

## How do we do?.....the Big Conversation

What did you tell us?

### The Event

On Wednesday 26<sup>th</sup> October, at Welcome Hall Devonport, 50 people came together to share information about the new national Equality Delivery System and to give feedback to the local healthcare organisations about the services they provide and how those services should be provided to give the best possible healthcare and support to the interest groups represented at the meeting.

As well as representatives and facilitators from Plymouth Hospitals NHS Trust, Plymouth Community Healthcare and NHS Plymouth there were attendees representing disability groups, people with learning disabilities, transgender, disadvantaged people, people with cancer, Lesbian/Gay/Bisexual (LGB) and those representing all equality groups.

### The aims

The healthcare organisations aims were:

- To help them understand what an organisation would have to do to be best at delivering excellent, easy to access services
- To find out what the top things that they needed to do to achieve this were
- To identify people to help judge the services provided

After discussion the aims of the attendees were to:

- Increase Commissioner Transparency
- Share best practice so as not to 'reinvent the wheel'
- Understand a complex system
- Identify gaps in the service
- Identify opportunities for partnership working with voluntary services
- Feedback from the day and discuss how views have influenced change
- Identify opportunities for spreading the word/information

- Promote the importance of accessible (clear) information and less jargon
- Promote recognition of the impact of inequality and equality in health
- Promote recognition that for diverse communities they are affected by health needs differently
- Promote recognition that staff need to understand the issues and impacts of behaviour too
- Emphasise that healthcare organisations need to learn to talk to diverse communities rather than at them
- Emphasise that healthcare organisations need to be aware of an individual's understanding and perception of health care services and health

### **The questions**

Using the goals of the Equality Delivery System two main questions were put forward for discussion. They were:

- **How can we best keep you healthy and help you get better when you are unwell?**
- **How can we make it easier and more pleasant for you to use our services?**

Each of these questions had a series of questions beneath them, that were used to guide the discussions. Each table had an opportunity to discuss both sets of questions for different healthcare settings.

This report will concentrate on the responses that related to Plymouth Hospitals Trust and to the Emergency Department.

### **What you told us**

- **How can we best keep you healthy and help you get better when you are unwell?**

#### ***Patient centred***

- Identify people's needs
- Accept that patients know their own needs
- Ensure that the level of care and reassurance that starts with ambulance crews continues throughout the rest of the treatment/care
- Deliver inclusive and accessible services
- Ensure that patients with long term conditions are sent directly to the appropriate area
- Expand the use of the Health Passport

#### ***Communication and information***

- A number of issues were shared in this area
- Should be provided from initial point of contact

- When patient waiting for example an Health Ambassador in the Emergency Department could give people information and answer some queries which could help reduce stress and anxiety(Health Ambassador)
- Should be accessible and clear
- Provide Braille/audio/easy read
- Communication between service areas when care is transferred
- Give the patient power and confidence
- Accurate information not labelling and assumptions
- Improved discharge information
- Identify gaps in knowledge

***Skills and behaviours***

- Commissioners and consultants to have equality and diversity training and not a tick box approach
- Select staff and give them the necessary skills to meet specific needs
- Customer care
- Respect and dignity
- Awareness training
- Embed equality into training

- **How can we make it easier and more pleasant for you to use our services?**

***Patient centred***

- Know the community
- Giving power back to the patients
- Understanding needs
- Service to fit around patient/family
- Empower patients with information
- Access (transport issues)

***Communication and information***

- Signposting what's available from service and external support
- Clear, jargon free communication with timely response to questions
- Share with partner/friend/support network
- Welcome feedback (complaints)
- Act on and publish what people say
- Standardised questionnaires and surveys

***Skills and behaviours***

- Staff training in communication

- Culture that strives for improvements
- Clear and strong leadership
- Professional attitude
- Patient led training
- An understanding that all patients are different and care should be individualised

### **What we are going to do**

For Plymouth Hospitals NHS Trust the key messages from the event appear to be about:

- Knowing our patients and providing services that meet their individual needs
- Having staff that are professional and have the necessary skills and attitudes to provide the best possible patient experience and outcome
- Talking to and listening to our patients, giving the information that they need in an appropriate way and using the information that they give us to improve further

Our next steps are:

#### **Before April 2012**

- to work with people who have volunteered to help further to grade our performance
- to identify the priority areas where we can plan for improvement. These will then form our equality objectives.
- To publish the resulting grades and objectives

#### **After April 2012**

- to continue the conversation and will regularly share our progress against the objectives
- to work to improve our grades