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Embedding Wider Patient Engagement into the Pre-Registration Nursing Programme: University of Plymouth

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Enhancing Student Nurses' Experiences of Working with Patients & Carers



Wider Patient Engagement (WPE)

Current Examples / Activities

- Involvement with national patient representation groups: Care Opinion and the Patients Association
- Volunteering with local charities & patient / service user support groups
- Placement activity in NHS Trusts: Patient Experience Teams
- Working with local Patient Participation Groups (PPGs) in GP Practices
- Engaging with patient-focused research study activity
- Gaining patient feedback in clinical practice: Patient, Service User and Carer Reports



Wider Patient Engagement (WPE)

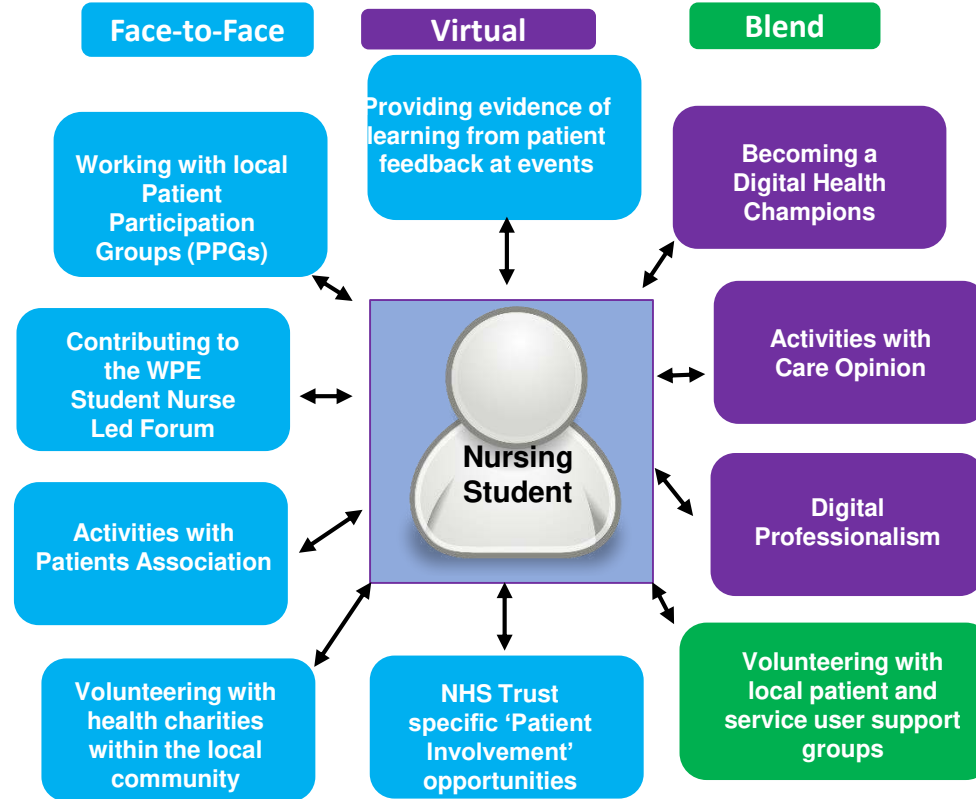
- Virtual and / or face to face activities
- Evidenced in their E-portfolio
- Periodically reviewed between student nurse and the personal tutor
- Opportunities for student leadership – conferences / community events
- Next steps – WPE will be assessed in the year 3 level 6 final module (VIVA) of the nursing programme





Wider Patient Engagement in the Undergraduate Nursing Programme

Nursing students can choose from a 'menu' of Wider Patient
Engagement activities across the programme



Students evidence their Wider Patient Engagement activities in their e-portfolios and these are reviewed by their personal tutor.

NEXT STEPS

Year 3 final year nursing students will be **assessed** on the learning outcomes of their Wider Patient Engagement activities within the level 6/7 final module Viva.



