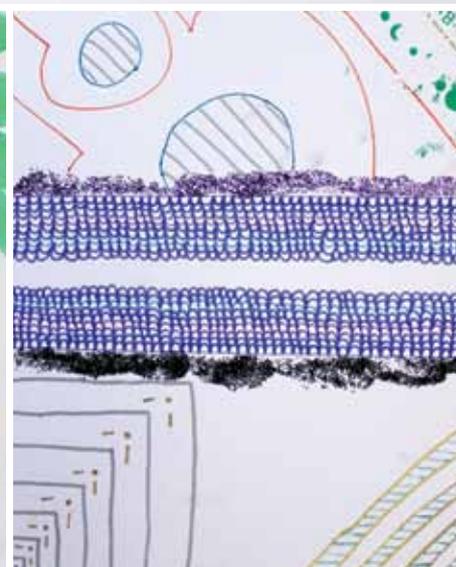




# Together

Our Patient and Carer Experience and Involvement Strategy  
2020-2023





*Being involved I am making a difference by helping others. I have learnt a lot by talking to others.*

**Ann,**  
Learning disability governor



*Being involved is beneficial to me, I get a lot of pleasure knowing I help others going through the gender service.*

**Melanie,**  
Volunteer, Gender service  
and Rainbow Alliance

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# Hello

My name is Cathy, I am the Director of Nursing, Professions and Quality at the Trust. I'm also the Director responsible for patient experience and involvement and, for the last year, I've been working with a range of people on how we can improve the involvement of patients and carers at our Trust.

Engagement with our service users, carers and the public on their experience of our services is at the heart of all we do, and this enables us to improve the quality of care we provide. We're developing this new Experience and Involvement Strategy (plan) in response to feedback from service users, carers and staff across the Trust, whilst taking on board recommendations from a recent external review.

Our newly established Patient Experience Team will be responsible for delivering this strategy. They will play an important role making sure we take a joined up approach putting co-production at the centre of our work, and working closely with external partners.

I'm looking forward to working with you all to make positive changes together and seeing the results of these in practice.



**Cathy Woffendin**

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## The Trust's vision and values

Our values are integrity, simplicity and caring, and they are integral to how we do things round here.



**Integrity**



**Simplicity**



**Caring**

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# How we will develop real involvement together

Patient and carer experience is about sharing valuable insight into how it feels to be on the receiving end of care.

Being involved provides opportunities for patients and carers to share their experiences in order to shape and co-produce future services.

Our Experience and Involvement Strategy is a 3 year plan which has been co-produced together with patients, service users, carers and staff.

Together we are developing a work plan to achieve this.

## Together we will:

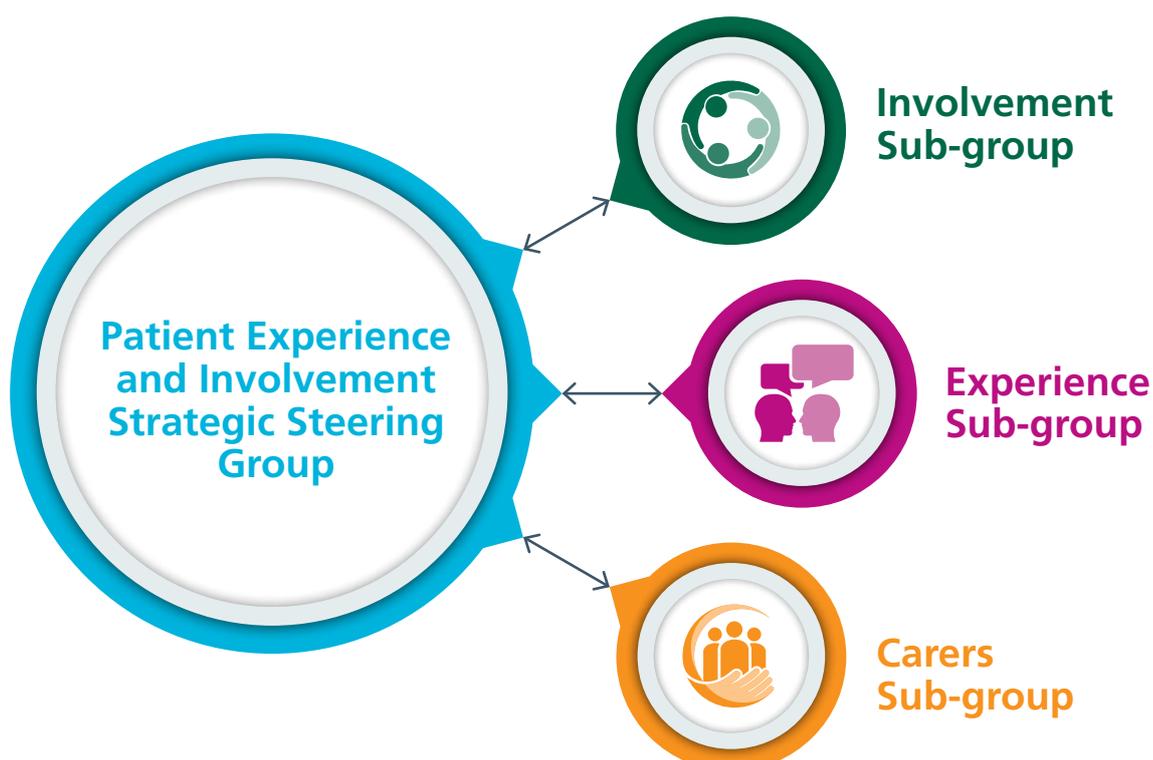
- Ensure patients, service users and carers are involved in all aspects of their care.
- Develop ways to collect, understand and act on patient, service user and carer feedback.
- Develop support services and signpost carers, family and friends of our patients to relevant agencies.

