Engaging People Strategy 2014-2020

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Background

Healthcare Improvement Scotland has a key role in supporting healthcare providers to make sure that their services are safe, effective and ‘person-centred’ so that people are informed and involved in their care and treatment, and are treated with dignity and respect.

Engaging people in our work is a powerful force for positive change and improvement. By focusing on people in all we do, we will communicate how care (and the experience of care) can be improved.

For patients, carers, public partners (volunteers who work with us), voluntary groups and networks, it is important to demonstrate that we:

- value people at the heart of everything we do
- are true to our mission to be the recognised healthcare improvement organisation which drives the delivery of world class, ‘person-centred’ healthcare for the people of Scotland
- continually seek out innovative opportunities to ensure high quality healthcare for every person, every time
- achieve our priorities and drive forward improvements in care (and the experience of care)
- continue to engage people with lived experience of the health and care system, learning from such experience in order to improve
- always meet our legal duty to ensure that service users are involved in the quality assurance of healthcare services, and in helping to identify areas for improvement.

Current position

Healthcare Improvement Scotland is a single organisation with a diverse range of activities and specialist teams – all focused on driving improvement in people’s care and experience.

Our strategy to engage people will have an impact on all our activities and teams. The Board will require assurance that the strategy is being implemented consistently across all our work.

The Scottish Health Council Committee will have delegated responsibility for monitoring the implementation of the strategy – reporting to the Board on progress against key priorities, and the delivery of operational plans.
Healthcare Improvement Scotland currently provides a range of opportunities for people to get involved with the organisation.

We have an extensive database of contacts called our Involving People Network. This means we are able to stay in contact and engage with a wide range of individuals and national voluntary organisations including patient, consumer or advocacy groups representing a broad variety of health issues and including all equalities groups.

We can inform people and seek responses to our work in general, on specific topics, or about issues likely to impact on particular groups or communities.

There are a number of ways people are currently engaged in our work including:

- as public partners recruited and supported to work with us on a voluntary basis
- as participants in one-off consultation activities, and
- through voluntary organisation staff and networks of people with lived experience of the health and care system.

**Desired outcome**

We will ensure that people are engaged in everything we do. By putting people at the heart of our approaches, outputs and outcomes, we will drive improvements in care and experience.

Our key organisational priorities for engaging people in our work for the next 6 years are:

- Strengthening the patient and public voice in our work
- Putting personal experience at the centre of our work to drive improvement in healthcare
- Increasing the range of volunteers and voluntary organisations who work with us to design, implement and monitor our work
- Demonstrating the difference the input of patients and the public makes to our work.
Specific objectives

All our work is focused on driving improvement in healthcare.

We deliver our priorities through sound evidence, open, informed scrutiny and assurance, and effective quality improvement implementation support.

Throughout everything we do we value people, make the best use of resources and work effectively as one organisation.

1 Evidence

A good clinical or care outcome is crucial but we recognise that, for most people, a positive experience of healthcare can be just as important.

Accordingly, an assessment of patient experience and feedback is built into all our products.

Our advice must be accessible and understandable to the public.

We continue to build on and refresh the evidence base for engagement and person-centred care.

2 Quality assurance

In addition to helping devise effective inspections, public partners are important members of our quality assurance teams.

We use the intelligence gathered from patient, carer and family feedback about NHS Scotland to inform quality assurance of services.

3 Quality improvement implementation support

At local level, we share best practice, support innovation and quality implementation. This collaborative approach to engagement adds impetus to our effectiveness, person-centred care and patient safety programmes.

4 Valuing people

We encourage, enable and support patient and public attendance at public sessions of our Board, and support patient and public members to participate in other Committee work.

We seek to understand and meet the training needs of our staff and volunteers in the principles of person-centred healthcare.

Appropriate training and ongoing support is provided for our public partners.
We ensure our work with volunteers continues to meet and go beyond the Investing in Volunteers standard.

Voluntary organisations are included in our plans and programmes as a matter of course.

5 Best use of our resources

Equality, personal experience and engagement are embedded in all our work. We place the whole person at the centre of everything we do, with planned and targeted engagement.

Our decision making ensures patient and public engagement by mandating public partner representation on our Quality Committee.

We seek to strengthen the public voice to inform our decision making.

