

Where do we go next?

The **Complaints Group** are working on a single point of contact for complaints, which is a wholly different approach and is designed to allow individual organisations to focus on the quality of complaints investigations rather than being caught up in administrative details. It will also provide the opportunity for people to raise awareness about their experience of making a complaint as well as measuring the outcome. It will also provide the opportunity to raise awareness about making a complaints as well as measuring the outcomes of patient complaints.

The work of the **Duty of Candour Group** will help the organisations to meet their statutory requirements, linking in with primary care and local authority

services. The group will also support a campaign to raise awareness of the NHS Constitution and the rights of patients and the public.

The **Empowering staff to deliver a good patient experience Group** will continue to champion staff to listen and act on patient feedback in order to make improvements as an individual, as a team and within their wider organisation. The group is developing a proactive and transparent approach to publishing feedback and how this is making a difference to service delivery. This will support the development of a common approach to a number of workforce issues including the recruitment, retention of healthcare staff.



CCGs Sign up to Safety

NHS Hull CCG and East Riding of Yorkshire have demonstrated their full commitment to patient safety by backing the national **Sign up to Safety** campaign.

Sign up to Safety aims to make the NHS the safest healthcare system in the world. The ambition is to halve avoidable harm in the NHS over the next three years and save 6,000 lives as a result.

By signing up to the campaign organisations commit to listening to patients, carers and staff, learning from what they say when things go wrong and taking action to improve patient safety by helping to ensure patients get harm free care every time, everywhere.

Get in touch

NHS Hull Clinical Commissioning Group

01482 344700

www.hullccg.nhs.uk

@NHSHullCCG

www.facebook.com/NHSHullCCG

East Riding of Yorkshire Clinical Commissioning Group

01482 650700

www.eastridingofyorkshireccg.nhs.uk

@EastRidingCCG



Hull and East Yorkshire Hospitals NHS Trust

Humber NHS City Health Care Partnership CIC
NHS Foundation Trust a co-owned business



Putting Patients First Update Spring 2015

This update will provide you more details about the work that has happened so far, how we have responded to your comments and suggestions and how you can get involved in future work.

Since the publication of the Francis Report in 2013, NHS Hull Clinical Commissioning Group and NHS East Riding of Yorkshire Clinical Commissioning Group have worked with local NHS providers and partners to help ensure that the recommendations of the Report are embedded across all local NHS services.

The **Putting Patients First** event in July 2014 was attended by 89 members of the public representing a cross section of the local population of Hull and the East Riding of Yorkshire.

The event was designed to share the principles and good practices gathered by the three Putting Patients First working groups. Attendees were able to comment on the work so far in workshops organised around each of the three work areas which provided vital patient and public perspective and feedback to help take the shared principles forward.

"I found the event very useful to hopefully give some input to improvements being made and receiving feedback within six months".

- Putting Patients First attendee

All partners have shared a commitment to continuing and developing this approach because it is the right thing to do and not just as a result of the Francis Report and its recommendations. The "Putting Patients First Board" will continue to monitor full implementation of the recommendations and hold each organisation to account for the delivery of the outcomes.

"Events like Putting Patients First are very important. It is a good way of communicating between patients and the NHS. There is a big need for change and I hope that reform will take place. The reform should come from the peoples' experience."

- Putting Patients First attendee

"As someone who is not a complainer I have learned that it is right and proper to complain when it is needed".

- Putting Patients First attendee

Putting Patients First work groups overview

The first phase of work has now concluded and each group has reported its key outcomes:

The **Duty of Candour Group** looked at how local health organisations could ensure that they are open and honest with patients and carers, the public and with each other when things go wrong. This included a *Duty of Candour Protocol* being developed and adopted by all organisations.

The **Complaints Group** reviewed the way each organisations handle their complaints internally and how the process worked when a complaint involved more than one health organisation. It agreed best practice principles for investigating and learning from complaints.

The final group explored how to strengthen the **Role of Staff in Patient Experience**. This included how we could ensure that staff recruitment is based around values of the NHS, how we share and learn from best practice and how we could involve make it easier for all patients, including children, to give feedback on their experiences.



