

Patient Experience and Inclusion Strategy

2025-2028



We are
KIND



We are
OPEN



We are
INCLUSIVE

All of our patient information can be translated into various languages. Please speak to a member of staff or email patientexperienceandedi@sthk.nhs.uk who can arrange for information to be translated for you.

Wszystkie nasze informacje dla pacjentów są tłumaczone na różne języki. Aby otrzymać przetłumaczone informacje, prosimy porozmawiać z członkiem personelu lub wysłać wiadomość e-mail na adres: patientexperienceandedi@sthk.nhs.uk

كل المعلومات للمريض لدينا مترجمة إلى مجموعة متنوعة من اللغات المختلفة. يرجى التحدث إلى أحد الموظفين أو إرسال بريد إلكتروني إلى patientexperienceandedi@sthk.nhs.uk الذي يمكنه ترتيب ترجمة المعلومات لك.

Toate informațiile destinate pacienților sunt traduse într-o varietate de limbi diferite. Vă rugăm să luați legătura cu un membru al personalului sau să ne trimiteți un e-mail la patientexperienceandedi@sthk.nhs.uk dacă doriți ca aceste informații să fie traduse în limba dvs

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Introduction

At Mersey and West Lancashire Teaching Hospitals NHS Trust (MWL), we know that patient experience is more than just meeting our patient's physical needs, but also about treating each patient as an individual with dignity, compassion and respect. Effective engagement enhances services and care, improves health outcomes, strengthens public accountability and supports the Trust's reputation.

We do not want to just meet expectations; we want to exceed them. This means we are committed to working in partnership with our staff, patients, carers, and stakeholders to improve the quality of care that we provide. We also commit to actively seeking, listening to, and acting on feedback received from our patients, staff, and other key stakeholder groups and involving them in the design and delivery of our services.

The purpose of the Patient Experience & Inclusion Strategy 2025-2028 is to set out the Trusts commitment to improving patient experience by meaningfully engaging with our patients, key stakeholders and local communities to remove any barriers to access; by building on our current engagement activities, and ensuring people from all our local communities are included and able to help shape our services and build upon the successes of the St Helens and Knowsley Teaching Hospitals NHS Trust Patient Experience Strategy 2022-2025 and Southport and Ormskirk NHS Trust Patient Experience Strategy 2020-2024.

The Trust acknowledges that patient experience is fundamental to quality healthcare and that a positive experience leads to better patient outcomes and improved morale for staff. The three commitments and associated objectives in this strategy will support a continuous cycle of engagement throughout every step of the patient journey and embody the Trust 5 Star patient care and Trust values. The Trust expects all staff to embrace this strategy and demonstrate the key principles through the care and service delivered, whilst demonstrating trust values in all that we do. By creating a culture of continuous improvement that strives to provide excellent, quality, patient-driven services we can achieve our ambition.

We developed our strategy in partnership with our patients, key stakeholders, local communities, and staff. The Patient Experience Council (PEC) will monitor progress and performance against this strategy and provide assurance to the Quality Committee (QC).



Looking back at what we have achieved

Legacy St Helens and Knowsley Teaching Hospitals NHS Trust Patient Experience Strategy 2022-2025

Commitment 1 Inclusion and engagement - To be inclusive in our engagement with patients, carers and the public

- Engagement with members of protected community groups, feeding back findings to relevant committees and services to help address the inequalities.
- Best practice equality, diversity and inclusion guidance developed by the collaborative is included in Trust policies and Standard Operating Procedures (SOPs).
- Relevant gaps/inequalities highlighted by the collaborative are included in the Trusts Equality Objectives following Equality Delivery System (EDS2/22) assessments.
- Continue to work in collaboration with other Trusts on the EDS22
- Work together with other Trusts across Cheshire & Merseyside to develop a shared approach to the new EDS22.
- Evidence of implementation of the 'what matters to me' engagement with members of protected groups, including inclusion health groups and those groups whose first language is not English.
- Feedback from engagement with patients and service users who may have a learning disability, autism or acquired brain injury is used to improve services.
- The Trust Patient Participation Group (PPG) membership has grown and is broadly representative of our local communities and evidence of active participation.
- The Trust's Patient Experience and Inclusion Champions Group (PEICG) has significantly increased membership across the Trust.

Commitment 2 Care and treatment accessible to all - We will endeavour to ensure that the care and treatment we provide is accessible to all

- Engage with the relevant groups to identify any barriers they may face when accessing Trust services.
- The complaints service and Patient Advice and Liaison Service (PALS) are accessible to all patients/relatives with monitoring methods in place to ensure that the complaints and concerns relating to a patient's protected characteristic can be identified.
- An increase in the number of patients whose language requirements are recorded on patient records (Careflow).
- Reduction in the number of concerns raised by St Helens Deafness Resource Centre (DRC) regarding patients whose communication needs are not met.

