



Northumbria Healthcare  
NHS Foundation Trust

**THE NORTHUMBRIA WAY**

PEOPLE CARING FOR PEOPLE

# Engaging and Championing the Public

*Using the Patient and Public Voice Strategically to Contribute to the Quality Improvement of Trust Services*

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HOSPITAL | COMMUNITY | HOME

# Northumbria Healthcare NHS Foundation Trust

- We provide a range of health and care services to support more than 500,000 people living in Northumberland and North Tyneside across 2500 square miles.
- We have been twice rated 'outstanding' overall by the Care Quality Commission (CQC).
- We are one of the North East's largest employers with 12,000 dedicated members of staff.
- We operate two wholly owned subsidiaries of the trust which enables us to offer expertise in particular areas outside of the trust



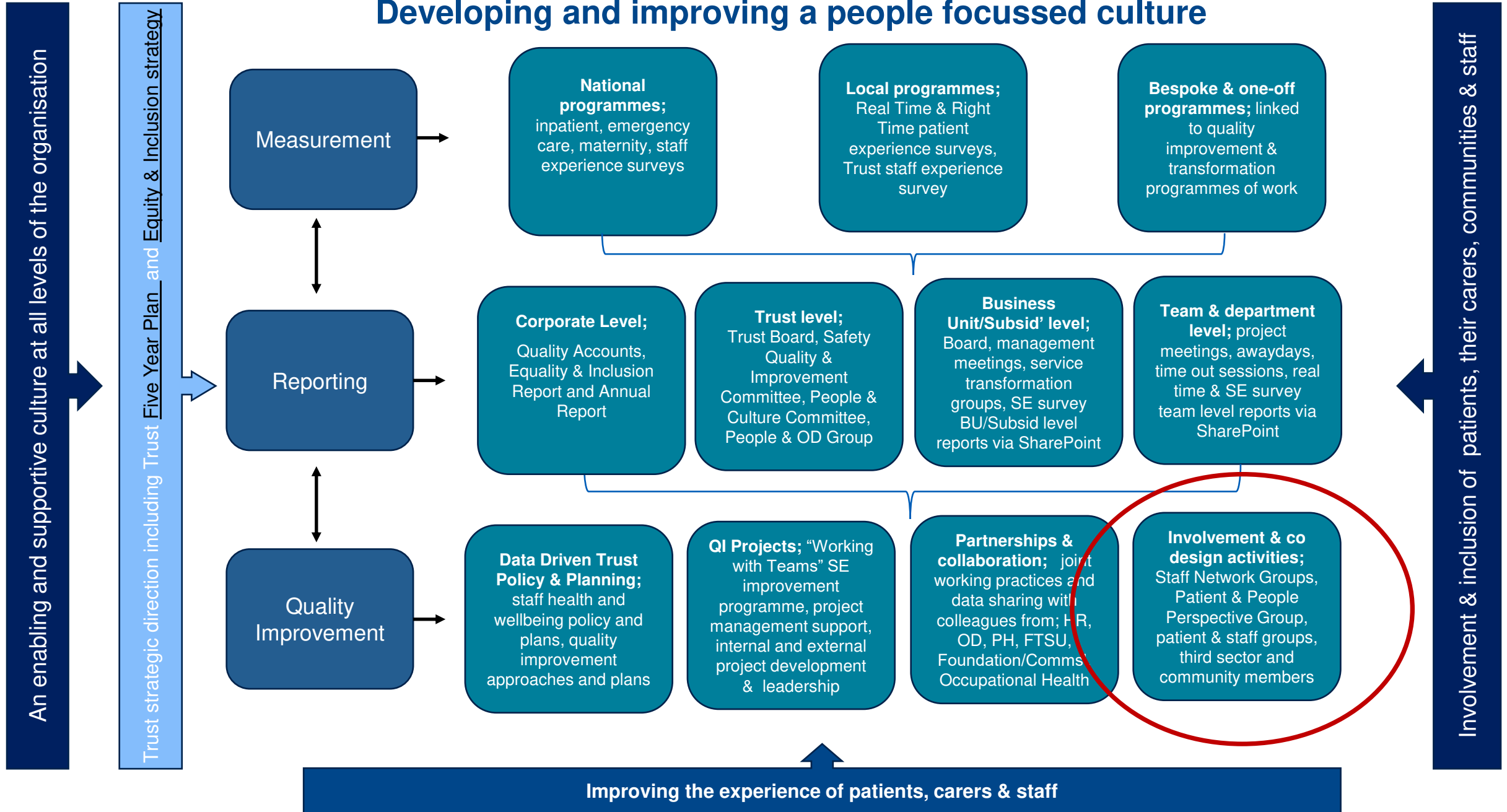
# We are proud of our people and the services they provide

Our hard working and caring teams provide a full spectrum of NHS services including:

- Emergency and urgent care
- Primary Care
- Urgent and planned surgery
- On-going care and rehabilitation
- Outpatient clinics for a range of conditions
- Testing and diagnostic services
- Maternity services
- Children's services
- End of life care
- A wide range of therapies
- Community services including district nursing
- Public health and health promotion



# Developing and improving a people focussed culture



# Setting up the group - lots of work to do before our first meeting!

- Recruitment
- Governance
- Induction and training
- ESR!
- Payroll
- Funding
- Conversations with the right people



# Role and responsibilities of the group

- Champion the diversity of the views of different communities and reflections of their experiences.
- Understand, consider and prioritise equalities and health inequalities, health inclusion, and patient experience.
- Contribute to the quality improvement of trust services and patient safety by working in collaboration with trust staff, groups and committees.
- Support the development and revision of patient focused trust policies and strategies.
- Support the development or revision of trust patient accessible information.