As a result of external feedback from people engaged in our work, we will listen, learn and improve internally.

Compliance with our Duty of User Focus and our Public Sector Equality Duty remains a key focus.

Key messages/commitments

We are fully committed to involving people in everything we do.

We listen to, learn from and improve internally as a result of feedback from people which is welcomed and solicited in real time

Our external activity is informed and enhanced by listening to the views of patients, carers and the public.
Priority action areas (related to objectives)

1 Evidence

By engaging people we will gather better evidence. Our priorities are to:

- Include public partners and others in project groups from the outset
- Improve the information sharing, matching and preparation processes for public partners taking up new opportunities with us
- Gather views from people across Scotland on key issues using focus groups or other approaches through our local office network
- Undertake literature searches to identify care experiences and values as part of the evidence base of our work
- Ensure that assessment of patient experience and feedback is used to inform all stages of our work
- Use a wide range of feedback and listening tools to increase the opportunities for people to be engaged in our work, and help us capture the voices of people with lived experience of the health and care system
- Identify gaps in the evidence base for engagement and person-centred care, and
- Undertake or commission research to support the closing of these gaps in order to ensure quality.

2 Quality assurance

To deliver robust reports and recommendations, we will engage people widely. Our priorities are to:

- Improve our processes for service change by engaging public partners
- Maximise opportunities for people to work alongside us during quality assurance activity
- Solicit and target feedback from people who use services that we plan to inspect, and
- Ensure the reports from quality assurance are accessible to all.
3 Quality Improvement Implementation support

Sharing evidence-based best practice demands the best communication and engagement. Our priorities are to:

- Make a person-centred approach to engagement consistently part of all that we do
- Support NHS Scotland to test, implement and spread person-centred approaches
- Identify and progress innovation in engaging people and person-centred care
- Continue to build networks of peers in these subjects across the public sector, the four nations and internationally, and
- Benchmark ourselves regularly against best in class.

4 Valuing people

To bring our values to life, we need to demonstrate care & compassion, dignity & respect, openness, honesty, responsibility, quality & teamwork in every engagement. Our priorities are to:

- Strengthen the presence, involvement and role of patients and the public at our meetings and in our Committees
- Work collaboratively to support and develop our public partners to take leading roles in specific areas of work
- Ensure staff have the capacity and capability to establish and maintain relationships with people engaged to deliver our work in partnership
- Raise awareness of our work to encourage and support a more diverse range of people to get involved
- Work more closely with a wide range of voluntary organisations to support and develop their engagement in our work, and
- Seek to build on our knowledge by working more closely with national and international experts in the field of engagement and person-centred care.

5 Best use of our resources

To deliver higher quality and make better use of our resources, we need everyone’s help and support. Our priorities are to:
• Continue to strengthen our public partner capacity and capability to be involved in our governance arrangements

• Monitor and evaluate our support for engagement to learn from experience and make improvements, and

• Articulate the business case that demonstrates the cost effectiveness and quality benefits of engagement and person-centred care.

Appropriate channels/methods

• Public partners

We will continue to work with and seek to develop our pool of public partners. Continually seeking to strengthen and improve our support for their engagement, they will contribute a deeper and wider public perspective to our work.

• Voluntary organisation networks

The voluntary sector has expertise in working with, and providing services for, patients and the public. We will continue to develop lasting links with a wide range of voluntary organisations. Their staff, members and extensive networks of people with lived experience of the health and care system can help provide us with valuable insights and evidence.

• Focus groups

Our 14 local offices based in each health board area across Scotland are well placed to gather views from people on key issues using focus groups or other approaches. Focus groups will continue to be used to provide us with local views and experiences to inform and influence our work.

Implementation

We will put this strategy into practice by defining clear and measurable outcomes within our annual operational plan. These will relate to specific actions and expected outputs detailed in our operational plan and clearly relate to our key priorities for engaging people in our work.

Our progress will be monitored, with regular reports on performance against our operational plan to the Scottish Health Council Committee. Action will be taken to address any issue which puts at risk the delivery of our priorities for engaging people in our work.

We will regularly review our work in partnership, to identify areas for improvement and carry out a number of small focused evaluations for individual projects and
programmes. Our approach to evaluation will ensure that we learn and improve as we move the strategy forward as well as looking back to learn from what we have done.