

Progress against the 2019/20 Grading

Key:

Grading rating	Meaning
E	Excelling
A	Achieving
D	Developing
U	Undeveloped

Objective 1: Better Health Outcomes for All

Narrative: The NHS should achieve improvements in patient health, public health and patient safety for all, based on comprehensive evidence of needs and results

Outcome	Previous Grading Panel rating	Recommended Grading Panel rating	Our actions	Documentary evidence
1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities	E	E	<p>Race/Religion</p> <ul style="list-style-type: none"> DynamicHealth Physiotherapy Services: Peterborough ran a successful pilot with three patient cohorts of their newly developed South Asian Female functional rehabilitation classes. These classes were delivered in Urdu and Hindi languages in a female only environment, therefore removing barriers where patients would not have been able to attend an English speaking mixed-sex class previously. Luton Children's Service example - promotion to BAME communities: Head of Children and Young People's Health Services was interviewed on Inspire FM in an effort to engage with and to promote the careers' day to recruit from the BAME communities in Luton. Luton Children's Service example - #Freetofeed Luton: In order to ensure marketing material for the project was representative, alternative filming dates were arranged to accommodate Muslim mothers outside of Ramadhan (original planned date). A further effort was made to engage with BAME communities to participate in the campaign as they had responded to initial advertising and marketing. The co-production lead attended healthy child clinics to promote participation from BAME Mothers and invited them to attend a 	<p>Patient Story at Board – January 2020 Board report</p> <p>Social Media</p> <p>Social media & Film</p> <p>Parent Group Plans</p> <p>Patient Education Program</p>

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			<p>meeting. This resulted in additional filming and the final marketing material being more inclusive.</p> <ul style="list-style-type: none"> Luton Children’s Service example - Paediatric Epilepsy Luton Children’s: An information session for fathers in the South-Asian community of Luton was co-produced with the mother of children with epilepsy from the same community with the aim of increasing understanding and awareness of epilepsy. Luton Children’s Service example: Paediatric Epilepsy Team hold monthly parent groups in two locations to cater for the different demographics. One is attended by BAME communities, is purposefully located within easy reach of the relevant community, interpreters attend and service users set the agenda for discussions. Luton Adults Service Example – Diabetes Structured Education: This provision continues to be offered in Urdu and Bengali languages. Norfolk Healthy Child Programme – to ensure accessibility for those in Norfolk whose 1st language may not be English, the inclusion of the “RECITE” tool on the Just One Norfolk website enables user to not only change the language of the text but also of the audio, adapt the display and text to meet those whom may have a hearing or sight impairment or other additional needs. <p>Age</p> <ul style="list-style-type: none"> Cambridgeshire and Peterborough Service Example: School Nurse: 7 ChatHealth Ambassadors took on the role in two secondary schools of promoting this confidential and anonymous text messaging service. Healthy Child Program - In Cambridgeshire and Peterborough: the Trust is working in collaboration with Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) so that services are delivered in the same way in neighbouring counties. Cambridgeshire and Peterborough Service Example: Family Nurse Partnership and Health Visitors: forty one young parents took part in designing the Young Parent Pathway built on their evidence. The pathway launched in late 2019 and supports parents with more 	<p>Trust Internet Pages</p> <p>Social media</p> <p>Service Specification</p> <p>Service Specification</p> <p>Social Media</p> <p>Survey Responses</p> <p>Social Media/Posters</p> <p>Survey Responses</p>

