

Patient Experience Forum

NHS England Midlands & East (East)

Bulletin No. 4: March 2016

We hope those of you that were able to attend the last meeting found the theme on 'winter resilience-communications and engagement' useful. The next meeting of the Forum will take place on **Thursday, March 10th, 2016** which will include a workshop '**Deep dive into patient experience; data and insight**'. To effectively facilitate this, you are required to bring along an anonymised data report used in your organisation to drive patient experience and quality.

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Upcoming events and training

We have many events, meetings, conferences and workshops, and so will try to keep you up to date with what we know about. If you hear of any event – or are running an event – that needs to be publicised to a wider audience, please do let us know for inclusion in our quarterly newsletter.

Celebrate the successes of the Friends and Family Test during Spotlight Week

The Friends and Family Test Spotlight Week, from **Monday 14th March to Friday 18th March 2016**, is all about raising public awareness of this important tool by celebrating positive feedback and sharing the ways in which the test has helped healthcare providers to improve services. Since its launch in April 2013, the test has produced almost 17 million pieces of patient feedback, making it the biggest source of patient opinion in the world.

A range of materials is available to support you in raising awareness during the spotlight week. These can be found at <http://www.england.nhs.uk/ourwork/pe/fft/fft-comms-res/> or contact annette.agetue-smith@nhs.net for support from your local NHS England team.

Patient Insight and Feedback Conference - March 17th 2016 – Leeds

Chaired by Anu Singh, Director of Patient and Public Participation and Insight for NHS England, the conference theme will be around improving quality by learning from feedback.

The day will include information on a new NHS Insight Strategy, interesting talks from industry experts and practical examples of success and good practice. More information can be found at

<http://www.events.england.nhs.uk/nhs-england/1033>

Recent news

Report on the maternity experiences of people with learning disabilities

NHS England in partnership with CHANGE (a national human rights organisation led by disabled people) and the Patient Experience Network (PEN) has written a report on work around the experience of people with learning disabilities of maternity services. It can be accessed at the PEN Website: [Hidden Voices of Maternity – Easy Read](#) and [Hidden Voices of Maternity – Executive Summary FINAL 260815](#) For further details please contact Siobhan Lenzionowski (NHS England) at ENGLAND.PEAdmin@nhs.net

Patient Leadership

An article has been published in Patient Experience Journal based on the project NHS England commissioned on how patient leaders can impact on improving experience of care - see [Patient leadership: Taking patient experience to the next level?](#) By David McNally; Steve Sharples; Georgina Craig; and Dr Anita Goraya at <http://pxjournal.org/journal/>. The King's Fund programme 'Leading collaboratively with patients and communities' which pairs patient and clinical/managerial leaders, and which has been sponsored by NHS England, is being repeated in 2016 – see: <http://www.kingsfund.org.uk/leadership/leading-collaboratively-patients-and-communities>

New resources

Our normal round-up of recently announced resources and toolkits – if you know of anything else that might be of use to others in the Forum, please let us know.

NHS England Launch Commissioning Toolkits for Assurance of Good Complaints Handling

Two new toolkits have been launched to support commissioners in the assurance of good complaints handling. The toolkits have been co-designed and tested with a group of stakeholders including CQC, PHSO, Monitor, CCG's, Complaints Managers Forum and complaints advocacy support. A number of CCGs have tested the toolkits for ease and usability. This design process has identified that there is a requirement to develop two Toolkits, one for commissioning of primary care and one for the commissioning of acute, community and mental health care. The Toolkits are available at <https://www.england.nhs.uk/resources/resources-for-ccgs/>. If you would like any further information on the Toolkits please contact Alison.kirk5@nhs.net in the first instance.

Launch Guidance – Commissioning excellent nutrition and hydration

NHS England has launched commissioning guidance on improving nutrition and hydration. It is at this link at <http://bit.ly/1jed6YE> on our website. It was produced as a response to the 'Hard Truths' and Francis report recommendations and because malnutrition and dehydration still remain a major concern for patients and carers. Commissioners, expert national and patient groups have been involved in writing the guidance and give examples of their commissioning approaches. For more details contact Siobhan Lenzionowski (NHS England) at ENGLAND.PEAdmin@nhs.net

Learning Disability Patient Voices Films

The learning disability patient voices films are now all available to watch on the Patient Voices website. These videos are great examples of people with learning disabilities how have been working and are involved in improving health services across the country. People with learning disabilities are not only consumers of health and social care services, but have unique perspectives and skills to bring to the delivery and improvement of those health and care services, and the ability to be champions for innovative development programmes and initiatives. <http://www.patientvoices.org.uk/champions.htm>

New Guidelines to drive improvement in Orthotic services

Guidance has been produced in cooperation with local commissioners, providers and patient groups, and draws on the findings of a recent review of services by NHS Quality Observatory triggered by concerns raised by Healthwatch England.

It sets out 10 recommended steps for commissioners to take towards better services for patients, including understanding local needs and preferences, delivering services in the community rather than out of hospitals, and encouraging joint working between health professionals to streamline the experience for patients and avoid unnecessary duplication.

<https://www.england.nhs.uk/2015/11/19/orthotic-services/>

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