2015: Establishing Links with Patient Representation Organisations



MAKING IT HAPPEN



Working with the Patients Association



- Student nurse pilot project with PPGs
- 25 students linked to different PPGs – Devon/Cornwall
- Dual benefits - additional resource for PPGs & patient engagement experience for students
- Creative outcomes- use of social media, information fairs, newsletters, links with schools
- Published article in Nursing Times
- “Working together” guide and animation film produced with Plymouth University
- Learning from research and evidence
- Other universities now taking up the idea
- Influencing future practice of nurses
- Sustainability: wider patient engagement plan





Learning From Online Patient Feedback

1,500 nursing and midwifery students at the University of Plymouth are using Care Opinion's online platform to hear the voices of patients and carers



Karen Wilson
@SmattieWilson

Follow

Replying to @careopinion @jamesfm55

Even reading the times when we haven't gotten things right lets me reflect and improve. Often things I've never really thought much about 😊

6:51 PM - 15 Nov 2017



Who's listening to your stories?

330,300 stories told

9,529 [staff listening](#)

In the past month...

75% [of stories received a response](#)

93% of rated responses are helpful

[More...](#)



Duncan Ford
@4x4srace

Follow

Replying to @camshoidsmum @careopinion @nhsfife

@careopinion giving easy access to a service user to offer feedback feels as integral to our work as our clinical care #partofMDT

10:08 PM - 10 Oct 2018



Julie Hughes
@JulieHu13345866

Follow

This is why @careopinion is so important. We hear the patient's experience and not our interpretation of it. Improvement happens when you truly hear what patients and families are telling us - share good practice, listen and make change when you hear the negative. 🗣️👂

Royal Cornwall Hospitals NHS Trust: what was good?

Created by Care Opinion on 19 February 2019

About: All stories about Royal Cornwall Hospitals NHS Trust

This is an interactive tag cloud. Click on any word to see stories relating to this tag.





Digital Professionalism:

Students participate in webinars, learn about Care Opinion, develop their online skills for example in forums, Skype, and Twitter.

All students set up a Twitter account using @punc



Julie RN BSc (Hons) @PUNC14Julie · Feb 18

Mp3 players just been delivered for use with dementia patients on Bickleigh Ward @UHP_NHS . I've been following the success @RDEhospitals have had with them & can't wait to share the feedback with everyone #DementiaCare #Nursing #AllOurHealth #TeamBickleigh #CLIC @NormanMcNamara

Norman Mc Namara @NormanMcNamara

@PUNC14Julie Purple Angel Mp3s for those with dementia in Uk hospitals

facebook.com/shirlie.whalle...



3



1



11



Students engage with professionals and patients, often tweeting about patient experience. This counts as WPE activity



Digital Health Champions

Supporting local communities in learning about
and using digital health

Students and members of the public
can become Digital Health Champions



GOLD

SILVER

BRONZE

Collaborative approach, **working with** a range of stakeholders
including academics, students, the public, local organisations
and healthcare professionals.



Lived Experience Module



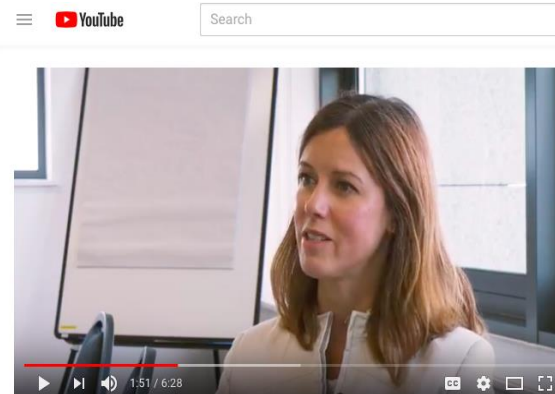
- Module led in partnership with those with 'Lived Experience' of mental health (MH) problems from the Bridge Collective CIC in Exeter.
- Students are able to look beyond a MH diagnosis
- Opportunity to see the lives of people with MH problems beyond mainstream mental health services in a wider context.
- The module emphasises putting the person at the heart of care.
- The 'experts by experience' plan, develop and deliver sessions directly to the students telling their personal stories.
- Students and registered nurses also share their own personal journeys of mental health problems alongside asylum seekers, and Dementia Friends.
- Students are able to listen to, explore and reflect on direct experiences of mental health problems and mental health service delivery. The funding supports the organisation to develop their services and consultancy work.