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			<p>ante-natal visits and visits throughout the first year of their child's life.</p> <ul style="list-style-type: none"> Cambridgeshire and Peterborough Service Example: Schools Immunisations: Flu Campaign Peterborough. 65 community engagement packs distributed by pharmacies, guest appearance on local radio and a voiceover advertisement run on the local radio, Salaam radio in Peterborough. 32% increase in uptake. Luton Children's Service example: Children's Rapid Response Team & the Children's Community Nursing Team have provided outstanding seamless clinical care to prevent a hospital admission. Luton Children's Service example: In response to the child's voice that was captured through parents views in bespoke feedback surveys funding was sought to adapt the environment and waiting area for children. Luton Children's Service example: Chat Health for young people aged 11-19 continues. A feedback session held with young people in Luton by the co-production lead and subsequently a competition was held for children to design the marketing material and it was judged by a panel of young people. The winning design by a ten year old in Bedford has now been finalised and is being used to promote the service to young people. Luton Service example: School Nurse: Bespoke surveys were created for the School Nurse Team adapted for children of three age groups and available on paper, online and via a QR code on smartphones. The Luton Community Respiratory Team accommodates alternative appointment times specifically for parents or guardians of school age children or carers of dependents with disabilities that require collection at specific times. Luton District Nursing Team example - District Nursing team provided outstanding care in terms of their nursing care and excellent listening skills. Luton Children's Service example: Online Solihull Luton: online resources to support parents in multiple languages relevant to the local population. The marketing has been 	<p>Trust Internet</p> <p>Co-production highlights report</p> <p>Patient Story at Board – May 2019</p> <p>Service specification</p> <p>UNICEF Baby Friendly Report</p> <p>Survey & Responses</p> <p>Patient story at the Board – November 2019</p> <p>Training Plans</p>

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			<p>coproduced with local organisations and communities.</p> <ul style="list-style-type: none"> Norfolk Healthy Child Programme (NHCP) 5-19 team – the service continues to work in collaboration with other organisations such as Carers Matter and Youth Advisory Boards to ensure the service meets the needs of young people. Young people are consulted on matters such as being a young carer and what we can do to support them in this role. e.g. partnership working in schools ensures that young carers are identified and offered the support from our Resilience and Emotional well-being practitioner’s, whilst support from the West locality 5 -19 teams have supported young people with their anti-bullying and sexual education campaign / projects. Norfolk Healthy Child Programme (NHCP) 5-19 team - Continued involvement of young people and schools in the development of Chat Health Ambassador programme. In January 2020 Norfolk young people were consulted on the newly developed Chathealth App in partnership with Chathealth marketing department, Leicester. Norfolk Healthy Child Programme (NHCP) 5-19 team – young people from City College consulted with regards the review and continued development of the Just1Norfolk health passport app. Norfolk Healthy Child Programme Teenage and young parents – support continues to be offered to young parents in Norfolk as part of the teenage parent pathway by Family nurse practitioners and teenage parent practitioners. Parents accessing these services were invited to being attend planned fun event where they were consulted on the service they receive under the family nurse and teenage parent pathway. Also consulted on new areas of the universal offer – Just One Norfolk website and filming for website content. The Bedfordshire 0-5 service were the first Community Service to be awarded the Achieving Sustainability Gold award by UNICEF Baby Friendly. The Bedfordshire 5-19 service worked with young people of varying ages and gender to create a Friends and Family feedback form that was fit for purpose. From the feedback a holiday drop in was set up at convenient times and venues for young people. 	

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			<ul style="list-style-type: none"> The Bedfordshire Oral Health Team registered targeted nurseries, pre-schools and primary schools for the My Smile award. This quality mark is awarded to early years settings which fully implement the four My Smile steps to provide a tooth friendly environment for the children they care for. This includes supervised tooth brushing in the setting; ensuring snacks are tooth friendly and other criteria to ensure a good foundation for good oral health. Once achieved, a certificate is awarded to the successful settings and their accreditation is valid for two years. The team also provide training and support wherever it is needed to successfully implement the steps. The Bedfordshire Orthoptic Team along with the University of Leicester looked at the impact of glasses and patching to improve amblyopia treatment of children. The Bedfordshire Orthoptic Team also worked with Moorfields Eye Hospital on using gaming to improve vision. <p>Gender reassignment</p> <ul style="list-style-type: none"> Luton Chat Health Promotional material: was intentionally purchased in colours that were neutral and not commonly associated for either the male or female gender. <p>Disability</p> <ul style="list-style-type: none"> Luton Children's Service example - Luton ADHD: An access to service survey was conducted by the Service Redesign Team and clinicians with the support of coproduction to evaluate the access to ADHD services. The findings were presented to the service. Networking and collaboration with local groups such as Luton Parent Carer Forum, Families United Network, Outside –in and FLAG has enabled meaningful interaction with families of children with specific diagnosis ensuring that future services, correspondence, and communication is tailored to the needs of the service user and the service users family. A focus group was held by the coproduction lead with families in Luton with children who were suspected to have and diagnosed with ADHD in order to understand what support and information they needed. The feedback overwhelmingly requested both digital and physical ADHD resource as a pack of information and in bite sized videos to support families, children and siblings. Luton Children's Service example - Luton Children's Continuing Care Team: In order to support families of children with complex needs the co-production lead engaged with the 	<p>Meeting minutes System1 letters</p> <p>Service specification /pathways Chathealth service</p> <p>Co –production reports and photos.</p> <p>Service specifications</p>

