

St Columba's Hospice Care

Side by Side working together to inform and improve services

**Policy Number
OP30**

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Policy Details

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“Do the best you can until you know better.
Then when you know better, do better”

(a call to continuous learning, personal growth and responsible action)

Maya Angelou

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Why participation and engagement matters

St Columba's Hospice Care is committed to ensuring the delivery of high-quality, person-centred care.

We are committed to ensuring that your voice is heard and helps us to improve and inform our services. The views and feedback of people are invaluable for learning and improvement.

We seek to hear from patients, families, members of the public, staff and volunteers in improving the quality and the further development of services we provide. This supports the importance of capturing the lived experience outlined within the Palliative Care Matters for all (2025-2030).

This will help us to appraise how we effectively engage with people and services to plan, drive and sustain improvements and help us to implement change as is set out within the Palliative Care Education Framework (2025) and Clinical Standards (HIS 2025).

What is our vision?

St Columba's Hospice Care promotes a culture where participation forms part of day-to-day planning, developing and delivery of hospice services and is embedded throughout our hospice strategy.

Side by Side sets out how we will ensure, using a trauma informed approach, that patients, families, the public, staff and volunteers will have a voice helping to optimise their experience whilst supporting the delivery and achievement of best practice.

Systems and processes which support participation provide a framework to support consistency in helping us to plan, develop and deliver our organisation-wide strategy.

Our Hospice Values

St Columba's Hospice Care are committed to "Living our Values" and these are at the heart of all we do and they underpin all our participation and engagement activities.

Those values are:



What is Participation?

Participation is a process which works with people, either individually or within groups, to gather feedback on their experiences. At its core Participation implies active involvement, contribution and engagement. This supports the definition of participation by Healthcare Improvement Scotland:

“Participation refers to the service user or public involvement processes by which perceptions and opinions of those involved are incorporated into decision making.”

The benefits of participation include:

- Knowing about those using the service, which will help us understand their needs
- Raising awareness of how the service is experienced
- Improving communication between those who use and those who provide services
- Opportunities to improve services from feedback on what has worked well and learning from what has not worked well

Roles and Responsibilities

Everyone has roles and responsibilities in promoting and embedding participation, engagement and feedback in the day-to-day practice of the Hospice.

Role	Responsibility
Chief Executive Officer	Has overall responsibility and is accountable for the experiences of all who use St Columba's Hospice Care Services. The Chief Executive officer is accountable to the Board of Governors.
Directors and Senior Leadership Team	Have responsibility for ensuring that all team leads are fully aware of Side by Side and build on its principals for all aspects of service delivery and development. Ensures that all team leads have the appropriate skills and knowledge to respond appropriately to all feedback (including complaints).
Team Leads and other Senior Staff	Have responsibility for ensuring that staff within their teams are aware of the systems available for the provision of feedback (including complains) and to promote their use. Ensure that the principles of Side by Side are built on for all aspects of service delivery and development.
All Staff and Volunteers	Have responsibility for ensuring that their practice, behaviour and interactions with patients, families and the public support the principles of participation and strive to enhance and optimise the experience of using hospice services.

In addition, the Participation, Engagement and Feedback working group supports staff and volunteers in meeting their roles and responsibilities in relation to this, through increased awareness, system development, and learning and education.

What are our aims?

We are aiming to:

- Improve the patient experience by encouraging active participation in the planning and delivery of their care
- Have Information available to help understand treatment and care options
- Encourage people to give their views, or provide information that supports people to make a comment, suggestions or complaint at any time
- Continue to improve the experiences of patients, families, the public, staff and volunteers
- Be transparent on decisions made about how feedback has been heard and if any changes or improvements have been made to service delivery in response to the feedback.
- Share information to keep people informed, involved and included in developing and improving services
- Strive to improve communication with all those that use Hospice services
- Identify people who may be affected by proposed service developments and provide information to support any change

What are our goals?

To ensure people's voices are at the heart of shaping our services and practices



To increase confidence in the importance of participation and feedback for staff and volunteers



To help the organisation to identify gaps and improvements within service delivery



To establish clear processes for giving feedback, and how we use this to implement change



How will we achieve our goals?

