

Get Involved

Patient Reference Group Update- Autumn 2020



The Patient Reference Group supports the Leeds Teaching Hospitals Trust to improve its services. The group influences the ‘big’ changes happening across the Trust. This was the second meeting of 2020 but our first virtual one.

We held two sessions. One in the afternoon and one in the evening. We wanted to say thank you to those people who attended and supported our first virtual sessions.

What were the sessions about?

In 2021 the Trust needs a new Patient Experience Strategy and we need the input of patient’s, carers and the public to make this a successful one. These sessions were held to provide the first opportunity for the Patient Reference Group to be involved in this.

These sessions were just the beginning of creating this strategy together and details of future sessions can be found at the end of this update.

We do hope people will join us for those sessions as well.



The Group were joined by Olivia Butterworth. Olivia is the Head of Public Participation for NHS England and Improvement. Olivia spoke about what had been happening across the county including her work to find people safe accommodation during the pandemic. Olivia also shared her thoughts on the possible direction on the Trusts strategy. These are some of Olivia's Key messages.



1. One meeting will not suit all. We need to get better at either creating a space where people can share their experience or find out where people already do this.
2. Meetings do not suit everyone. Not everyone wants to sit around the table but everybody still has a contribution to make.
3. More people will get involved if we really listen and act on what matters to them.
4. When looking to gather the experience of some communities the Trust may not be best placed to do this. This is better done in partnership with voluntary and community sector organisations.
5. Some issues might be better addressed across a larger geographical area and include other Trusts.
6. For some time we will have to rely on digital ways to keep in touch but there is support out there if people need a helping hand. Olivia shared a contact from Leeds City Council who we are hoping to get along to a meeting to tell the group how to access this support.

Shaista Khan then presented some draft aims and objectives which the team had created to kick start a conversation. Shaista also talked about three particular projects the team are working on to capture and use patient experience. These were:

- **Patient Stories:** (more on these later in the update).
- **Always Events:** For more information go to-

<https://www.england.nhs.uk/always-events>



- **Listening Events:** These involve volunteers and staff going into ward areas (when permitted) to interview patients and the public whilst they are receiving treatment or visiting the hospital.

Here are some of the key messages from patients and the public

- Make sure that we use language and methods to ensure everybody is included.
- As patients and members of the public we have access to groups and people that you do not. Use our connections better.
- We want to be involved in more ways than just being asked what we think. If you do this please share what has happened as a result of our input.
- We want to be involved in spreading the message of how important involvement and engagement is. This includes sharing our stories and work with staff from across the Trust.
- Raise awareness of the PCPI team across the Trust. Does everybody know who you are?



Your next opportunity to support the development of the strategy can be found later in this update.

Could you share your story?



Here at the Trust we value your experience of our services as a means to improve how we work. The Patient, Carer & Public Involvement team is keen to talk to anyone who has been an inpatient or visited the hospital for care and treatment during Covid-19.

We are searching for individuals willing to share their story on film or by using audio or animation. If you would prefer we can also keep your story anonymous. If you are interested, please contact: The Patient, Carer and Public Involvement Team on:

0113 206 7077/206 4597 or email: pcpi.ltht@nhs.net

Or

Visit our website:

<https://www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/patient-experience/>

Want to attend future meetings?

For the foreseeable future we will be holding Patient Reference Group meetings on line, however, we do look forward to when we can all come together again.

The next meeting will include another opportunity to share your ideas on the strategy as it develops. We will also be joined by Siobhan Roberts from the Trust. More details below.

Building the Leeds Digital Way

Creating new hospitals and systems that work for our communities.

This session will provide a little background on the work we are doing to create a digital hospital of the future here in Leeds.

Almost every part of our day is touched by digital technologies and



there are many amazing opportunities to extend these technologies into the way we deliver healthcare, support patients, staff, hospital visitors and anyone who engages and connects with us in one way or another.

Looking at the future through the eyes of patients, doctors, nurses and managers, we have created sample personas in the form of fictional characters which broadly describe a typical patient or community. These personas are based upon people who might visit the new digital hospital and staff and clinicians who might work there. They include the development of 'stories' for each, looking at their goals, challenges and typical needs. We would like to share a sample of our patient personas with you for discussion.

The session will be led by Siobhan Roberts, Engagement Lead working on behalf of LTHT.



Details of this session

The session will be held on line. Details to attend will be sent to you once you have booked a place the Friday prior to the meeting. The time and date for the session are:

Wednesday the 16th of December 13.00-14.30

To book a place please contact: Pcpi.ltth@nhs.net or 0113 2067077

Another session will then be held in February 2021.

We look forward to hearing from you