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			<p>families to understand what the service could do improve the care and support they received. Feedback was gathered through one-to-one interviews with each family and potential solutions included an online peer support group, service user created information sheet to support new families with every day challenges such as larger bins, managing deliveries, coordinating prescription. The final solution was a closed Facebook group.</p> <ul style="list-style-type: none"> Luton Adults Service Example - Dementia Workshop: November 2019 event was hosted by the local Alzheimer's Society at Hope Church and was attended by 40 patients and carers. The workshop was themed on Co-Production and was designed to motivate patients to participate in efforts to implement practical solutions for people living with dementia and their carers. Co-Production Lead shall return to Hope Church in January 2021 to deliver a presentation on Co-Production principles and sign up volunteers. Luton Adults Service Example – Falls Prevention Activity: Undertook additional Falls Clinics in Supported Accommodation where a proportion of those on the Frailty cohort live. Norfolk Healthy Child Programme SEND – AS part of the complex needs / SEND service in Norfolk all families are offered an annual contact. During the reporting period April – June 2019 as a result of family feedback the process of this annual contact were amended. Norfolk Healthy Child Programme - work collaboratively with the Local Offer to ensure services meet the needs of those families, children and young people with additional needs and disabilities. This has included developing an annual HCP contact with children and young people by an HCP practitioner, partnership work to improve referral to specialist services and work with families, Acute Trusts and complex needs schools to provide very early services and health support in community and school settings. Norfolk iCaSH HIV services example - People Living with HIV (PLWH) and their experience of attending the Integrated Contraception and Sexual Health service (iCaSH) Norfolk HIV support and information group. In Bedfordshire, ChatHealth confidential text service for young people aged 11-19 years was launch in April 2019. The service provides quick access to school nurses for support, and is particularly beneficial as a means of access to the service for service users that are deaf or hard of hearing. The service has been used by young people for emotional and wellbeing support, including sexual orientation queries. The ChatHealth promotional 	<p>Quarterly Reports</p> <p>Patient story at the Board – July 2019</p>

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			<p>materials were re-designed by young people in May 2020 following co-production work with a large number of young people including young people who are black and of a minority ethnicity (BAME) and young people with special educational needs and disabilities (SEND).</p> <ul style="list-style-type: none"> In Bedfordshire, transformation work within the community paediatrics service began January 2020, being led by the service re-design team. The project is being co-produced with parents and carers of children with special education needs and disability (SEND) to ensure the service is reflective of the needs of young people and families with SEND. The Bedfordshire Specialist Nursing team have started Autism Spectrum Disorder (ASD) group workshops for SEND young people with ASD to meet peers and gain support. <p>Marriage and civil partnership</p> <ul style="list-style-type: none"> Norfolk Healthy Child Programme - System1 letters review working group meet monthly to review the service letters that are sent to families regards service mandated visits and appointments. Part of this committee's role is to ensure the content of the letters meets the needs of our families. This has included consulting with families on the best way to address the letters e.g. parent /carer/ partner /mother/ father? Taking into consideration the diversity of family structures today e.g. single parents, same sex couples. Bedfordshire have changed parent consent letters for the National Child Measurement Programme asking for consent from 'mother' and 'father' to 'parent/carer 1' and 'parent/carer 2' to ensure the letters are appropriate for a non-traditional family set-up. <p>Sexual orientation</p> <ul style="list-style-type: none"> Norfolk Healthy Child Programme - have continued to support the local LGBT+ community throughout the county by supporting events such as PRIDE day parades. Using display stands promoting our services including the young people's Chathealth texting services and support from our Resilience and emotional wellbeing practitioners for any young person who may be in need of support. <p>Pregnancy & maternity</p> <ul style="list-style-type: none"> Luton Children's Service example - Young teenagers pregnancy club: An evaluation and 	<p>Local Maternity Services Meeting minutes Co –production highlight reports</p> <p>Maternity voices</p>

