

## Background information

### New approaches to Patient and Public Involvement University Hospitals Bristol Involvement Network

The UH Bristol Involvement Network is part of a broad and ambitious programme to refresh the way in which we deliver our patient and public involvement work. It is about creating new opportunities for people to have their say about how healthcare is developed and provided at UH Bristol.

The Involvement Network will add to our existing patient and public involvement activity and is designed to enhance opportunities to ask people their views on strategic and service development issues. It offers the opportunity to have conversations with people about what really matters to them about the care they receive and to use that information to make the right decisions.

#### Our starting point

There are two parts to our Involvement Network: the Involvement Network itself and our Involvement Network Pop Up events.

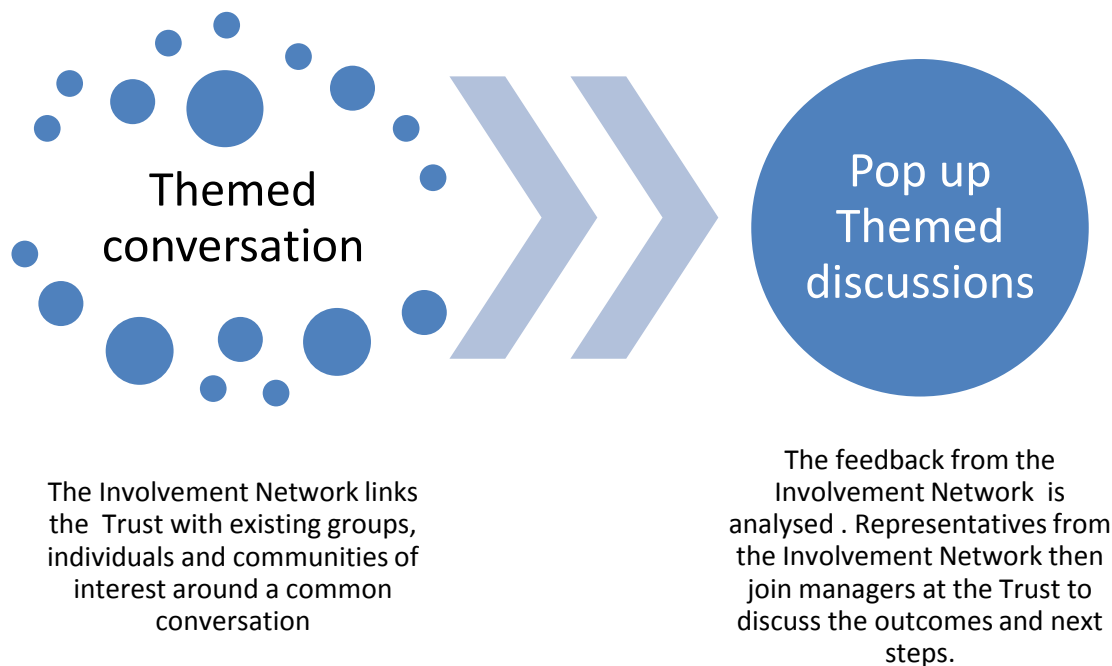
The Involvement Network builds on the interest Trust members, Governors, community groups, other patients and carers have already shown in taking a more active role in the work of the Trust (Figure 1). Using a hub and spoke model, by tapping into existing groups and networks we hope that the Involvement Network will grow to represent the diverse communities of interest we serve.



*Figure 1: The Involvement Network builds on existing relationships and links.*

Through our Involvement Network, we will be inviting all kinds of people to take part in conversations about particular aspects of healthcare at UH Bristol. These conversations can take place where people already come together in, for example, community settings, and through other networks. We will also develop on-line conversations and work with partners to engage the widest possible audience. Feedback from those conversations will be shared with our Patient Experience Group and will enable us to identify specific questions and themes to explore at an Involvement Network Pop Up event, where people will be invited to meet with UH Bristol managers to share the outcomes of their conversations in more detail and to agree what should happen next. Figure 2 shows how the flow of feedback will work.

Figure 2:



As a starting point, and to get the conversations started, we will select a topic from our existing annual quality objectives.

### **Who will lead the work?**

The UH Bristol Involvement Network is part of the Trust's Patient Experience and Involvement activities, reporting to the Patient Experience Group. The Involvement Network will be organised by the Trust's Patient and Public involvement Lead, Tony Watkin.

