

How have we harnessed the power of patients as partners?

Summary

Our model of patient leadership or partnership, is predicated on two things:

- The systems and formal structures the fact that we have a role for patient director and patient partners and the governance mechanisms
- The relationships and how we work together.



It is important that this work is directly linked into the governance and power structures of the organisation.

How we work together is also important. As a group we try and model the behaviours that we expect of others, and that hasn't always been easy. The how of the relationships is as important as the what?

A big focus that we want to take moving forward is around diversity and inclusion. We have priority projects which have been led by patient partners and aligned to our organisations priorities.

Alongside working with Patient and Carer Partners (PCPs) we also gather patient experience and outcome measures. During our COVID-19 response period we have had to suspend our surveys and have taken this opportunity to review the way we gather this information. Our new way of working provides us with an opportunity moving forward to present a cross sectional view which will offer the service more meaningful data in the coming year.

Patient Experience Measures (PREMs)

- In July SMSKP began work on rolling out EQ-5D across all self-referral routes into the community service in Q2. Moving forward we will be collecting data against the same measure on discharge to create further visibility around clinical outcomes.
- 450 EQ-5D questionnaires have already been collected to date.
- The service is working on an automated process to support the roll out for all other "in-points" of referral into the community service and to provide a cross sectional view and it is hoped that this will roll out before Christmas. The automated process will also be used to collect "out-point" data following discharge.
- SMSKP are linking in with our hospital colleagues in both BSUH and QVH to work towards a solution whereby a patient's full pathway can be measured in terms of clinical outcome. For the first time this will give us insight into patient experience from referral to final outcome.

- PREMs is due to be restarted alongside PROMs and follows a review by the Patient Director in collaboration with the Patient Partners. The review has resulted in a reduced number of questions being asked and alongside the PREMs data will be able to offer a more broader, objective view of the experiences of patients using our service.