Commitment 3 Capture, listen, learn - We will capture, listen and learn from the experiences of patients, carers and the public

- Develop a library of digital stories that are accessible electronically and ensure shared learning throughout the Trust.
- Ensure there is a robust process for areas to share stories with the Patient Experience & Inclusion team.
- Expand digital feedback mechanisms within the Trust.
- PALS satisfaction survey to inform, develop and demonstrate an effective PALS service.
- Revamp of the ward patient experience boards and incorporate auditing boards
- Redesign/improve the Trust 5 a day programme.
- Develop a carers satisfaction survey.
- "Hello my name is" campaign being applied in clinical areas.
- Maintain those areas above target and improve Friends and Family Test (FFT) recommended care rates for any areas below target.
- Prompt response to comments posted on NHS website.
- Work to maintain the Trust Patient- Led Assessment of the Care Environment (PLACE) scores.
- Continue to respond to local Healthwatch concerns in a timely manner and maintain good relationships with local Healthwatch groups.
- Engagement with Care Group leads regarding patient experience agenda.
- Patient experience and inclusion agenda to be developed and shared Trust wide.

Legacy Southport and Ormskirk NHS Trust Strategy 2020-2024

Listen to our patients, carers and families and respond to their feedback

- ▶▶ Patient Advice and Liaison fully embedded.
- ▶▶ Tendable audit tool now includes patient feedback.
- ▶▶ Patient stories delivered bi-monthly to Trust board.
- ▶▶ Full compliance with the CQC National patient experience survey programmes.

Provide a safe environment for our patients

- ▶▶ Accessibility tool on Trust website.
- ▶▶ Substantive specialist Learning Disability nurse in place.
- ▶▶ 'Keep me here' initiative in place to reduce the number of bed moves for those patients with enhanced care needs.
- ▶▶ Relaunch of the five-star ward accreditation system.
- ▶▶ Improvements to the ward and main corridor environments.

Meeting the physical and comfort needs of our patients

- ▶▶ Reimplementation of the volunteer dining companion role.
- ▶▶ Finger food menu available for patients living with dementia.
- ▶▶ New way finding signage in place.
- ▶▶ Launch of the carer's passport.

We will provide a safe discharge for our patients

- ▶▶ Discharge booklet reviewed to incorporate all hospital site information.
- ▶▶ Volunteer discharge support volunteer role launched.

Commitment 1



**We are
KIND**

- ▶▶ Treat every individual with respect
- ▶▶ Are compassionate in our support of patients and colleagues
- ▶▶ Are friendly and welcoming and always introduce ourselves
- ▶▶ Care for each other as we care for our patients
- ▶▶ Are polite and value each other's thoughts and ideas

Objective 1

Patients, families, and carers report that they have received kind and compassionate care

Objective 2

Demonstrate improvement where we have listened to and learned from patients.

Objective 3

Patient Experience and Inclusion Teams at MWL to merge and form one team

Objective 4

Harmonise patient experience systems across MWL

Commitment 2



**We are
OPEN**

- ▶ Are always listening and learning
- ▶ Encourage and support two-way communication
- ▶ Are honest, fair and open with others
- ▶ Take responsibility for our actions and always aim to improve
- ▶ Develop our services in the best interest of our communities

Objective 1

To work in partnership with patients, families and carers to improve the patient experience.

Objective 2

Maintain and develop our knowledge regarding regional and national initiatives

Objective 3

Review and improve survey usage and questions based on previous feedback. Harmonise existing systems

Objective 4

Continue to improve collaborative working across MWL via the PEI Champions

Objective 5

The Patient Experience and Inclusion Team are to continue to provide prompt responses to any feedback received

Commitment 3



**We are
INCLUSIVE**

- ▶ Value everyone's cultural, social and personal needs
- ▶ Celebrate our differences and support each other
- ▶ Listen to all voices
- ▶ Work as a team and learn from each other
- ▶ Challenge the prejudice and promote acceptance

Objective 1

Expand our engagement with local communities to ensure they are consulted promptly when changes to Trust services or estate are planned.

Objective 2

Improve accessibility across all areas of all sites of MWL

Objective 3

Implementation of the NHS reasonable adjustments flag

Objective 4

Participate in EDS22

Objective 5

Maintain/improve on relevant accreditations

Developing our strategy

This strategy is aimed at MWL staff and volunteers, patients and the public, local service providers, commissioners and the voluntary sector. The development of this strategy was supported by several individuals and organisations from within MWL, across St Helens, Knowsley, Halton, Sefton and West Lancashire.



Glossary of terms

To be completed

