



## TRUST BOARD

**Title:** KEY ISSUES AND ESCALATION POINTS  
**Name of Committee:** People Participation Committee  
**Committee Chair:** Fazilet Hadi  
**Meeting Date:** 16<sup>th</sup> October 2019

### Summary of key messages:

- **NHS Patient Experience Improvement Framework Tool:** The committee received a six months update on the development and progress achieved against the NHS improvement (NHSI) self-assessed tool. The NHSI 'Patient experience improvement framework (published June 2018) aims for Trusts to use the tool as a gap analysis process. With the overall aim being to help and support Trusts to recognise what is outstanding practice within patient experience and engagement. This tool has been completed twice by patient experience leads for the Trust (as a self-assessment process) and this has helped with the interviews and evidence preparation for the recent CQC inspection. The recent September analysis achieved a higher score, than the previous 6 month gap analysis review.
- The tool has helped us to recognise and celebrate the areas in which we are doing well. For example, there is an excellent embedded leadership culture around patient experience in addition to organisational culture, as demonstrated in the Trust's Chrysalis and Stepping Up training and development programmes, where there is dedicated time to reviewing patient experience and participation. The area that scored lower were around using patient surveys data and how this feedback is used and triangulated at service level. We scored average in this area, but it was recognised improvement is required. This is the current main focus following the updated gap analysis. It was agreed this update would be received annually by the committee.
- **Divisional update and focus on changes made as a result of people participation – Bedfordshire and Luton Children's Services:** The committee received a focus session from Co-production leads, service leads and clinical leads for both the Bedfordshire and Luton children's services. This is part of the cycle of business whereby at each quarterly meeting there was an in-depth review of the activity around co-production.
- **For Bedfordshire:** One main priority has been to embed co-production and the meaning of it in all services, because there are many different levels of understanding and use of co-production within services. Another priority has been to create relationships with stakeholders e.g. ChatHealth, parent carer forums – these groups already have established patient/people participation groups within the local community. There is continuous development with ChatHealth and current work involves looking at the levels of use and engagement, re-designing marketing materials, and considering the suitability of opening hours. Work continues with our collaboration with East London Foundation Trust (ELFT) to move forward our collaboratively with their pre-existing local working together groups.
- **For Luton:** The lead presented the following video <https://vimeo.com/365556175> as a snippet of the wide range of co-production activity in Luton Children's Services. The video demonstrates the varying levels of engagement with staff, stakeholders, service users, parents and businesses. One joint working together project between our Luton & Bedfordshire children's services has been the great success of the #FreetoFeed campaign, where families have been part of project in the co-design and participation throughout the campaign. Within Luton we heard how Luton Airport, have asked for their staff to be trained about this campaign from our staff and family participated to support the airport being an area that can be promoted as a #FreetoFeed airport.
- The chair and all members commented the fantastic example described by both

leads/services on the changing ways we are working with our families/service users and communities we work with to embed co-production in our new and developing services.