Seeking feedback is central to service improvement. The Hospice recognises the importance of feedback from both patients and their families in relation to their care experience. In addition, feedback from staff, volunteers and members of the public supports the development of hospice services. We will do this using a trauma informed approach.

There are various ways in which patients, families, staff, volunteers and members of the public can give feedback which include:

- Face to Face opportunities through conversations with patients, families, staff, volunteers and members of the public, either individually or through events/groups
- Comments cards for the suggestion box situated in the main Reception area
- 'Tell us what you think' online questionnaire (QR Code activation)
- Social media (Facebook/Twitter etc.)
- "Let us know what you think" patient information leaflet
- Concerns and Complaints Policy (OP 06)
- Gather lived experience using approaches such as Care Experience Improvement Model (CEIM) using a quality improvement approach (see appendix 1)
- Patient Questionnaires
- Public and Patient Involvement and Engagement Group (supporting hospice research)
- Team Meetings- Staff and volunteer
- Staff Voices
- Annual Staff Survey (Investors in People)
- Annual Volunteer Survey
- Development of new and existing staff and volunteers based on feedback and reflection (including Annual Volunteer Survey)

The organisation is committed to continually reviewing the methods we use regarding participation to ensure a range of ways to engage is available -supporting individual and group feedback.

What do we do with feedback?

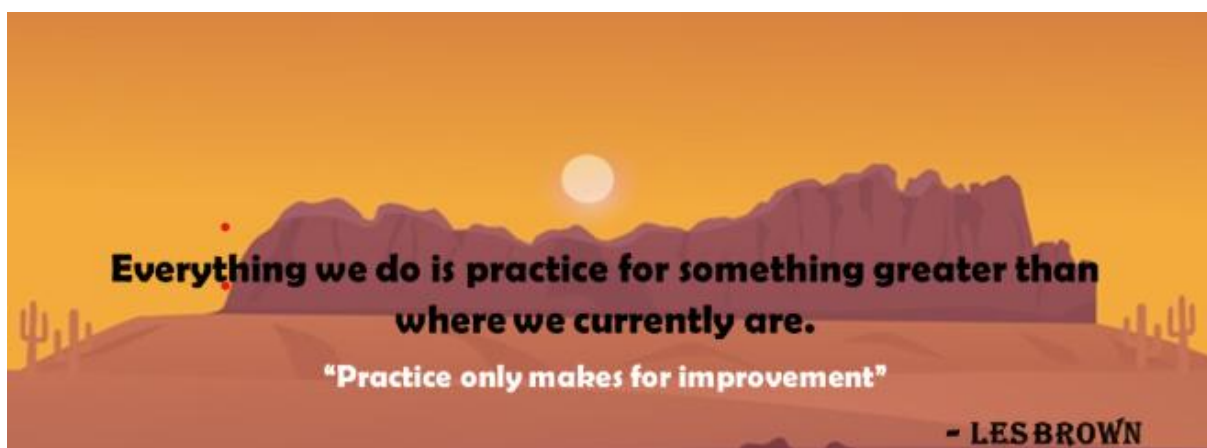
Systems are in place for reporting, monitoring and accountability for improvements with identified roles and responsibilities to support this. The importance of timely feedback of any learning is vital. All feedback is used to improve safety and quality and will facilitate the development of practice and services.

All Participation, Engagement and Feedback will be benchmarked against The Quality Framework for Community Engagement and Participation Self- Evaluation tool: supporting the delivery of effective engagement, developing practice and sharing learning (Healthcare Improvement Scotland/ Care Inspectorate) which cover three domains.

