Northern Care Alliance; Pledges to deliver great care

Phase 2 Engagement document for discussion 2019 – 2020

1. This is phase 2 of the engagement we are undertaking on this Document for Discussion, which outlines the approach we are taking to improve patient & service user experience.

2. We have undertaken a significant amount of engagement with key stakeholders, to understand ‘What Matters Most, to get to this stage of the development of this document.

3. Feel free to make any comments on this document, the yellow boxes also highlight key discussion points and we have attached a feedback sheet in appendix 1 (page 8).

4. What have we heard so far?

   Just being treated with kindness & compassion, a lot of the time is all it takes.

   I want to be seen on time or to have a clear explanation if there is a delay in my care/treatment.

   Don’t call it a strategy, that doesn’t mean anything to your patients & public.

5. We reviewed all this data against national standards & best practices (including CQC, NICE & NHS England), from this we have developed draft outputs to deliver priorities for 2019/20 & commenced a significant piece of work to develop ‘I’ statements. These statements outline what high quality treatment and care look like to them.

6. We will continue to engage with care organisations & key stakeholders over the next 12 months to further understand & take a co-design approach, on how we can ensure we deliver on these statements.

What has influenced this programme of work?

You

This document has been developed through a series of engagement & co-design events with our patients, service users, families, carers and staff.

This engagement and co-design will continue over the next 12 months to jointly develop and understand what we must deliver and develop in order to meet the ‘I’ statements developed by our patients and service users.
**Time**

*is the most important commodity to our patients, service users, families & carers*

This means that if you knew you were in your last 1,000 days what and how would you want to spend those days? we want to ensure that we deliver health and social care that allows you to live those days with the best possible outcomes

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**Our Values**

- Patient & People Focus
- Respect
- Accountability
- Continuous Improvement
Priority 1: Deliver safe and compassionate care
We will take proactive steps so patients/service users/families & carers can actively feedback on their care & treatment to ensure we deliver ‘What Matters Most’.

Priority 2: Continuous Improvements
We will listen and use feedback to drive improvements, including using this to influence change, from major service redesign to locally driven improvements.

Priority 3: Collaboration (Always Experiences & Co-design)
We will champion co-design by developing a model of good practice to enable this approach to be developed & embedded across the NCA in partnership with key stakeholders

Priority 4: Support our staff to deliver great and compassionate care
We will support staff to ensure that they have the skills and abilities to understand ‘what matters most’ to our patients & service users to deliver great, safe, compassionate treatment & care.

Priority 5: Accessibility
We will identity opportunities to improve access to our services, this includes delivering the right care at the right time, reducing waiting time and using technology to support individuals with additional communication needs.

Discussion Point 2 – ‘I’ Statements; over the next 12 months we will continue to take a co-design approach to work with staff and key stakeholders to understand what we need to deliver or develop to truly deliver on these outcomes. It is likely that we will have to prioritise this work and identify high impact areas to focus.

a) What do we need to do to enable us to deliver on the ‘I’ statements? – what do you think about developing ‘we’ statements, can you suggest an alternative?

b) From these statements will develop ‘Always Experiences’ – there are very specific outcomes, that will be developed at a local level (ward/clinic/service) by staff/patient/service users/families and carers from locally collected feedback. What would be the one thing we could change?
## Discussion Point 2

<table>
<thead>
<tr>
<th>Listen &amp; Respect</th>
<th>Inform</th>
<th>Inform</th>
<th>Care &amp; Respect</th>
<th>Care &amp; Respect</th>
<th>Care</th>
<th>Listen &amp; inform</th>
<th>Care &amp; Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Involvement in decisions &amp; respect</td>
<td>Co-ordination &amp; continuity of care</td>
<td>Clear information &amp; support for self-care</td>
<td>Compassionate care, privacy &amp; dignity</td>
<td>Psychological, emotional, support, empathy &amp; respect</td>
<td>Nutrition, physical comfort &amp; environment</td>
<td>Welcoming the involvement of family &amp; carers</td>
<td>Fast access to reliable advice/treatment delivered by trusted staff</td>
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### Service User ‘I’ Statements

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<tbody>
<tr>
<td>I am respected as an equal individual.</td>
<td>My care is well planned by people that work together.</td>
<td>I am an active partner in my care.</td>
<td>I am treated with kindness &amp; compassion.</td>
<td>I am understood, offered the right support for me, this might include emotional, mental wellbeing, spiritual and practical support</td>
<td>I feel safe in a clean environment.</td>
<td>I am able to involve my loved ones in decisions about my care. They are actively welcomed.</td>
<td>I am able to access services when I need them, I have the right people to support me &amp; knows my story</td>
</tr>
</tbody>
</table>

### Phase 2 engagement – ‘We Will’ statements? high level statements for staff and care organisations

<table>
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<tr>
<th>Take time to understand you as an individual</th>
<th>Deliver the consistent information</th>
<th>Ensure you are fully informed and given options. Not use jargon</th>
<th>Time to listen &amp; show that we care</th>
<th>Managing expectations</th>
<th>Providing a clean, warm and safe environment</th>
<th>Clarify how you would want your family/carer to be involved – review regularly</th>
</tr>
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<td>Listen &amp; address your concerns &amp; respect the choices you make</td>
<td>You know who is in charge of your care/or key point of contact is</td>
<td>Empower you to be an active participant in your care</td>
<td>Respond to you in a timely manner</td>
<td>Discuss your fears &amp; anxiety</td>
<td>Provide pain relief in a timely manner and adjust as needed</td>
<td>Ensure you have confidence in staff caring for you</td>
</tr>
<tr>
<td>Support your communication needs to be involved</td>
<td>You are fully informed about next steps</td>
<td>Encourage activities for daily living</td>
<td>Encourage your spiritual needs are supported</td>
<td>Ensure your spiritual needs are supported</td>
<td>Provide regular food and drink/ where they can be reached/supported when appropriate</td>
<td>Be informed of your history and condition</td>
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### Locally developed Always Experiences (model approach to be developed)
Appendix 1 - Feedback Sheet

Northern Care Alliance – Feedback Sheet

Question 1
Are you an individual [ ] carer [ ] group [ ]

Which group do you represent?

Question 2
Can we use and publish your comments yes [ ] no [ ]

Question 3
Does this document include areas that affect you?
Please tell us which areas.

Question 4
Are you happy with this document so far? If not, what do you think we need to include?

Question 5
Are there are other targets and outcomes you would like to see us working towards? What action would you like us to take to achieve these outcomes?

Question 6
What are the top three priority issues you think we should be trying to achieve?
If you wish to ask about this document or send any other comments:

You can write to:

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