

Board of Directors Meeting in Public - Cover Sheet

Subject:	Engagement and Involvement Strategy	25 October 2018		
Prepared By:	Kerry Beadling-Barron, Head of Communications			
Approved By:	Kerry Beadling-Barron, Head of Communications and Elaine Jeffers, Deputy Director of Governance and Quality Improvement			
Presented By:	Kerry Beadling-Barron, Head of Communications			
Purpose				
To update and approve the Engagement and Involvement Strategy.	Approval	X		
	Assurance			
	Update	X		
	Consider			
Strategic Objectives				
To provide outstanding care to our patients	To support each other to do a great job	To inspire excellence	To get the most from our resources	To play a leading role in transforming health and care services
X			X	X
Overall Level of Assurance				
	Significant	Sufficient	Limited	None
	X			
Risks/Issues				
Financial				
Patient Impact	X			
Staff Impact				
Services				
Reputational				
Committees/groups where this item has been presented before				
Quality Committee, September 2018				
Executive Summary				
<p>This strategy is an updated version of the draft strategy taken to the Board of Directors. It focuses on moving our relationship with the public from transactional to transformational over the next three years so we have a greater understanding of what our communities need, and our communities have a greater understanding of how we work and an ability to influence our work. This should be inclusive of all members of our communities.</p> <p>It is an exciting time to be involved in this as we are reviewing our overarching Trust strategy and engaging with the public and staff on this throughout Quarter 3 of 2018/19. NHS England is consulting on priorities for the 10 year funding plan for the NHS with NHS staff and public with headlines expected in the November 2018 budget and more consultation and detail by March 2019. The Better Together Alliance is also reviewing its communications and engagement with a focus on improving how it involves its communities.</p> <p>Given the fluidity of the current landscape with these different but important pieces of work happening, the 3Ts will be used as an overarching structure to plan actions, which will fulfil the four key objectives indicated below:</p>				

- **Objective 1:** Establish a structured plan for public involvement that is inclusive to all by the end of 2018.
- **Objective 2:** Have all the Patient FFTs above 98% by 2021.
- **Objective 3:** By 2021 service developments and plans of care are co-designed with patients and service users
- **Objective 4:** By 2019/20 more than 90% of patients will report they were involved in the planning and delivering their care.

A joined up approach to engagement is being planned across the organisations in the Better Together Alliance but also will be incorporating work with key partners such as Healthwatch and the third sector. The aim of this is to create a best practice standard for engagement across the Mid-Nottinghamshire area that will be replicated for any workstream within the Better Together Alliance.

Separate to this NHS Improvement has launched its Patient Experience Improvement Framework which enables organisations to carry out an organisational diagnostic to establish how far patient experience is embedded into its leadership, cultural and operational processes.

It is felt that this is an important tool we should be adopting and therefore a large amount of effort will be focused on this in order to create a gap analysis on where we are performing well and where we can improve, which will further inform this strategy.