

## Engagement and Involvement Strategy 2018/21

The Engagement and Involvement Strategy will support the development of a culture at the Trust that actively encourages public participation and a two-way dialogue.



Sherwood Forest Hospitals  
NHS Foundation Trust

The Engagement and Involvement Strategy sets out the engagement and involvement focus over the next three years in order to achieve our vision of dedicated people delivering outstanding healthcare for our patients and communities.

Element	Engagement and Involvement key objectives	2018/19	2019/20	KPIs
<b>SP1 To provide outstanding care to all patients</b>	We will strive to ensure that our patients, carers and the communities are at the heart of everything we do.	Establish a structured plan for Engagement and Involvement that is inclusive to all patients, our communities and wider stakeholders.	Service developments and plans of care are co-designed with patients and service users.	>98% positive response from Friends and Family test by 2021
<b>SP4 To get the most from our resources</b>	We will develop the capacity and capability for staff and patients to be heard – strengthening the way we listen and respond to our patients and their concern, maximizing the benefits of their insight.	We will establish a Trust-wide Patient Involvement Group. The objectives of this group will be aligned to Campaign One ‘Providing a Positive Patient Experience’ of the 2018/21 Quality Strategy.	To implement the 3Ts of communications to strengthen the Trust relationship with patients and service users moving from a transformational (one-way) model to a transformational (achieving shared values) model.	By 2021 service developments and plans of care are co-designed with patients and service users.  Further KPIs will be identified once the engagement with the public has been concluded to provide an opportunity to co-design additional measures of success.
<b>SP5 To play a leading role in transforming the health and care of our community</b>	We will develop a culture that proactively takes steps to build collaborative relationships, increasing access to organisational systems to inform and shape our services.	Establish a culture that supports open and transparent conversations with patients, communities and stakeholders allowing two-way dialogues to give a greater understanding of what our patients, communities and service users need.	We will demonstrate how our patient and communities are able to influence how the Trust operates and the design of services and pathways. Service users will be active participants of key Trust Governance Forums playing a key role in the design and shape of services.	2018/19 - 85% of patients reporting they were involved in planning and delivering their care. 2019/20 ->90% of patients reporting they were involved in planning and delivering their care.
<b>Potential risk</b>	<b>How the risk might arise</b>		<b>How the risk is being mitigated</b>	
Lack of engagement from patients, service users and stakeholders inhibiting the opportunity to optimise the experience and needs of our communities in the co-design of future service delivery.	Failure to communicate aims and objectives of the Strategy resulting in lack of understanding, interest and engagement of patients and service users.		Positive communication to patients, families, carers and stakeholders clearly setting out aims and objectives of the Strategy to enable successful recruitment of service users	