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Standards and Policy

The following documents have been considered in the development of Side by Side:

National Guidance And Standards	Patient Rights (Scotland) Act 2011 Health Care
	CEL 4 (2010) Informing, Engaging and Consulting People in Developing Health and Community Care Services
	NHS Scotland (2013) The Healthcare Quality Strategy
	Healthcareimprovementscotland.org. (2014). Engaging People Strategy 2014-2020.
	Scottish Health Council (2014) The Participation Toolkit Supporting Patient Focus and Public Involvement in NHS Scotland
	Scotgov.publishingthefuture.info. (2017). Health and Social Care Standards: My support, my life Scottish Government Publications.
	NHS Scotland Participation Standard (2010)
	NHS QIS Clinical Governance Standards (2005)
Hospice Policies	Advocacy Policy
	Complaints Procedure and policy
	Media Policy
	Email and Internet use Policy
	Management of Compliments, Concerns and Complaints
Good Practice Examples	Doncaster and Bassetlaw Hospitals NHS Foundation Trust (2013) Patient Engagement and Experience Strategy
	NHS Lanarkshire (2013) Patient Focus and Public Involvement Strategy 2012-2016
	Prince and Princess of Wales Hospice (2014) Participation Strategy (version 4)
	NHS Lothian (2014) Involving People Framework 2014-2017

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Introduction

St Columba's Hospice is committed to ensuring the delivery of high quality, person centred care. Our aim is to identify and respond to the needs and wishes of people using Hospice services. Involving patients, families, members of the public, staff and volunteers is an important part in continuing to improve the quality and development of the Hospice services we provide.

Our Vision

St Columba's Hospice aims to promote a culture where participation from patients, families, members of the public, staff and volunteers' forms part of day-to-day planning, developing and delivery of patient centred services. Side by Side - St Columba's Hospice Participation Strategy - sets out how we will ensure that patients, families, the public, staff and volunteers will continue to have a voice. Systems and processes which support patient participation are outlined and provide a framework to support a consistent approach in continuing to embed patient participation activities within the development of all Hospice services. Participation from patients, families, the public and Hospice staff and volunteers will also help us to plan, develop and deliver our organisation-wide strategy, Care and Compassion Matters.

Side by Side strives to optimise the experience of patients and families, while supporting the delivery and achievement of the following standards and best practice statements:

"Care and services are provided in partnership with patients, carers and the public, treating them with dignity and respect at all times, and taking into account individual needs, preferences and choices."

(NHS QIS Clinical Governance and Risk Management Standards 2005)

"You can be confident that the hospice will welcome your views on services, so that it can continuously improve the quality of its care. If you feel unable to voice your views; you will receive support from a representative of your choice."

(National Care Standards for Hospices 2005)

“Mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.”

(NHS Scotland Quality Strategy 2013)

“Participation will only be meaningful and effective if [it] recognises the diversity of Scotland's people and supports and encourages all sections of society to get involved, whether as active partners in their own care or by engagement in wider discussions about services.”

(Scottish Health Council, 2014)

“Be included

- I receive the right information, at the right time and in a way that I can understand.*
- I am supported to make informed choices, so that I can control my care and support.*
- I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered.*
- I am supported to participate fully and actively in my community”*

(The Scottish Government, June 2017)

Key aims of Side by Side

The aim of Side by Side is to:

- improve the patient experience by encouraging active participation in the planning and delivery of their care
- continue to improve the experiences of patients and their families
- provide feedback to people on decisions made and how their views have been taken in to account
- keep users of the service informed, involved and included in developing and improving services

- continue to improve communication with patients, families and carers who use all Hospice services
- identify people who may be affected by proposed service developments or changes and provide information to support this change
- ensure effective action is taken to improve services
- ensure that all staff and volunteers in the organisation embed patient focus and patient involvement in their daily work
- ensure Hospice systems and processes support participation in the planning, development and delivery of person-centred and responsive services

Definitions of Participation

Patient Focus

Patient focus involves treating individuals with dignity and respect and providing services for patients that are responsive to age, disability, gender, religion or sexual orientation. National Care Standards for Scotland (2017), incorporate 6 principles to compliment legislation, policy and best practice. These principles are listed below.

- Dignity and Respect
- Compassion
- Be Included
- Responsive Care and Support
- Wellbeing

Patient focus ensures that:

- People are encouraged through the use of care planning to be active partners in their care
- Information is available to help patients understand their treatment and care options
- People are treated with dignity and respect
- People who have caring responsibilities have access to information and support
- People are encouraged and supported to give their views, or to make a comment or complaint at any time

Public Involvement

Public involvement encompasses the participation of people in the planning, development and improvement of healthcare services. This engagement is encouraged from patients, families, the

public, staff and volunteers via many Hospice initiatives. This also involves feedback systems to ensure that people know that their feedback has been taken in to account when decisions are made.