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			<p>feedback session was held by CCS Children's Services in collaboration with Young Mothers Engagement Specialist Nikki Bennett at the TOKKO Centre in Luton. The feedback will be used to shape future sessions and an action has been identified to engage with hard to reach young parents.</p> <ul style="list-style-type: none"> Luton Children's Service example - #Freetofeed: The breastfeeding project continues. The Luton Mall embraced the project and actively encouraged retail premises to support breastfeeding mothers by displaying the campaign sticker. The local bus company has the advertising on their buses and a bus tour was held specifically for mums. Luton and Bedfordshire Service Example: Breast Feeding Campaign: Luton and Bedfordshire campaign that raises awareness of the importance of breastfeeding and mothers' right to do it in public and aims to make breastfeeding in public easier and more acceptable for mothers by changing attitudes and raising awareness. The key audiences are businesses, the general public, and breastfeeding mothers. Bedfordshire Universal Health Visiting service example: Bedfordshire Healthy Child Programme has provided outstanding care to support a new Mum during her journey to motherhood. Norfolk Healthy Child Programme – after consultation with families and collaborative working with maternity and other family support services a digital antenatal offer was developed. The counties antenatal Pathway to parenting sessions were developed into an online option for parent who may prefer to access this information on line, at a time of their own choosing and for those that who cannot or may not want to attend group sessions. Families were both consulted and also involved in the development of this digital offer including the filming of expectant families sharing their experiences. Norfolk Healthy Child Programme – the service works in collaboration with the Local Maternity Strategy group recruiting parents to be involved in focus groups , reviewing maternity and antenatal services and support g the devlo0emnt of the Local Maternity Strategy plan, review of maternity and post-natal care including proposed "continuity of care." Norfolk Healthy Child Programme - regular attendance by Co production lead or staff 	<p>participation group meeting minutes</p> <p>Quarterly Reports</p> <p>Staff feedback</p> <p>Service specifications</p> <p>Patient story at the Board – September 2019</p>

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			<p>members at meeting the county Maternity Voices Liaison Committees. This has included shared focus group and service user consultation.</p> <ul style="list-style-type: none"> Following feedback from parents, Bedfordshire 0-5 service co-produced re-writing the antenatal appointment letter with parents to make it less clinical and offer further explanation as to what can be expected in the appointment and the benefit to parents. Joint working with Bedford Borough and Central Bedfordshire- Children's Centres has commenced to ensure that all mothers receive a phone call in the first week of life to offer support with infant feeding. Those parents who report any need for information or support, prior to the first Health Visitor mandated contact, are invited to attend a local Baby Brasserie across the Borough on the next day and receive help from our Breastfeeding Buddies or Children's Centre qualified staff. In some cases this support may be provided in the home where necessary. The number of babies less than a week old who attend a Baby Brasserie has increased since the initiative began and feedback from families is very positive. In Bedfordshire, text service Parentline, for parents of children and Young People aged 0-19 years went live in April 2019. The service provides quick access to Health visitors for parenting support, and is particularly beneficial as a means of access to the service for service users that are deaf or hard of hearing. The Bedfordshire 0-5 service have been awarded the Unicef Baby Friendly Gold standard for a sustainable and optimal service to families in the perinatal period including support of breastfeeding, antenatal education and building healthy relationships. 	
1.2 Individual people's health needs are assessed and met in appropriate and effective ways	A	A	Age <ul style="list-style-type: none"> Cambridgeshire and Peterborough Service Example: Occupation Therapy: New universal website launched including help to apply for local authority funding, advice and help top tips for parents and training opportunities for teaching staff who support individuals in schools. Cambridgeshire and Peterborough Service Example: Community Paediatrics: A SEND Health Passport has been put into place for young people to have a summary of care, current medication and abilities with a strong voice of the child included in the document. Young people can use this document as they wish as they own the information, some are using it for all their medical contacts and others are also using it for leisure 	<p>Event posters/flyers and records. Board reports</p> <p>Service websites and information</p>