To achieve these aims we have three distinct sub groups who will be working on our priority areas (see page 5). They are:

- Involvement
- Patient Experience
- Carers

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## Structure chart



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# Our priorities

## Involvement Priority:



Together we need to increase the number of people who become involved in how our services are provided, including people from diverse backgrounds to meet the needs of people living in our communities.

## Together we will achieve this by:

- Developing a training and support package for those people who wish to become involved.
  - Reviewing and developing a fair and transparent process for reimbursement to those giving up their valuable time to become involved.
  - Developing involvement networks and opportunities across all services inclusive of staff, patients, service users and carers.
- 

## Experience Priority:



You don't want to keep repeating your story. Together we need to develop systems which gather and monitor feedback to improve patient experience.

## Together we will achieve this by:

- Developing guiding principles that allow us to gather meaningful feedback relevant to the particular service, and that demonstrates improvements.
  - Developing “You Said, We are Doing” style reporting to share what we are doing as a result of collecting your feedback.
  - Improving communication between services on all aspects of your care to reduce repetition and ultimately provide better care.
- 

## Carers Priority:



Carers want to feel valued as a partner in care. Together we need to develop dedicated carer support across the organisation and with city wide partners.

## Together we will achieve this by:

- Continuing to implement the Triangle of Care standards across the organisation.
  - Establish a carer support network, including relatives, friends and supporters across all services.
  - Developing a system to measure carer experience.
-



*Being involved,  
I feel valued, empowered  
and it keeps me well.*

**Paul,**  
Service user



*As a carers champion  
on the ward, I think  
carers are the experts in  
understanding how service  
users are feeling, and it's  
important to get their  
advice and opinions.*

**Hafsa,**  
Staff nurse

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## How we will check that we do what we say

- The Patient Experience and Involvement Strategic Steering Group will oversee the strategy.
- Annual updates on the progress of the strategy work will be shared with the public and our partners and reported to the Quality Committee.
- The Patient Experience Team will oversee and support teams to implement the actions from the strategy.
- We will publish regular updates on how we're doing on delivering our new strategy, including pages on our website, a report in our Quality Accounts, information at our annual members' day and via our Strategic Steering Group and updates at public Trust Board meetings.

## Service user feedback

Being involved has made a great difference to my own recovery and well being

This has helped me in my own recovery journey... I am very passionate about mental health involvement and recovery.

Getting to know more about the service I used, has helped me understand my condition more and helped me manage better.

I have been supported in my recovery by a Psychiatrist, Community Mental Health Nurse and therapist. All have been excellent.

## Can you help us improve our services?

We would love to hear from you and value your contributions in many ways.

You can become involved in a number of ways by:

- Asking your care worker
- Joining our involvement database for regular updates
- Contacting the Patient Experience Team

**You can do as much or as little as you wish. Take a break or stop at any time.**

# Contact us

We have a dedicated Patient Experience Team to ensure that patients, service users, carers, staff and the public will work together to improve patient experience and enhance our services.

If you're interested in getting involved or you'd like further information about our plans please contact us:

Email: [patientexperience.lypft@nhs.net](mailto:patientexperience.lypft@nhs.net)

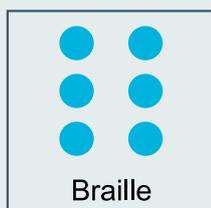
Tel: 0113 855 6840

## The Patient Experience Team

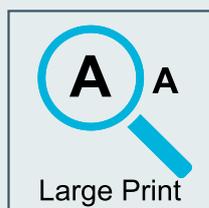
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