

Patient Revolution System Action Plan

The aim of the 'creating a patient and customer services revolution' is to ensure that sustainable improvements in patient and customer experience are achieved.

Creating a Revolution in Patient and Customer Experience			
Action:	Date:	Lead:	Progress against action:
1. Establish an overarching plan for future implementation <ul style="list-style-type: none"> • Establish leadership at the CCG level for the Patient Revolution Agenda 	By October 2012 May 2012 Aug - Sept 2012 onwards	Accountable Officer Designate/CCG PPI Lay Member Accountable Officer Designate/CSU Engagement lead Accountable Officer Designate /CSU Communications, Engagement leads	<ul style="list-style-type: none"> • Briefing on Patient Revolution Experience shared with all CCGs • Leadership roles/functions identified within CCG (structure and post(s)) • OD Plan • Constitution • Draft Communications and Engagement Strategy/System Patient Revolution Action Plan • Continuous Listening Model adopted
2. Introduction and implementation of Net Promoter Score across South Lincolnshire CCG <ul style="list-style-type: none"> • Scope pilot with CCG leading to full implementation • Adapt local survey e.g. Practice/Patient Participation Group surveys to include Friends and Family Test question 	July 2012 onwards	Director of Nursing, Quality & Engagement/Sector /LMC/Accountable Officer Designate/CCG PPI Lay Member /CSU Engagement lead	<ul style="list-style-type: none"> • Meetings and discussions being progressed currently • Teleconference between SHA FFT leads, LMC and NHSL Patient Experience lead to scope potential of local NPS pilot in the Lincolnshire primary care setting

<p>3. Quality, Patient Experience data, reports presented to CCG Board</p> <ul style="list-style-type: none"> ● Extend use of Patient Stories ● Monthly Board Performance Report ● Standing agenda item on CCG Executive Board/Quality Committee 	<p>May 2012 onwards</p>	<p>Accountable Officer Designate/CSU Engagement lead / CCG PPI Lay Member</p>	<ul style="list-style-type: none"> ● AOD/Chair representation at Patient and Public Engagement Steering Group (PPESG) Sub Group of NHS Lincolnshire Board ● NHS Lincolnshire Board reports currently shared with CCG, presented to SLCCG Quality Committee ● Develop and embed 'Continuous Listening Model'
<p>4. Establish CCG Quality Committee</p> <ul style="list-style-type: none"> ● Membership, roles and governance arrangements ● Terms of Reference 	<p>May 2012 onwards</p>	<p>Accountable Officer Designate/CCG PPI Lay Member</p>	<ul style="list-style-type: none"> ● Membership ● Terms of Reference agreed ● Constitution ● OD Plan
<p>5. PPI Lay Member</p> <ul style="list-style-type: none"> ● recruitment ● function and responsibilities e.g. link between PPG Networks and the CCG Governing Body 	<p>May 2012 onwards</p>	<p>Accountable Officer Designate</p>	<ul style="list-style-type: none"> ● Recruitment process completed and appointment made ● OD Plan ● Constitution ● Quality Committee
<p>6. Make understanding and improving patient experience an integral part of in-house leadership, staff induction, staff development and appraisal</p>	<p>August 2012 onwards</p>	<p>Accountable Officer Designate/CCG PPI Lay Member/CSU Engagement lead</p>	<ul style="list-style-type: none"> ● Accountable Officer Designate/Chair - Leadership Programme (include patient experience section) ● OD Plan ● Constitution ● Commissioning Intelligence Guidance ● Developed 'Continuous Listening Model'
<p>7. Build on current best practice in the</p>	<p>1 April 2012</p>	<p>Director of Nursing,</p>	<ul style="list-style-type: none"> ● Legacy information archiving plans

creation of a culture of customer care and patient and public involvement.	and onwards	Quality & Engagement/Accountable Officer Designate/CCG PPI Lay Member/CSU Engagement lead	in development to encompass the 'Customer Care' legacy baseline
Engagement between the Health Professional Worker and the Individual Patient and Carer			
8. The CCG will focus on agreed priority areas within the Integrated Plan 2012-15 eg Urgent Care, Planned Care, Health Prevention	1 April 2012 and onwards	Director of Nursing, Quality & Engagement/Accountable Officer Designate	<ul style="list-style-type: none"> • The Integrated Plan 2012-15 shows a clear direction is set and strategic initiatives (to include QIPP) for service change established and agreed across all the local health and social care community • The current NHS Lincolnshire Communication and Engagement Work Programme highlights opportunities and involvement of people across Lincolnshire • All CQUINS to be monitored through the Quarterly Quality Contract reviews
9. Implementation of "Plan for Every Patient" to be incentivised as a CQUIN to enable shared decision making	Feb 2012	Deputy Director of Nursing, Quality & Engagement/Accountable Officer Designate	<ul style="list-style-type: none"> • CQUIN agreed for all sectors
10. Support patients access to own records	Feb 2012 onwards	CSU Informatics Innovation lead	<ul style="list-style-type: none"> • Responded to consultation 13.1.12 with views and ideas, closing date 20.1.12 • Discussions commenced on how might the NHS Lincolnshire data quality team might support GP practices/CCGs