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			<p>activities to inform others of their needs.</p> <ul style="list-style-type: none"> In Bedfordshire, integrated 3 year developmental reviews commenced in September 2019. The integrated developmental reviews are held in collaboration with the 0-19 team, the childcare setting and the parents, to ensure a holistic view of the child's health and developmental needs. In Bedfordshire, the speech and language therapy service have introduced a new pathway into the service to include group parental education sessions and group children and parent workshops for non-verbal pre-school age children with special educational needs and disability (SEND) Norfolk Healthy Child Programme (NHCP) - Redesign of referral process in Just One Norfolk for 5-19 cohort – assessment now carried out at first point of contact with referral to right practitioner with right skills – increased appropriateness of intervention, decreased waiting times for intervention. <p>Disability</p> <ul style="list-style-type: none"> iCaSH Kings Lynn have been working together with service users to develop a Peer Mentor programme. Based on a programme completed by, and with training through, Positively UK, the programme will see existing iCaSH service users volunteer to mentor other services users who are newly diagnosed with HIV. Ongoing work in the Bedford Neuro-Rehab Team to develop and implement a Conversation Partner Scheme, linking service users with aphasia to specially trained volunteers in order to build confidence and conversational skills. <p>Race:</p> <ul style="list-style-type: none"> Luton Service Example: Paediatric Epilepsy Education and Community outreach programmes. Luton Service Example: Diabetes Education in multilingual programmes. Luton Service example: Patient Activation Measures (PAM) is provided to service users 	<p>Website design</p> <p>Feedback from young people, parents and staff</p> <p>Service Specifications</p> <p>Terms of reference</p> <p>Quarterly reports</p> <p>Evidence: Questionnaire, feedback, marketing</p> <p>Safeguarding conference</p> <p>Accessible information standard audit report</p> <p>Contractual performance and KPI delivery data</p> <p>Patient stories</p> <p>Patient information leaflets</p> <p>Commissioned contracts and service specifications</p> <p>iCaSH Operational Board meeting papers (iOPB)</p>

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			<p>across some Luton services and in a number of languages. It is currently being used in Diabetes in English, Urdu and Bengali.</p> <ul style="list-style-type: none"> Luton Service Example: The Community Respiratory Team translate the PAM questions in person in Urdu, Punjabi and Pahari. The Team also deliver the 7 week Pulmonary Rehab sessions with the support of interpreters in Urdu, Punjabi, Pahari and Hindi. 	
1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well informed	A	A	<ul style="list-style-type: none"> Luton Service Example: The Paediatric Epilepsy Team hold transition evenings for children and their families to attend and learn more about how to transition to adult services and also how to live with Epilepsy as a young adult including discussing options and choices they may face going forward. They sign post and provide information for example an app that can help young adults to be more independent and informed. Cambridgeshire and Peterborough Service Example: Community Paediatrics: SEND Health Passport. Luton Service Example: A similar event was organised specifically for the South Asian Community, this was repeated due to demand from service users who attended a session that was run the year before. The aim was to provide factual education on the symptoms, types, causes and treatment of Epilepsy but also and equally important was the need to address beliefs held by the communities regarding black magic and other such causes of fits and seizures and to help elucidate this matter. Bedfordshire Looked After Children Team (LAC) are now offering care leavers a choice on whether they want to receive their health passport electronically or in a paper format by post, (previously by post only) to ensure the process is fast and efficient for care leavers. The LAC team are also now sending out health plans and summaries from statutory health assessments via email to foster carers. This is to streamline processes and reduce the cost of printing and postage. All patient identifiable information is password protected. The Bedfordshire LAC Team has worked with local authorities to realign work to avoid peaks and troughs in terms of the number of health assessments being referred in to the service on a monthly basis. The Bedfordshire Children's Community Nursing service are piloting a complex health team to provide case management care for families of special educational needs and disability (SEND) children with ongoing complex care needs. The purpose of this team is to enable smoother transitions between community services, ensuring that the children and 	<p>Patient stories</p> <p>Commissioned contracts</p> <p>Outcome frameworks</p> <p>Feedback from young people, parents and staff</p> <p>KPI delivery</p> <p>Performance metrics</p> <p>Quarterly Reports</p> <p>Service specification</p> <p>Quarterly reports</p>