# Role of the Lay Representatives

To act as a “critical friend” to development and improvement of Northumbria Healthcare services.

*"A critical friend is someone who is encouraging and supportive, but who also provides honest and often candid feedback".*



# Lay Representatives Person Spec'

- Understand and have a broad interest in patient safety and the improvement of NHS services.
- Embed the lived experience of people and communities within Northumbria Healthcare service development.
- Speak in a formal group/meeting and be able to constructively put forward views and ask questions.
- Ability to understand and assess a range of information and data such as formal reports, graphs, charts and financial information, with support.
- Ability to provide a lay perspective and to put forward views on behalf of the wider community/groups of patients; act as a critical friend.
- Experience of championing health improvements; able to be a critical friend.
- Experience of working in partnership with healthcare organisations or programmes.
- Awareness of NHS strategy and policy agendas including NHS structures.
- Be able to demonstrate personal integrity, commitment to openness, good judgement and objectivity.
- Understand and respect the need for confidentiality.



# Meet our amazing Lay Representatives!



Ann



Catherine



Peter



Judy



Judith



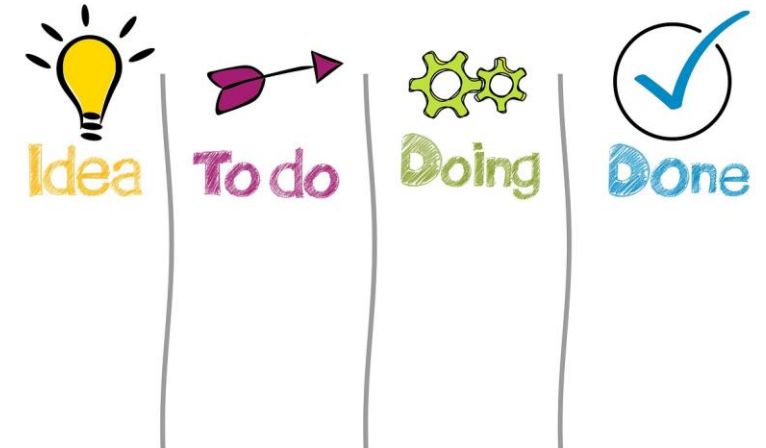
Michael



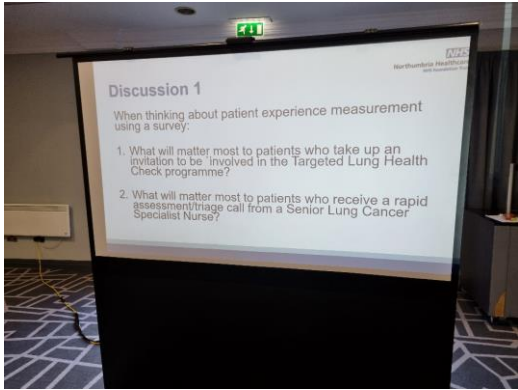
Robin

# Some of our successes to date.....

- Development of a trust wide Patient Charter and membership of the strategic implementation group.
- Development of trust wide strategic priorities for carers and membership of the strategic implementation group.
- Involvement in the implementation of the Targeted Lung Health Check programme in the trust.
- Patient Safety Partners – supporting the implementation of the Patient Safety Incident Response Framework.
- Membership of the Northumbria clinical strategy development group.
- Chair of the Northumbria Involvement & Engagement Group.
- Members of trust Quality Panels.
- Involvement in trust QI projects including Macmillan information service; Healthcare Navigator pilot.
- Involvement in the recruitment of trust staff.
- Involvement in the procurement of a new patient entertainment system.
- Our first annual celebration event – to be opened by our CEO.



# Co designing a lung cancer pathway patient experience measurement framework



# Sharing our learning...

- Work in partnership with group members to develop a programme of learning that will inform and develop their knowledge of the organisation, and the services it provides.
- When recruiting lay representatives consider the breadth of knowledge, experience, skills, and competencies needed to form a successful group.
- Develop a communications plan that aims to raise awareness of the group and the role of lay representatives and take every opportunity to talk about the group and promote their involvement in strategic projects and initiatives.
- Develop a guidance document for trust staff that provides helpful information relating to the expectations and support required when working with lay representatives.
- Identify an initial piece of work that will have an impact, raise the profile of the group, and demonstrate the value of involving people.
- Celebrate the successes and identify ways to demonstrate the importance and value of lay representative involvement within your organisation.
- And most importantly enjoy!

# Thank you!

*For further information or to access copies of any resources we have developed please contact: [PPP.Group@northumbria-healthcare.nhs.uk](mailto:PPP.Group@northumbria-healthcare.nhs.uk)*