

# A pilot looking at increasing public and patient involvement with Quality Visits in Community Hospitals in conjunction with Healthwatch

## INTRODUCTION

Quality Visits are a valuable method of gaining assurance about a provider but they can lack robust patient experience narrative as a tool for driving change. By working with Healthwatch it is hoped that this can be improved.

## PROJECT DESCRIPTION

As NHS employees ourselves it can be difficult to get a completely honest opinion of their care from a patient. By bringing in an external person (who often has lived experience of healthcare themselves) for the patient interviews, it is hoped that people can be more open and honest about their experiences.

A report from Healthwatch about the patient interviews will be shared with providers before being published on the Healthwatch Website and will also be included in the Quality Visit report from the Clinical Commissioning Group.

As a pilot, this project has just looked at Community Services inpatient wards (one at Fleet Hospital and two at Farnham Hospital).

## CONCLUSIONS

The visits are due to take place at the end of November / early December 2019 so early feedback should be available verbally at the Showcase event.

If successful, looking at expanding the remit of this project to include acute wards / therapy settings could be the next step.

## CREDITS

Healthwatch Hampshire.  
Frimley Hospital Foundation Trust, Community Services Directorate.  
Virgin Care Services Ltd, Surrey

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## PROJECT GOALS

- Provision of an independent (non-NHS employed) person for patients to speak to about their experience of the current NHS service they are in receipt of
- Using patient feedback to help with assurance mechanisms and provide ideas for change.



**PATIENT VOICE...**



## EVALUATION STRATEGY

Feedback from providers about their experience of the project and how valuable they found the final document produced post visit.

Post visit report from Healthwatch regarding patient feedback.

## KEY LEARNING:

- Engagement should be adapted to fit the relevant audience, not the organisation, for it be to accessible and meaningful.
- Having a conversation, developing rapport, making the engagement experience about the person and giving value to their voice.
- Engagement should be the golden thread through everything that we do, not a static piece of work.

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