

**Council of Governors Meeting
Tuesday 4th February 2014
Summary Report**

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Item 6

TITLE OF PAPER	Involving Service Users to Improve Quality
TO BE PRESENTED BY	Jason Rowlands
ACTION REQUIRED	Governor input required

OUTCOME	Governors to be informed of the Trust's plans to develop service user involvement, better understand and monitor experience and bring a stronger service user voice to the Board.
TIMETABLE FOR DECISION	N/A
LINKS TO OTHER KEY REPORTS / DECISIONS	Trust Strategic Direction, Trust Values
LINKS TO OTHER RELEVANT FRAMEWORKS BAF, RISK, OUTCOMES ETC	<p>HSE ■ MH Act ■ Equality ■</p> <p>NHS Constitution: Staff Rights ■ Patients' Rights ■ Public's Rights ■ Principles ■ Values ■</p>
IMPLICATIONS FOR SERVICE DELIVERY AND FINANCIAL IMPACT	Improve service delivery through strengthening the service user voice and understanding and responding to service user experiences.
CONSIDERATION OF LEGAL ISSUES	N/A

Author of Report	Jason Rowlands
Designation	Director of Planning, Performance and Governance
Date of Report	27 th January 2014

Dear colleague

Working with Service Users to Improve Quality – Feedback on what has happened

You kindly gave up your time to join us in a workshop in October to look at how work with service users to improve the quality of the services we provide. I would like to share with you what we have done since then to take the ideas from the day forward.

It was a really productive day, with lots of ideas generated about how we should move forward, and thank you for the contributions that everyone made. We have taken the work done on the day and used it to inform a development plan for the next 3 years. This plan has been reviewed and approved by the Board of Directors when it met in January. We have identified 7 key areas where we want to make improvements over the longer term in how we work with service users to improve quality.

Our first step to moving forward will be to expand the current patient and public involvement team to improve how we understand and monitor service user experience. We will strengthen this by appointing a new Head of Service User Experience and Involvement to take this forward, and will want this person to be a service user. We will be recruiting for this post in the next few weeks. If anyone is interested in this opportunity please contact either myself (0114 271 6715) or Jason Rowlands, Director of Planning, Performance and Governance (0114 226 3417), or Tania Baxter, Head of Integrated Governance (0114 226 3279).

When we have appointed to this job, we will establish a Reference Committee to support us to oversee the implementation of the Development Plan agreed by the Board. This Committee will support and shape how we deliver the Plan. As we move forward I will report on progress in delivering the plan to the Board's Quality and Assurance Committee. We will also provide regular progress updates to the Council of Governors and staff through briefings and the Involve magazine.

I am pleased to be able to tell you that so far we have agreement from Diana Rose (Chair of the Service User NICE Guideline), Professor Brendan Stone (Director of Learning and Teaching [Civic Engagement] Sheffield University), Clive Travis (Member of the NICE Guideline in Schizophrenia and Psychosis in Schizophrenia) and David Shiers (Member of NICE guidelines on Schizophrenia and Psychosis in Schizophrenia in children and adults)

The Development Plan outlines 7 key areas, and describes what success would look like in the short, medium and longer term. The areas identified are

- Improving how we monitor the experience of service users
- Increasing service user influence to the Board
- Developing the culture throughout the Trust
- Developing service user and peer training
- Peer support
- Supporting Information Technology solutions
- Service user involvement in care planning

If you would like to look at the plan it is publically available on the Trust's website through the following link.

http://www.shsc.nhs.uk/documentbank/2014Board_06OpenBoDJan2014_ServiceUserEngagementReport.pdf

If you would like to receive a printed copy then please contact Charlotte Hague on 226 3417.

May I again thank everyone for their involvement on the day, and I look forward to providing updates on how we have progressed over the coming months.

Yours sincerely

Professor Tim Kendall
Medical Director and Consultant Psychiatrist