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			<p>their families feel supported, and ultimately reducing hospital admissions.</p> <ul style="list-style-type: none"> In Bedfordshire, service re-design team have started transformation work on 'Transitions', to ensure transitions for young people leaving children's services are smooth, efficient and suitable for the needs of the young person. Partnership of the project include partners from East London Foundation Trust adults services, Bedfordshire and Luton children's services, local authority representatives and a representative from the clinical commissioning group. Norfolk Healthy Child Programme (NHCP) YR6 & YRR Transition pathways are currently being redeveloped with the consultation of parents and young people on relevant material and information to be placed on the Just One Norfolk website. 	Service redesign team
1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	A	A	<p>Disability</p> <ul style="list-style-type: none"> The Bedfordshire Continence Service upskilled six champions from within the 0-19 Service to manage continence problems. This has enabled the service to decrease the number of children who are waiting to be seen enabling them to deliver specialist interventions where children/young people have high level need including medical condition and disabilities. It has also enabled parents/carers and the children to receive simple advice earlier and created a smoother transition to the continence service if the simple measures intervention is unsuccessful. <p>Religion</p> <ul style="list-style-type: none"> Luton Service Example: Each year, the Luton TB Nursing team advise patients who are fasting for Ramadhan on how to alter their medication safely. Luton Service example: The Luton, Children's Coproduction lead has made links with the Luton Council of Faith Group that represents many of the diverse faith communities in Luton. This provides a valuable resource to take project ideas, plans for change and to gain a better understanding of the needs of particular community groups. 	<p>Comms messages</p> <p>ESR mandatory training compliance data</p> <p>Medicines Safety and Governance Group</p> <p>Risk Management Policy Serious Incident Policy</p> <p>Board/Subcommittee reports</p>
1.5 Screening, vaccination and other health promotion services reach and benefit all local	A	A	<p>Age</p> <ul style="list-style-type: none"> The Bedfordshire 0-19 service introduced a screening team to undertake the school entry screening and hearing assessments as well as the year 6 National Childhood Measurement Programme. This dedicated team can access young people in schools to complete the 	<p>SyStmOne data</p> <p>Flyers, posters and letters to service users and carers</p>

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communities			<p>assessments in a timely manner.</p> <ul style="list-style-type: none"> Cambridgeshire and Peterborough Service Example: School immunisations: Promotion of the flu vaccination took place in Peterborough including a staff member taking part in a promotion on a local radio station, Salaam radio, about the ingredients of the flu vaccine, particularly addressing issues around pork gelatine. All flu vaccine consent forms were changed to online and promoted through schools. Cambridgeshire and Peterborough Service Example: Vision screening HCP: a new pathway has been designed for all reception age children to have vision screening at school. <ul style="list-style-type: none"> In Bedfordshire 0-19 colleagues have attended 'Emotional Wellbeing Drop-Ins' hosted by schools across mid Bedfordshire and co-ordinated by the local authority to support families with any concerns they may have regarding their child's emotional wellbeing. <p>Pregnancy and maternity</p> <ul style="list-style-type: none"> In Bedfordshire, (prior to covid-19) the number of women being monitored for carbon monoxide by the 0-5 service has increased steadily. Monitoring has identified faulty boilers. In addition, feedback from a mother smoking 20 cigarettes per day during pregnancy, who had a carbon monoxide screen, said "that it influenced her decision to stop smoking". <p>Religion</p> <ul style="list-style-type: none"> Luton Service Example: Each year, The Luton TB Nurse Team advise Muslim patients that are fasting that the Contact Screening Test is permissible while fasting by providing an explanation that it has no nutritional content or value and therefore would not invalidate their fast. <p>Sexual orientation</p> <ul style="list-style-type: none"> The iCaSH Service continues to proactively work with the Terence Higgins Trust via a subcontract to ensure hard to diverse groups are able to access our services. 	<p>Winter Plans</p> <p>Co-production Lead communications</p> <p>Service redesign mapping</p> <p>Quarterly Reports</p>