Work group updates: You said – we are doing!

Duty of Candour work group ... What is Duty of Candour?

Put in its simplest term, a Duty of Candour is in place within organisations, like the NHS, to ensure they are open and honest with patients/carers, the public and with each other when things go wrong. More information on the Duty of Candour principles can be found at www.hullccg.nhs.uk and www.eastridingofyorkshireccg.nhs.uk

You said	We are doing
We should review the language of the draft Duty of Candour principles. It needs to specifically note the Duty of Candour as being open and honest to the public, patients and each other and to <u>always</u> act in the best interest of patients.	The draft Duty of Candour principles have been reviewed and changes made to the language as a result of public and patient feedback.
We should engage a wider audience of stakeholders in the draft Duty of Candour principles.	The draft Duty of Candour principles were shared with local and regional Trade Union representatives and useful feedback had been received. The current version of the Duty of Candour principles are being sent out to all local NHS and care services which you can view at www.hullccg.nhs.uk and www.eastridingofyorkshireccg.nhs.uk
We should draw up a framework so that each organisation can build up evidence of how it is meeting each of the Duty of Candour principles and further developing good practice.	An audit and evidence framework is nearly completed. The audit and evidence framework sets standards based on the Duty of Candour principles for all organisations to follow and built up evidence to demonstrate that the standards are being met. This includes having appropriate levels of staff training and support to staff to be open and honest at all times as this was a key piece of feedback from public, patients and staff.

Complaints work group

You said	We are doing
Please provide patients with more accessible information about how to make a complaint and what support is available to help them make a complaint.	<p>We are taking a number of actions around the feedback we have received from the public, patients and local NHS and care leaders:</p> <ul style="list-style-type: none"> We have developed local Complaints Pledges, which are intended for all organisations to adopt and use. More info at www.hullccg.nhs.uk and www.eastridingofyorkshireccg.nhs.uk The Pledges will aim to make it easier for people to make complaints and give feedback on services, both positive and negative.
There should be more independence, openness and transparency in complaints investigations.	
There should be greater awareness of advocacy and support to help people make a complaint and have their voices heard.	

Complaints work group continued

You said	We are doing
There need to be realistic timescales for the investigation and resolution of complaints and patients should be updated on progress.	<ul style="list-style-type: none"> The Pledges will empower people making complaints, so that they know what to expect from the process, and will receive a meaningful response to their concerns. We are developing a local 'one-stop' Complaints Hub across all organisations to give independence to the complaints process, and be an additional source of advocacy and support to people making complaints.
Please make it easier for people to provide compliments and positive feedback on services.	
Enable under-represented groups such as children and young people and BME communities to make complaints.	
Develop a range of new and creative mechanisms to allow people to complain and provide feedback, including social media and on-line reporting.	

Empowering staff to deliver a good patient experience work group

You said	We are doing
We need more nurses.	<p>We are putting together a Nursing Strategy for Hull and the East Riding of Yorkshire. The strategy will cover future recruitment and training with the right values, recognising that the role of staff delivering a good patient experience starts from initial training.</p> <p>We are working with our NHS colleagues around the number of training places available to replace staff who are coming up to retirement within the NHS, which will cause significant pressure in the system over the next 10 years.</p> <p>Our strategy aims to have the right staff with the right values in place in all services.</p> <p>This feedback from patients has been shared with the leaders of NHS services to use in to their own organisations, to reflect these in their own staffing plans and development strategies.</p>
We need nursing education to work with nurse employers to ensure nurses are equipped with the necessary skills to do the job.	
We want nurses to care for us in whatever care environment we are in. We do not want to feel any resentment because we have been transferred to the wrong ward.	
We want nurses who feel empowered to make decisions on an individual patient basis.	
With all of the increased pressures in the Health Services we want to know how we can enable nurses to have a key role in delivering a good patient experience.	
We want to be involved- no 'Them' and 'Us'.	
We need more engagement with children to ensure the services meet those with complex needs.	
We want improved discharge planning.	