we can improve our services - your expertise and our expertise
- Striving to make our services the best

Vision for Engagement of Service Users, Carers and Public
Day to Day Engagement Expected Outcomes

- More people feel part of the involvement and understand how they can get involved and have a voice (wider participation)
- More people wanting to be involved in the Trust services improvement
- People should be much better informed of what is going on
- A wider variety of ways to have a voice
- A wider variety of ways to receive the messages
- A clear up to date method of informing the business units of all the feedback relevant to them
Day to Day Engagement Scope

- Communications - year to year, month to month, week to week regular communications
- The regular standing forums we want for service users, carers and the public that we set up
- The linking to external groups, forums etc. set up by others e.g. conditions, 3rd sector
- Internal processes within the engagement team to inform and communicate with the trust and individual localities
- Website and service user and carer electronic methods
Day to Day Engagement Existing Mechanisms

- Quarterly carers forum
- Monthly Community care forums - 1 in each locality
- Adult inpatient forums (one in each area)
- Quarterly Local Involvement networks soon to become HealthWatch
- Ward community meetings in each hospital ward for regular feedback from service users on their individual experience
- Specific other forums e.g. specialised and secure SBU user group
- External organisations meetings, forums, condition specific, third sector groups e.g. rethink, MIND, Alzheimer’s, hearing voices, time to talk etc.
Day to Day Engagement Communication Mechanisms

- **Existing communications**
- **Snapshot monthly newsletter to staff, service user, carer and voluntary sector groups and partner organisations**
- **Our Voice staff quarterly newsletter**
- **FT Membership**
- **FT newsletter - to all 16,500+ members**
- **Membership engagement events x 4 a year**
- **Existing internal processes**
- **Patient experience reports**
- **Quality improvement plans and reports**
- **Board reports**
Issues, actions and radical ideas for day to day engagement

- Strong support for SU in the community - e.g. Therapeutic cafes and drop-ins and peer mentors
- Better staff understanding of SU and Carer experience e.g. A day in the life
- Improve communication e.g. Better use of modern media such as Facebook
Involvement in projects expected outcomes

- more people feel they have been involved
- better services because of more service users and carers being involved
- more ordinary service users being involved
- staff should feel happier about new service they are delivering
- switch from the old service to the new should be easier
Involvement in projects scope

- linking to and influencing - inputting to the Trust business planning and strategic formulation processes
- beginning to end mechanisms to inform, recruit, manage those involved including criteria for service users choice e.g. >3 years since using services.
- the involvement of service users, carers and staff throughout the development of the improvement project
- identification of service users skills and needs for training and assessment. Quality assessment of current skills.
- measuring the improvements e.g. mystery shoppers and feedback (baseline and post change)
Involvement in projects mechanisms

• process in place for staff to request service user and/or carer involvement from data base, FT membership, service user and carer groups

• payment process
Issues, actions and radical ideas for service involvement projects

• Challenging stigma
e.g. Better education on mental health for GPs and emergency services
e.g. a play or documentary “my life”

• Strong processes for projects
e.g. SU and carer involvement throughout
e.g. creative engagement and visioning
Feedback to resolve individual service users concerns being treated now

Expected outcomes for service users
- they are clear and aware and have easy access to a variety of methods to give feedback
- feel they have been listened to
- clear on the process that will happened to consider their carer and treatment
- they understand that there are 2 possible outcomes - change or no change. Both will be explained
- feel pleased and appreciated for giving feedback
- individuals who would like to be further involved can be
Feedback to resolve individual service users concerns being treated now

PALS and Complaints are informed about the actions and outcomes and informal concerns forms completed by staff

Individual services
- each of the individual services can receive feedback, consider the feedback and act on that feedback
- the individual cases are fed back to the service so that they can identify trends that need to be further explored. These will then inform their quality improvement programmes

Trust wide
- To inform the monthly Trust wide quality teleconference meeting
Feedback to resolve individual service users being treated in the future

Expected outcomes for service users

- They are clear and aware and have easy access to a variety of methods to give feedback
- Feel they have been listened to
- Individuals will be clear on how this information will be used to improve the services for others
- The feedback is captured and considered and possibly further explored
- Through PALS the board are informed of the concerns raised, acted upon and outstanding or on the risk register

The service

- This feedback is added to the rest of the feedback received for the general day to day engagement
Feedback to resolve individual service users being treated in the future

Scope
- To receive feedback from recent and current users of services
- Individuals and people representing individuals with their consent
- Include feedback of all Quality issues e.g. cleanliness
- Mechanisms for resolution for individuals within each service
- Includes all formats and mechanisms for giving feedback e.g. written /letter, email, phone, web, formal and informal
- Giving / receiving feedback process to give service users a good experience of giving their feedback
- How the feedback received informs or guides the service quality improvement programmes and strategy
- Capturing and communicating and acting upon trust wide issues
Feedback to resolve individual service users being treated in the future existing mechanisms

- Direct to staff (informal concerns)
- PALS and complaints
- Feedback cards
- Comments boxes
- Email
- Letters
- Phone
- Website feedback forms
- Other existing systems in place to inform service users and carers the ways they can give feedback and how their feedback has been used to improve services.
- ways to give your feedback leaflet
- “you said, we did”!
Issues, actions and radical ideas for ad hoc feedback

• Easily available methods of giving feedback:
  
  e.g. mental health bus (range of uses)
  e.g. listening services in all areas
  e.g. regular Moving Forward events
Where do we want to be?

Arnstein ladder of citizen participation

Where we want to be

Where we are now
How do we deliver this strategy?

- PPPI framework to be developed

Everyone’s responsibility to engage and involve SUs and Carers in the planning and design of our services