Objective 2: Improved Patient Access and Experience

Narrative: The NHS should improve accessibility and information, and deliver the right services that are targeted, useful, useable and used in order to improve patient experience

Outcome	Previous Grading Panel rating 2018/19	Recommended Grading Panel rating 2019/20	Our actions	Documentary evidence
<p>2.1 People, carers and communities can readily access hospital, community health or primary care services and should not be denied in unreasonable grounds</p>	E	E	<p>Disability</p> <ul style="list-style-type: none"> “RECITE” software has been included on our website to make it accessible and useable by all. This supports users who are neurodiverse, visually impaired and those who speak English as a second language. Recite allows web visitors to customise our digital content, so that they can consume it in ways that work for them. We continue to work with AccessAble who provide access guides for all our buildings which is reviewed annually. The guide includes facts and photographs about accessing our buildings. The Dental HealthCare Team have been meeting with Learning Disability Partnership locality teams across Cambridgeshire to provide education and referral information to healthcare professionals regarding Special Care Dentistry. iCaSH is proactively working with the Terence Higgins Trust and Brook via subcontracts to ensure diverse groups are able to access our services. <p>Age</p> <p>Norfolk Healthy Child Programme (NHCP)</p> <ul style="list-style-type: none"> Digital platform, www.justonenorfolk.nhs.uk initially funded by EAHSN co-produced with parents, stakeholders and staff to provide relevant o Norfolk resources that are designed to be easily accessible and increase parents/carers confidence in self-care. The site has had over 100,000 views by parents in first four months and Public Health providing additional 2 year development funding to support a whole system approach. Parents from across the County involved in design and development of JustOneNorfolk digital 	<p>Board and sub-committee Reports</p> <p>Accessible Information Standard policy; Comms Cascade; intranet, self-assessment</p> <p>Trust policies</p> <p>DA Language Services service specification.</p> <p>DA Languages monthly performance reports</p> <p>Patients and service users subgroup papers.</p> <p>Patient feedback</p>

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			<p>platform – from ideas generation through creation - films –and validation.</p> <ul style="list-style-type: none"> Parents involved in the design and delivery of JustOneNorfolk’s online social network group. Including recruitment and training of parent volunteers as online ambassadors. 	
2.2 People are informed and supported to be as involved as they wish to be in decisions about their care	E	E	<ul style="list-style-type: none"> Luton Service Example: District Nurse Feedback form: The bespoke Friends and Family Test survey created for the District Nursing Team includes questions asking if the service user ‘felt involved in the creation of their care plan’, ‘were you given a chance to ask questions about your care’ and ‘do you feel you were treated with dignity and respect?’. Luton Diabetes Team use Patient Activation Measures (PAM) in a number of languages. Luton Adults Service Example – Cancer Care Team: The newly formed team designed a bespoke survey (Specialist Oncology Survey) which patients are asked about the extent to which they feel involved in their care; whether information was made available to them in order support management if their condition. JustOneNorfolk 16-19 health app – co-produced with Norfolk’s young people – increasing health literacy around topics specific to Norfolk health issues. Norfolk Healthy Child Programme (NHCP) - Service engagement has taken place through specific organised focus groups, accessing children centres , schools , colleges, voluntary sector forums, a high number of promotional events including face to face contact with over 6000 families and children at pop up events in November during the launch of the website. 	<p>Patient feedback/Survey</p> <p>Care plans signed by patients</p> <p>Patient experience report</p>
2.3 People report positive experiences of the NHS	A	A	<p>Cambridgeshire and Norfolk Service Example:</p> <ul style="list-style-type: none"> All service users are able to give informative feedback through several processes including: <ul style="list-style-type: none"> the NHS England Friends and Family test (FFT) question and meridian database. JustOne Norfolk website Verbally to staff on the Duty Desk. Verbally to staff at clinics , home visits Services share the positive patient feedback with their teams. We have implemented the new question FFT which has been designed to be easier to understand and respond to. We present the FFT in other ways – such as large print, easy read, language translations and so on – to provide an opportunity for everyone. The Trust is confident that the number of FFT responses is appropriate and provides a 	<p>Friends and Family Test reporting</p> <p>Meridian reports</p> <p>Patient feedback – compliments; complaints and concerns</p> <p>Compliments surveys</p> <p>Emails and Text examples</p>

