THE JOURNEY FROM IPEG TO THE PPC

During 2016 there was a recognition within the Trust that a review of patient engagement was desirable. The Trust’s culture was changing to one of inclusiveness, co-production and co-design, we therefore needed a new user group that represented these beliefs and values.

**IPEG** had done a lot of good work being the Patient’s set of eyes viewing the Trust’s service for many years.

**IPEG** understood that times were changing and increasingly the voice of the patient needed to be heard and considered; the challenge was how to do this.

The answer was a new slimmed down group that could focus on the services provided and importantly interact with patients and staff working in partnership, not a critical friend but a true partnership.

A task and finish group was created and the **Patient Partnership Council** was formed to include a Lay Chair, eight Lay Members, two Trust employee members. Trust Managers, plus a Clinical Representative. This completed the Council. The PPC held its first meeting in September 2016.

![Patient Partnership organisational chart](image)
THE PATIENT PARTNERSHIP COUNCIL TODAY

• LAY MEMBERSHIP:
  - Chair & Vice Chair, recruited from the membership.
  - Member for Outpatients, Inpatients, Emergency Dept, Learning Disabilities, Children & Young Persons, The Older Person, Maternity and Long Term Conditions

• STAFF MEMBERSHIP:
  - Deputy Chief Nurse
  - Director of Communications
  - Head of Patient Experience
  - Patient Experience Facilitator
  - Clinical Representative
  - Two members of staff

Engaging & Contributing, Working in Partnership & Getting Things Done

IT’S WHAT WE DO
So how have we done

• **PPC Members:**
  • Working in partnership in their areas of interest with the professionals, assisting, reviewing and co-designing services.
  • Working in RPIW Workshops, PLACE Inspections, Ward Befriending, I Want Great Care Surveys, being part of other Trust User Groups, Committees and serving on External Bodies.
• **A measurable collection of successes**
  
• We commissioned and completed our first set of priorities
• Introduced the HELLO MY NAME IS Initiative

  ![Image of two figures greeting each other](image1)

  # hello

  my name is...

• Introduced the WHAT MATTERS TO ME QUESTIONNAIRE

  ![Image of a question mark and a figure](image2)

• Introduced the TRUST WIDE USER GROUP ROAD MAP

  ![Image of a road map](image3)

**WE'VE MADE A DIFFERENCE, WE’VE GOT THINGS DONE**
JUST SOME OF OUR WORK THIS YEAR

• Worked in partnership
• Assisted with staff training
• Supplied a radio for patients
• Information TV Fixed
• Information boards re-sited
• Encouraged FFT Surveys
• Encouraged arm bands
• Reviewed signage
• Part of PLACE inspections
• Revised our Terms of Reference
• Part of RPIW groups
• Co authored a BMJ Article

• Highlighted backless gowns
• Highlighted smoking issues
• Highlighted cleaning issues
• Highlighted air con issues
• Worked to improve entertainment
• Seating for frail patients
• Reviewed red trays
• Presented to outside bodies, Kings Fund & others
• Cancer Support film for Patients by Patients

# hello
my name is...
WHERE TO NOW?

We’ve reviewed our first year

We know what’s worked and what we’re proud of

We know where we can improve

The future, we know where we are going

We’re writing a Business Plan for next year

Next Priorities

- PPC Members to be involved in environment walls
- Promoting what the PPC and Patient Partners do in the Trust
- Recruiting more Patient Partners
- Make case for next 3 years
- Highlight emerging risks (resources, recruiting PPC members, budget for projects)

What are you proud of?

What could be improved?
To Summarise:

• Created a successful culture of working in partnership with our professional colleagues.
• Proved that having a Patient Partner in the room brings real value and staff are now requesting the inclusion of Patient Partners in many activities.
• A proven record of accomplishments improving the Patient’s experience

Barking Havering & Redbridge University Hospitals NHS Trust Patient Partnership Council

Chair: Ian James
Vice Chair: Ron Wright
Emergency Department: Ron Wright
Out Patients: Hugh Padden
Long Term: Sara Turle
Children & Young Persons: Alex Burulea
Care of the Elderly: Dave Crouch
Maternity: Lynn Zanatta
Inpatients: Theo Kayode-Osiyemi
Learning difficulties: Andrea Leathers

Deputy Medical Director: Dr Magda Smith
Deputy Chief Nurse: Wendy Mathews
Head of Patient Experience: Victoria Wallen
Director of Communication:
Patient Experience Facilitator: Angelina Leatherbarrow
Staff Representative: Suzanne Squirrel
Staff Representative: Alix Holms

Thank you to Vivien Nathan & Henry Beckett who also contributed this year.
Appendix

PPC: Patient Partnership Council
RPIW: Rapid Process Improvement Workshop
IPEG: Improving Patient Experience Group
BMJ: British Medical Journey
PLACE: Patient Lead Assessment of the Care Environment
FFT: Friends and Family Test