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Nursing Student: WPE Activity (Emma Lydon)



EHealth Productivity and Innovation in Cornwall and the Isles of Scilly



"Recent surgical procedure"

About: Royal Cornwall Hospital (Trillick) / General surgery

Posted by Gruntad (as the patient). 2 weeks ago
I feel I must thank all the staff who cared for me on the St Mawes unit and later in surgery and the post operative unit recently.

I can not imagine that they could not have been any more helpful, knowledgeable and really professional in their approach.

From beginning to end my treatment was amazing, all questions answered and made to feel comfortable at every stage.

I have nothing but praise for all the medical staff and would appreciate them knowing how grateful I was for their help, please pass on my thanks to them.

More about:

STORY HAS A RESPONSE

This story has had a response

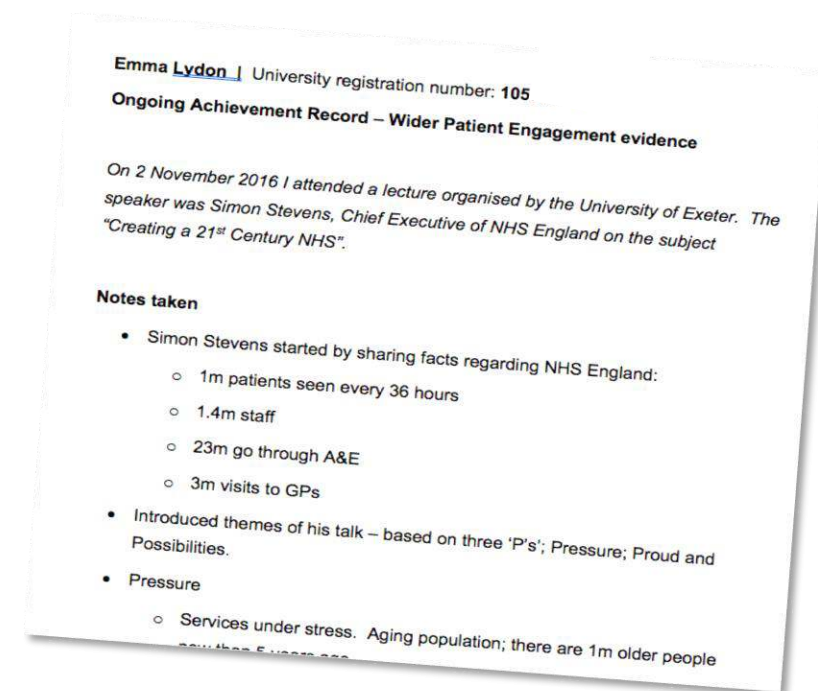
Story summary

What's good? What could be improved?

communication
information
knowledgeable
professional

Feelings:

amazing
cared about
cared for
grateful
thank you





Embedding Wider Patient Engagement into the Pre-Registration Nursing Programme: University of Plymouth

- **Innovative:** The WPE framework has been successfully piloted and is being embedded into the new nursing curriculum.
- **Leadership:** The WPE innovative work led by a committed team delivering education in strategic positions within the school has engendered and developed our nursing students' leadership skills in planning, delivering and working independently with patient representation groups in the South West.
- **Outcomes:** Our reputation for implementing WPE innovation has been recognised and praised by our placement partner organisations, national and local patient organisations, NHS England and Health Education England.
- **Sustainability:** The WPE framework, underpinned by the need to acknowledge and respond to the patient voice, has developed a new awareness in our students that will be sustained throughout their professional career. The Digital Champions Project has enabled service users and carers to develop skills in using the internet for health and this will lead to improvements in sustaining their independence in our local communities.
- **Transferability and dissemination:** WPE is transferable to all agencies and professionals working with service users in health and social care. The WPE framework can easily be adopted by other universities' nursing programmes. Dissemination is currently underway with a series of national international conference presentations and peer-reviewed publications.