### **What have we done so far?**

In October 2015, we held a conversation with local people about how our Involvement Network could work and what it could offer. Over 90 people expressed an interest in taking part. People told us that in order to be a success, the Involvement Network needed to be diverse and reach out to all people; it shouldn't replicate other activities such as Trust Membership, it should have good leadership and it should be able to demonstrate impact. This conversation has informed how our Involvement Network will be shaped and we will continue to adapt as we learn through our experiences.

### **Our next step**

The first Involvement Network conversation will focus on the Trust's Quality Objectives for 2016/17 and plans to improve patient information about our outpatient clinics. During December and January local people will be asked to consider what matters most to them about these two themes. The feedback we receive will be analysed and shared with our Patient Experience Group. The feedback will be discussed at two themed events: our Quality event in January 2016 and at an Outpatients themed meeting with managers responsible for that service later in the month.

### **Looking ahead**

The Involvement Network is designed in such a way that it can be flexible, responding to change and new ideas as we gain more experience of working with it. One idea for the future is to hold a celebration of our Involvement Network. This would be an opportunity to formally launch the Involvement Network, celebrate the many ways in which patients, carers and others get involved at UH Bristol and share ideas for the future. Such an event could be aligned to the Trust's Annual Membership Meeting.

Tony Watkin  
December 2015

## **Involvement Network – December 2015**

### **What matters most to me about my care?**

#### **Background**

Every year the Trust goes through a process of agreeing areas of work to which we will give special attention. We call these quality objectives and they help bring a focus to improving the quality of what we do on issues that matter to all of us. This process begins in January and, for the last two years, we have held a discussion with patients, Trust members, Governors and members of the public so that our objectives reflect what is important to the people who use our services. We agree our objectives in April for the coming year.

#### **What we would like to gather your views on**

Through our Involvement Network we want to ask you to think about the things that really matter to you about healthcare in our Trust and what you think we should concentrate our efforts on in the coming year. We are doing this because we want to give more people a say in the areas of work you think we should focus on in the coming year.

#### **Your feedback**

Receiving your views on this subject will help us make the right choices for next year. If you can, spend some time thinking about what really matters to you and send your ideas and comments to me by **8<sup>th</sup> January 2016**. After this date the feedback will be analysed in preparation for discussion. My contact details are below.

#### **The discussion**

This year our Quality Objectives discussion will take place on **Wednesday 20<sup>th</sup> January 2016**. The meeting will be held in our Education and Research Centre starting at 6.30pm. At this meeting we will be discussing the feedback we have received and our own ideas for the coming year before coming up with a number of draft quality objectives.

You can register your interest in coming to this meeting using my contact details below.

#### **How to contact me**

You can send me your feedback and let me know if you would like to come to the meeting in two ways:

By email to: [tony.watkin@uhbristol.nhs.uk](mailto:tony.watkin@uhbristol.nhs.uk)  
By post to: Tony Watkin  
Patient and Public Involvement Lead  
UH Bristol Trust Headquarters  
Marlborough Street  
Bristol BS1 3NU

Thank you.

## **Involvement Network – December 2015**

### **Outpatient's information for patients**

#### **Background**

Every year more than half a million outpatient clinic appointments are offered to patients of UH Bristol. Appointments can be for tests, diagnosis and after care in any of our hospitals. The Trust has made a commitment to continually improve the way in which our outpatient clinics run so that patients get a better quality of service.

#### **What we would like to gather your views on**

Patients have already told us that the quality of the information they receive as part of their clinic is important. We have already begun to re-design and set quality standards for the appointment letters patients receive. We want to do more. In this Involvement Network discussion we would like you to tell us about the patient information you receive (or have available to you on the internet) or would expect to receive as part of a clinic appointment. In thinking about this it may help to put yourself in the position of someone coming to our hospitals for an appointment for the first time. Consider what information you need and what information would make all the difference to you for your visit?

#### **Your feedback**

Receiving your views on this subject will help us make the right choices for next year. If you can, spend some time thinking about what really matters to you and send your ideas and comments to me by **29<sup>th</sup> January 2016**. After this date the feedback will be analysed in preparation for discussion. My contact details are below.

#### **The discussion**

We will be discussing your feedback with managers responsible for outpatient services and our patient information team on **Thursday February 25<sup>th</sup> 2016 at 3pm in our Education and Research Centre**. You can register your interest in coming to this meeting using my contact details below.

#### **How to contact me**

You can send me your feedback and let me know if you would like to come to the meeting in two ways:

By email to: [tony.watkin@uhbristol.nhs.uk](mailto:tony.watkin@uhbristol.nhs.uk)  
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Thank you.