- **The Trust wide Working Together Group highlight report (including bi-annual update) were received:** These gave assurance that there was a vast amount of co-production work happening across all of our services, which is being supported by the co-production leads. The Chair acknowledged and commented the current stage of progress at the halfway point of year two. The Chair and Committee members agreed that in the January 2020 meeting we would finalise the measures of success for the 2020-21 for the Trusts People Participation approach, which will in turn support our service plans to be developed.
- **Volunteers:** The Committee received an update on the numbers of volunteers and our strengthening assurance process against the newly developing volunteer strategy. Assured and clear processing are in place against the Trust's policy and, with the growing numbers of volunteers, the Committee supported the developing business plan for a voluntary coordinator position to be developed and recruited to as soon as possible. The Trust at the time of this meeting had 57 volunteers in place, with another 20-30 (approx.) being recruited in our Bedfordshire children's services.
- The Patient Experience Team & Communication team leads have been working together to introduce quarterly recognition awards for volunteers. The first award will be presented in December, which aligns with an award in June to link with National Volunteers' Week. Information on how to recommend a volunteer will be in the staff communications cascade within November.
- **Trust Wide Workforce Diversity and Inclusion Group update (including bi-annual update) were received:** The main areas of focus were:
  - Disability Passport: renamed to an 'adjustments passport' and it will be launched in early December to coincide with the national disability awareness day. The Committee was informed that the passport, once agreed, will ensure staff do not have to re-agree reasonable adjustments to support them to do their job if they change role or they are assigned a new line manager. Disabled staff will have a choice to have a passport or not, recognising that not all disabled staff may want one. It is anticipated that all staff should have had the opportunity to discuss the passport with their line manager by April 2020 either at appraisal, one to ones or during objective setting conversations.
  - Mentoring for staff: A key action as part of the agenda to support our diverse staff is to widen our mentoring support into diversity mentoring. This is being known as the "Big 9" mentoring (meaning the nine protected characteristics) will train mentors and match them to mentees who share a protected characteristic and wish to be mentored by someone from that shared background. Mentors are being recruited and trained and then we will promote this with staff to ask for mentees.
  - Cultural Ambassadors: an updated was received about the ongoing support from cultural ambassadors in formal HR processes involving BAME staff, it was noted that in the last 12 months cultural ambassadors have been involved in eight cases; five of which are ongoing and three had led to no formal action being taken. Early indicators are suggesting that the Trust is seeking fewer formal outcomes to situations where BAME staff are involved. The general feedback is that the cultural ambassadors bring another voice and opinion which widens the diversity of the people involved in the decision making, and this in turn is having a positive impact. We are continuing to train cultural ambassadors. An additional point to note was that staff are not objecting to having a cultural ambassador as part of the process.
- The two finalised workforce EDS2 objectives were discussed and how the Board would be engaged to gain their involvement in mentoring staff. It was agreed that this will be

reviewed and developed with our NED's at an agreed time. In the meantime a workforce diversity and inclusion session is to be part of the agenda for the December leadership forum, including the adjustment passport.

- The last key discussion point was around the Diversity and Inclusion agenda (workforce and patient experience) and it was agreed that this was a key area of work and it was reviewed if the People Participation Committee, which covered a large remit, allowed enough focus on diversity and inclusion. It was agreed that the Committee has an oversight of diversity and inclusion from both update reports. The Committee agreed that an action was to review and consider how the Committee can play a more valuable role in discussing, shaping and working on the diversity and inclusion agenda. A further update will be discussed and agree at the next committee meeting.

**Escalation Points:**

- There are no escalation points for the Board.

**Emerging Risks/Issues:**

- There are no risks/issues points for the Board.

**Examples of Outstanding Practice or Innovation:**

- Overall, it was agreed that the Committee continues to gain assurance from the report received and the focus discussions that People Participation is being embedded effectively and there was clear evidence of increased participation with our communities, staff, stakeholders and service users through this approach.
- The Trust dedicated co-production leads within each of our Directorates, continuing to embed our co-ordinated approach and are sharing with our staff and communities the learning around the approach and support given to our services.
- The Bedfordshire & Luton co-production approach is being embedded within our directorates and there is clear evidence through the various project and campaigns that co-production is making a difference.
- The introduction of the NHSI patient experience tool (self-assessment process) has helped in the recognition and evidence that the Trust has 'outstanding elements' in its services approach to patient experience & participation. This has been recognised by our CQC inspectors and we have continued achieve improvement over the last 6 month from our self-assessment gap analysis
- Our volunteer workforce is growing, the governance and support is fully embedded and staff recognitions awards are being developed.
- We are meeting all our public sector duties around equality and diversity and these are being monitored through the Equality Delivery System (EDS2) plan. By using the EDS2, the Trust is providing outstanding commitment to providing an inclusive NHS that is fair and accessible to all and provides evidence that we are delivering on the Public Sector Equality Duty.
- The early qualitative data from the embedding of the Cultural Ambassadors is evidencing that we are making a difference and BAME staff entering into formal HR processes (e.g. grievance, disciplinary), and having fewer formal outcomes, compared to previous similar situations. Furthermore, staff are, embracing the introduction of the supportive, independent role in the process.

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