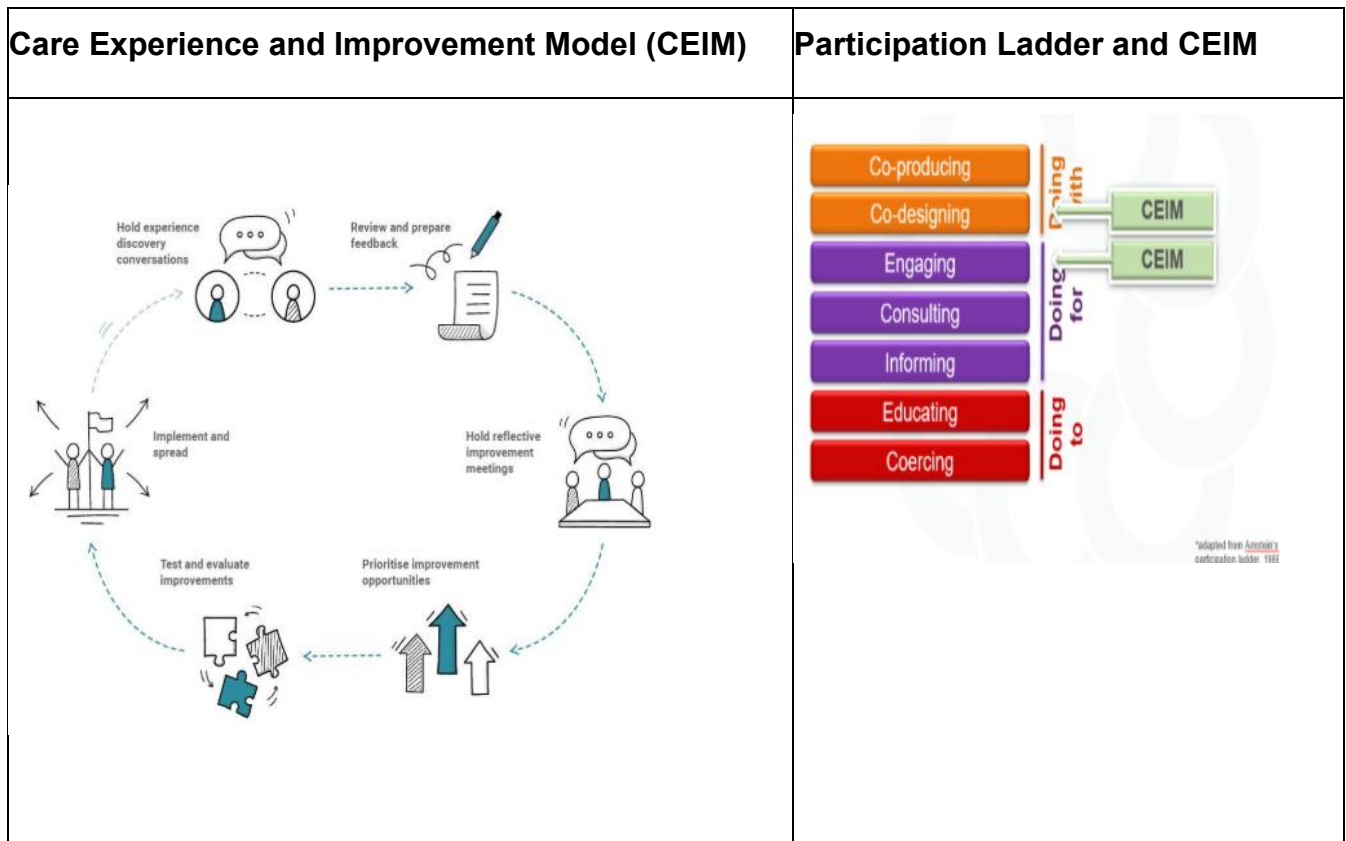
- Ongoing Engagement and involvement of people
- Involvement of people in service planning strategy and design
- Governance and leadership-supporting community engagement and participation

This will measure outcomes of participation, engagement and feedback.

Quarterly updates on participation, engagement and feedback are provided to the hospice Clinical Governance Committee, in addition to the annual report which outlines developments and improvements that reflect our aims and goals and how these have been central to our strategic priorities throughout the year.



Appendix 1- Care Experience and Improvement Model (CEIM)



This model (shown above) has been developed jointly by Healthcare Improvement Scotland, NHS Education for Scotland, Care Inspectorate and Scottish Social Services Council. It utilises “Discovery Approach to Experience Conversations”, using quality improvement methodology to capture feedback, identify meaningful changes and sustained improvement.