Outcome	Previous Grading Panel rating 2018/19	Recommended Grading Panel rating 2019/20	Our actions	Documentary evidence
			<p>meaningful picture of patient experience in the services.</p> <ul style="list-style-type: none"> We are meeting all the requirements of the FFT so that users of all included services are able to give feedback at any time. Cambridgeshire and Peterborough Service Example: Healthy Child Program – co-production project for review of Peterborough Child Health Clinics. Cambridgeshire and Peterborough Service Example: Community Paediatrics: SEND Health Passport In Bedfordshire, the children’s experience of service questionnaire (CHI-ESQ) was launched for parents/carers, young people and children in September 2019. The CHI-ESQ survey is an extended questionnaire to identify outcomes for young people are being met. The survey includes the Friends and Family Test (FFT) and feeds in to the trust and national FFT reporting. Since launching, 1800 surveys have been completed, 97.2% respondents felt the service they have received overall was good. <p>Luton Service Example:</p> <ul style="list-style-type: none"> The Breast Feeding Campaign has had an overwhelming response to their survey and the views of mothers from all walks of life are being taken forward to help shape the campaign that is designed to support mothers to breastfeed in public. Feedback includes service users commenting that ‘the campaign is amazing’. 	<p>Youth Working Together Newsletter</p> <p>Quarterly Reports</p>
<p>2.4 People’s complaints about services are handled respectfully and efficiently</p>	E	E	<ul style="list-style-type: none"> Informal complaints are dealt with through the Trust’s Local Resolution process with the aim of trying to resolve or agree a plan of action for resolution with the service user/carer, or those raising the concerns, within approximately four working days. These are usually resolved locally through face-to-face meetings, phone calls or additional appointments to resolve the issues raised. Patients/carers who raise a formal complaint receive feedback on the investigation, areas of learning and actions taken by the Trust in the formal letter of response. In addition, where possible, services meet with complainants. We make regular contact with complainants throughout the complaints process, the method used is dependent on complainants choice. Complaints are recorded on datix and periodic thematic analysis is reported to the Board including any learning identified. 	<p>Board Reports</p>

Outcome	Previous Grading Panel rating 2018/19	Recommended Grading Panel rating 2019/20	Our actions	Documentary evidence
			<ul style="list-style-type: none"> • The Trust is working to embed evidencing of the sharing of learning from complaints by completing action and learning plans with Services and storing evidence of the learning on the datix system. • Where necessary, the Trust appoints external investigators for complaints, during this time period we have used one independent reviewer to examine clinical notes and provide an expert opinion. • We met our 25 day timeline in 94.06% of cases in this timeframe. • We had one complaint that was considered by PHSO in September. They decided not to proceed to an investigation as they could not find any indications of failings in respect of the complaint. • Complainants are offered the opportunity to feedback on our complaints process after their complaint is closed. • Services display feedback 'you said, we did' on the quality boards • complains recorded on datix and periodic thematic analyses reported to the Board including any learning identified. • Where necessary, the Trust appoints external investigators for complaints • Our staff currently receive induction training on delivering a positive patient experience for all patients and how to handle complaints. <p>Disability</p> <ul style="list-style-type: none"> • We had one instance where a complaint was made on behalf of a family member and in order to obtain consent we used a video call as the patient was unable to speak but could communicate with thumbs up. 	