



Category: Communicating Effectively with Patients and Families

Award Reference Number: 1275

Region: North East

Disease: Cross dept

Organisation Type: Community/PCT

Intervention: Measurement

Key words: Tyne and Wear, Gateshead, Sunderland, South Tyneside, Carer

Carer and Patient Involvement Team

NHS South of Tyne and Wear Community Health Services

Setting: NHS South of Tyne and Wear serves a population of approximately 633,000, employs over 4,000 staff and is the name given to the integrated management arrangements which exist across the three Primary Care Trusts [PCTs] of Gateshead, South Tyneside and Sunderland.

There is a shared strategic vision across the three localities to achieve:-

- Better health to live longer, with better quality of life and fair access to services
- Excellent patient experience, ensuring safe care, effective treatment and quality services
- Wise use of money with the right services at the right place, first time, reducing waste and ensuring value for money.

This service is part of Community Health Services, the provider function of the organisation.

Introduction: Traditionally, Gateshead, Sunderland and South Tyneside PCTs have supported patient and public involvement with named and dedicated members of staff. When joined under the managements umbrella of NHS South of Tyne and Wear, this was further reinforced by the formation of a Patient, User, Carer and Public Involvement team in the commissioning arm and the Carer and Patient Involvement Team in the provider arm. This explains the latter team.

The Carer and Patient Involvement (CAPI) Team comprises six people who provide dedicated support and guidance to all the clinical services in the Community Health Services in order to proactively and effectively measure patient and carer experience. The team consists of a Service Lead, three Facilitators who plan, conduct and report upon most of the patient experience surveys and two staff to provide administrative support. Support is given to every clinical service - 68 in total - in order to monitor patient experience annually.

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