Corporate Governance of Participation

Robust governance arrangements are required for involving people, founded on mutuality, equality, diversity and human rights principles. Corporate governance of participation ensures the views of patients, families, the public, staff and volunteers are taken into account in the planning and delivery of healthcare. Every member of staff, and each Hospice volunteer, will be encouraged and supported to involve patients, families and the public, keeping the principles of the National Care Standards at the forefront of care and practice.

Roles and Responsibilities

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

Chief Executive Officer	Has overall responsibility and is accountable for the experiences of patients using St Columba's Hospice services. Chief Executive is accountable to the Board of Governors.
Director of Clinical Services	To ensure that all Heads of Department are fully aware of Side by Side and build on its principles for all aspects of service delivery and development. To ensure that all Heads of Department have the skills and knowledge to respond appropriately to feedback received.
Heads of Department and other Senior Staff	To ensure that staff in their teams are aware of the systems available for feedback to be provided and to promote their use. To build on the principles of Side by Side for all aspects of service delivery and development.
All Staff and Volunteers	All staff and volunteers are responsible 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.

Participation Tools

Side by Side supports the use of the Participation Tool Kit (Scottish Health Council, 2014). The Participation Tool Kit provides a range of tools, guidance and resources for consideration by staff and volunteers working within the Hospice. These can be used to involve members of the public as a group, but also to involve individuals in their own care.

The participation tools can be grouped under the following headings:

Inform	- giving information: exhibitions, leaflets, written documents
Engage	- getting information: questionnaires, surveys, focus groups, telephone interviews
Involve/Consult	- ongoing engagement and dialogue
Empower	- partnership working or co-production
Evaluate	- reviewing processes and outcomes to drive improvement

[Seeking Feedback and Being Included](#)

Seeking feedback is central to service improvement and a key element in delivering this strategy.

The Hospice recognises the importance of feedback from patients and their families in relation to their care experience and the positive impact this has in the development of future provision of care.

The benefits of feedback 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 services and those who provide services
- Opportunities to improve services from comments on what has worked well and learning from what has not worked well

[Responsive Care and Support](#)

St Columba's Hospice is committed to continually collecting feedback relating to the experiences of patients, families, the public, staff and volunteers. This will support all groups within the Clinical Governance Structure in identifying quality improvements which are patient and family focused.

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

- Suggestion Boxes situated in Reception, Cedar Ward, Pentland Ward and Day Hospice
- Complaints, Concerns, Comments and Suggestions
- Face to Face opportunities through conversations with patients, families and public, staff and volunteers.
- Service Evaluation Questionnaires
- Team Meetings- Staff and volunteers
- Development of new and existing staff and volunteers based on feedback and reflection
- Social Media (Facebook/Twitter etc.)

[Listening to and Acting on Feedback](#)

All feedback is reviewed by the Director of Clinical Services. Where contact details are supplied, the Director of Clinical Services will feedback:

- verbally in person or by a nominated staff member
- in writing in person or by a nominated staff member

[Sharing and Learning from Feedback](#)

The work of St Columba's Hospice is carried out by approximately 180 staff and 650 volunteers. The importance of timely feedback of the learning from the patient experience to patients, families, the public, staff and volunteers is vital. Systems are in place for reporting, monitoring and accountability for improvements. All feedback is used to improve safety and quality and will facilitate the development of practice and services.

What we want to achieve

Outcomes of Participation

The aims of Side by Side and the Clinical Governance Structure are closely aligned in identifying key areas that are crucial to enhancing the patient experience. These include:

- High quality person centred care at the end of life in a welcoming environment
- Effective communication and recording of care
- Care delivery that is safe and effective
- Identifying and mitigating risk
- Accessible up-to-date information to support and inform decision making
- Care and environment which promotes infection control practices
- Pain and symptom assessment and management that that is consistent, safe and effective
- Developing and evaluating services
- Family focus
- Supporting continuous improvement

How are we doing?

Side by Side was created building on our practice of participation, and demonstrated our vision to enhance participation through co-production in the planning, development and delivery of Hospice services.

Subsequently in October 2015 we launched 'Care and Compassion Matters, our Hospice five-year strategy and participation is embedded in its creation and its implementation. Rather than a separate action plan for Side by Side, in 2016 and beyond, we are committed to ensuring that participation is integral to all that we deliver and develop through the strategy and we continue to seek opportunities to engage our patients, families, volunteers, staff and supporters in all that we do.