

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?

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

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

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

Our Values

Patient & People Focus

Respect

Accountability

Continuous Improvement

Discussion Point 1 - How will we deliver on these?

Below is a brief outline of the 5 key areas we want to focus on, to deliver great treatment & care and show that we support feedback and we use this information to influence and drive change and improvements.

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 identify 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

Listen & Respect	Inform	Inform	Care & Respect	Care & Respect	Care	Listen & inform	Care & Time
Involvement in decisions & respect	Co-ordination & continuity of care	Clear information & support for self-care	Compassionate care, privacy & dignity	Psychological, emotional, support, empathy & respect	Nutrition, physical comfort & environment	Welcoming the involvement of family & carers	Fast access to reliable advice/ treatment delivered by trusted staff

Service User 'I' Statements

<p>I am respected as an equal individual.</p> <p>You understand my needs & that I know me best</p>	<p>My care is well planned by people that work together.</p> <p>To get the outcomes that are important to me, including moving on in my care.</p>	<p>I am an active partner in my care.</p> <p>I get the right and enough information at the right time, in a way I understand</p>	<p>I am treated with kindness & compassion.</p> <p>My personal needs are met to make me feel dignified</p>	<p>I am understood, offered the right support for me, this might include emotional, mental wellbeing, spiritual and practical support</p>	<p>I feel safe in a clean environment.</p> <p>I have access to effective pain relief.</p> <p>I have adequate and appropriate food & drink.</p>	<p>I am able to involve my loved ones in decisions about my care. They are actively welcomed.</p> <p>My carers and family have their needs recognised.</p>	<p>I am able to access services when I need them, I have the right people to support me & knows my story</p>
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Phase 2 engagement – 'We Will' statements? high level statements for staff and care organisations

<p>Take time to understand you as an individual</p> <p>Listen & address your concerns & respect the choices you make</p> <p>Support your communication needs to be involved</p>	<p>Deliver the consistent information</p> <p>You know who is in charge of your care/or key point of contact is</p> <p>You are fully informed about next steps</p>	<p>Ensure you are fully informed and given options. Not use jargon</p> <p>Empower you to be an active participant in your care</p> <p>Discuss communication needs & support them.</p>	<p>Time to listen & show that we care</p> <p>Respond to you in a timely manner</p> <p>Encourage activities for daily living</p> <p>Help to maintain independence, including taking your own medications</p>	<p>Managing expectations</p> <p>Discuss your fears & anxiety</p> <p>Ensure your spiritual needs are supported</p> <p>Physical aids are provided to support your needs</p>	<p>Provide a clean, warm and safe environment</p> <p>Provide pain relief in a timely manner and adjust as needed</p> <p>Provide regular food and drink/ where they can be reached/supported when appropriate</p>	<p>Clarify how you would want your family/carer to be involved – review regularly</p> <p>Where you do not have capacity ...what should we state here ???</p>	<p>Work to ensure minimum time waiting in any setting.</p> <p>Ensure you have confidence in staff caring for you</p> <p>Be informed of your history and condition</p> <p>Be open about your condition & treatment</p>
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Locally developed Always Experiences (model approach to be developed)

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

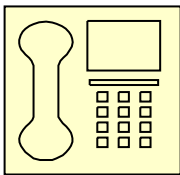
What are the top three priority issues you think we should be trying to achieve?

If you wish to ask about this document or send any other comments ;

You can write to:



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