

Patient and Public Involvement Strategy 2008

Summary

Homerton University Hospital NHS Foundation Trust is committed to delivering high quality healthcare services and our aim is to provide the best possible patient experience. As an NHS Foundation Trust and membership organisation, public accountability and community involvement are critical. For Homerton, patient and public involvement (PPI) means an ongoing relationship with the people we serve and a dialogue that helps to influence and inform the planning, delivery and evaluation of the services we provide. A good patient experience means that when patients come into hospital they feel safe, well informed and listened to.

The aim and objectives of the strategy describe how Homerton will develop and implement processes to ensure effective patient and public involvement.

The strategy recognises that we need to build on the structures already in place to support both staff and service users in taking PPI forward. The strategy includes information on the existing opportunities to get involvement including: the governors, members, complaints service, PALS, chaplaincy, Patient Experience Tracker (PET), volunteer programme, multi-agency work, patient user groups, patient surveys, essence of care and major consultations such as patient surveys.

The delivery of the strategy is also dependant on finding other innovative approaches in which the patients and the public can be more involved in their care and treatment. Individual services and the Trust encourage feedback on services provided and involvement of patients and the public in evaluating and planning for the future.

Proposed structure, responsibility and accountability

Direct patient feedback will be reported to the PPI Group. As a sub group of the Council of Governors (CoG) it would oversee all PPI activity, relating to:

- members
- members of public
- other PPI activity

The CoG sub group champions PPI for the Trust and links into key PPI activity across the Trust. Through this structure, patient experience and involvement informs the work of the governors and their ability to influence the Board of Directors. The governors monitor and review the delivery of the strategy regularly.