			<ul style="list-style-type: none"> • Jointly with LCHS developing mechanisms to share data • Interoperability Toolkit (IT) discussing future architecture with DOH leads • Innovation Report produced for CCG
<p>11. Making Every Contact Count providing systematic lifestyle advice and support in every healthcare setting</p> <ul style="list-style-type: none"> • All Providers to be incentivised via CQUIN programme 	Feb 2012	Deputy Director of Nursing, Quality & Engagement/Accountable Officer Designate	<ul style="list-style-type: none"> • CQUIN agreed for all sectors.
<p>12. Finalise Communications and Engagement Strategy/System Patient Revolution Action Plan</p> <ul style="list-style-type: none"> • Deliver strategy implementation Action Plan/Patient Revolution Action Plan 	July 2012 onwards	Accountable Officer Designate/CCG Governing Body/CSU Communications, Engagement, Equality & Human Rights leads	<ul style="list-style-type: none"> • Draft Communications and Engagement Strategy/System Patient Revolution Action Plan • Engage local community (stakeholders, patients, carers, public) to seek their views on the draft strategy/action plan
<p>13. Agree system wide approach to communications and engagement with CCG:</p> <ul style="list-style-type: none"> • Establish PPGs (virtual and/or physical) in each GP Practice and create PPG network • Evaluation of Year 1 PPG/DES • Work in partnership with local LINK/HealthWatch • Triangulation of data in PPG Action Plans with other key data 	April 2012 ongoing	CCG PPI Lay Member /Practice Managers/PPGs with local communities/HealthWatch/CSU Engagement lead	<ul style="list-style-type: none"> • PPG/DES Year 1 completed e.g. surveys, Action Plans/priorities for improvement identified • Developed 'Continuous Listening Model'

<p>sources e.g. Net Promoter Score, NHS Choices, Patient Opinion, PALS, complaints</p> <ul style="list-style-type: none"> • Demonstrate service changes based on national, regional, local intelligent sources e.g. CQC, DOH surveys, complaints, net promoter scores and local real time feedback mechanisms 			
<p>14. CCG to develop a systematic approach to deliver improved communication, engagement and ownership between patients and clinicians.</p>	<p>Nov 2012 onwards</p>	<p>Accountable Officer Designate/CCG PPI Lay Member</p>	<ul style="list-style-type: none"> • Interim arrangements in place • Establishment of CCG Quality Committee (reference point 4 above)
<p>Involvement of Patients, Carers and the Public</p>			
<p>Action:</p>	<p>Date:</p>	<p>Lead:</p>	<p>Progress against action:</p>
<p>15. CCG can evidence meaningful engagement of the public and patients as part of their authorisation process, ensuring that plans systems and processes are in place to promote the involvement of patients and their carers in decisions about their care and treatment, including exercising choice as aligned to Domain 2 of the authorisation criteria.</p>	<p>Feb 2012</p>	<p>Accountable Officer Designate/CCG PPI Lay Member /CSU Engagement lead</p>	<ul style="list-style-type: none"> • Approach to communications and engagement previously agreed. - this has been built on to create a draft Communications and Engagement Strategy/System Patient Revolution Action Plan • Stakeholder profiling mapped across specific audiences e.g. public sector, condition specific, protected characteristic groups, condition/charity support groups, third sector • Development of CCG Mission, Vision, Goals – stakeholder events • Stakeholder analysis matrix produced

16. Establish a Communications, Engagement, Equality & Human Rights Working Group	August 2012 onwards	CCG PPI Lay Member/CSU Communications, Engagement, Equality & Human Rights leads	<ul style="list-style-type: none"> • Workshop was held which fed into Communications & Engagement Strategy/Action Plan • Informed and influenced SLCCG 'Continuous Listening Model'
17. Support the organisational development programme for SLCCG to incorporate Customer care and Patient Revolution	April 2012 and onwards	Accountable Officer Designate, CCG PPI Lay Member/CSU Engagement lead	<ul style="list-style-type: none"> • OD Plan • Constitution • Communications and Engagement Strategy/System Patient Revolution Action Plan • Commissioning Intelligence • Continuous Listening Model
18. CCG to actively participate in Health and Wellbeing Boards and delivery of the Joint Health & Wellbeing Strategy objectives	May 2011 onwards	CCG Chair/Accountable Officer Designate	<ul style="list-style-type: none"> • CCG is represented on the local HWBBs (Dr Kevin Hill for Lincolnshire and Dr Ken Rigg for Peterborough and Cambridgeshire) • CCG sponsor of HWB Strategy Objective –SLCGG lead for worklessness across the County • JHWS consultation response completed
19. Joint development with HWBBs of best practice models for patient experience and public involvement	July 2011 onwards	Accountable Officer Designate/Public Health/CSU Communications, Engagement, Equality & Human Rights leads	<ul style="list-style-type: none"> • Awareness of an emerging locality model in SL CCG • Public Health Consultant lead and CSU Engagement lead arranged meeting to scope further.
20. Build on the legacy developed by NHS Lincolnshire and Practice Based	April 2012 and	Accountable Officer Designate/CSU	<ul style="list-style-type: none"> • Stakeholder event held on 26 September 2012

<p>Commissioning Clusters. For example m consultation/engagement and communications exercises have been held in line with 'no decision about me, without me' which helped to shape priorities.</p>	<p>onwards</p>	<p>Communications & Engagement leads</p>	<ul style="list-style-type: none">• Joint SL & SWL CCG stakeholder meeting with local authority, 26 September 2012
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