

Engagement and Involvement Overview Report

2022 - 2023



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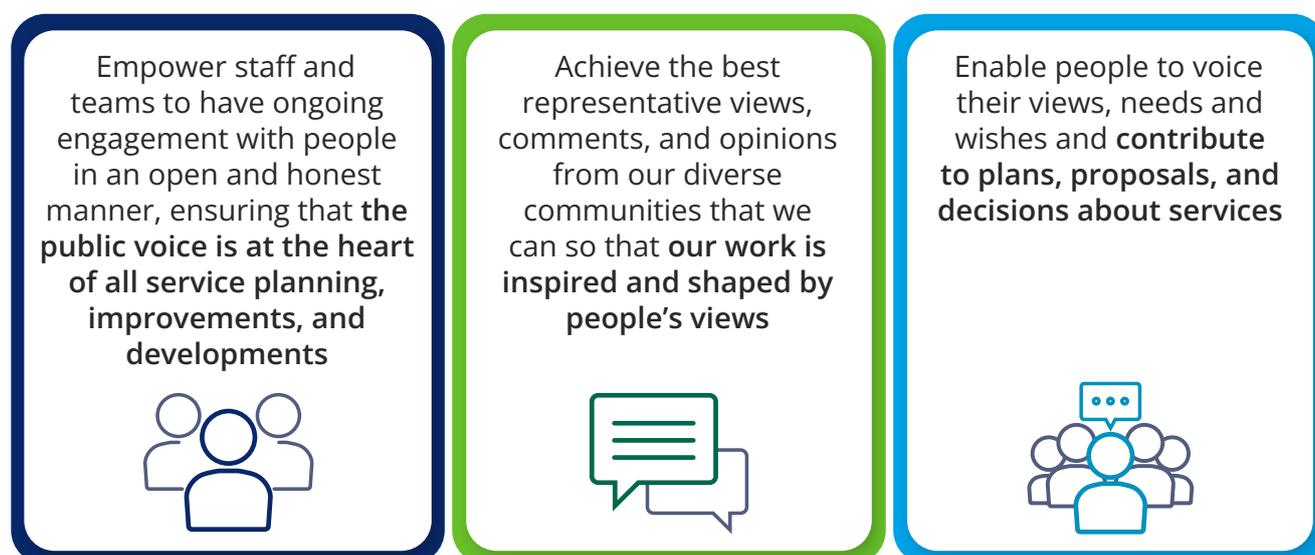
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Background

NHS Greater Glasgow and Clyde (NHSGGC) is committed to listening and learning from people's experiences of our services. These experiences not only help us to understand what we are doing well, they help us identify where we could be doing better and help influence service improvements.

NHS Greater Glasgow and Clyde's **Stakeholder Communication and Engagement Strategy** sets out the organisational approach to communications and engagement to support the delivery of our goals and build trusted relationships between the Board, our patients, their carers and our communities.

It sets out a number of aims to support the involvement of people:



This report has been produced by the Patient Experience Public Involvement (PEPI) Team to provide an overview of the range of engagement and involvement occurring across NHSGGC and the six Health and Social Care Partnerships (HSCPs). It presents an opportunity to celebrate the positive work being carried out by teams across NHSGGC to involve our people and communities in the delivery, design and improvement of services.

It also demonstrates the numerous areas of activity taking place to support the organisation in progressing the **Operational Priorities for 2022-2023** through both service specific priorities contributing to 'Better Health' and 'Better Care', and the wider priority for person centred care:



To deliver a person centred approach through effective public and stakeholder engagement by ensuring patient and service users' experience is included in the design and delivery of the remobilisation of services.👉

Building on learning from the first overview report produced in 2022, this report provides a broader range of examples from across the organisation and HSCPs.

It also reflects how NHSGGC continues to invest in developing staff to bring patients and staff together to improve services.

It provides insights into the tools and resources used by teams to engage with people and the importance of tools such as surveys, discussion groups, forums and more to support in-depth engagement and involvement.



We are committed to placing the public voice at the heart of our services. By listening and learning from people's experiences, we not only identify areas for improvement but also build trusted relationships. Our goal is to empower our staff, involve our diverse communities, and ensure that the design and delivery of services reflect the needs and wishes of the people accessing them.

This report showcases the positive work being done across NHS Greater Glasgow and Clyde to involve our people and communities, and it demonstrates our dedication to person centred care.●●

Jane Grant
Chief Executive NHSGGC



Engagement and Involvement Across NHSGGC

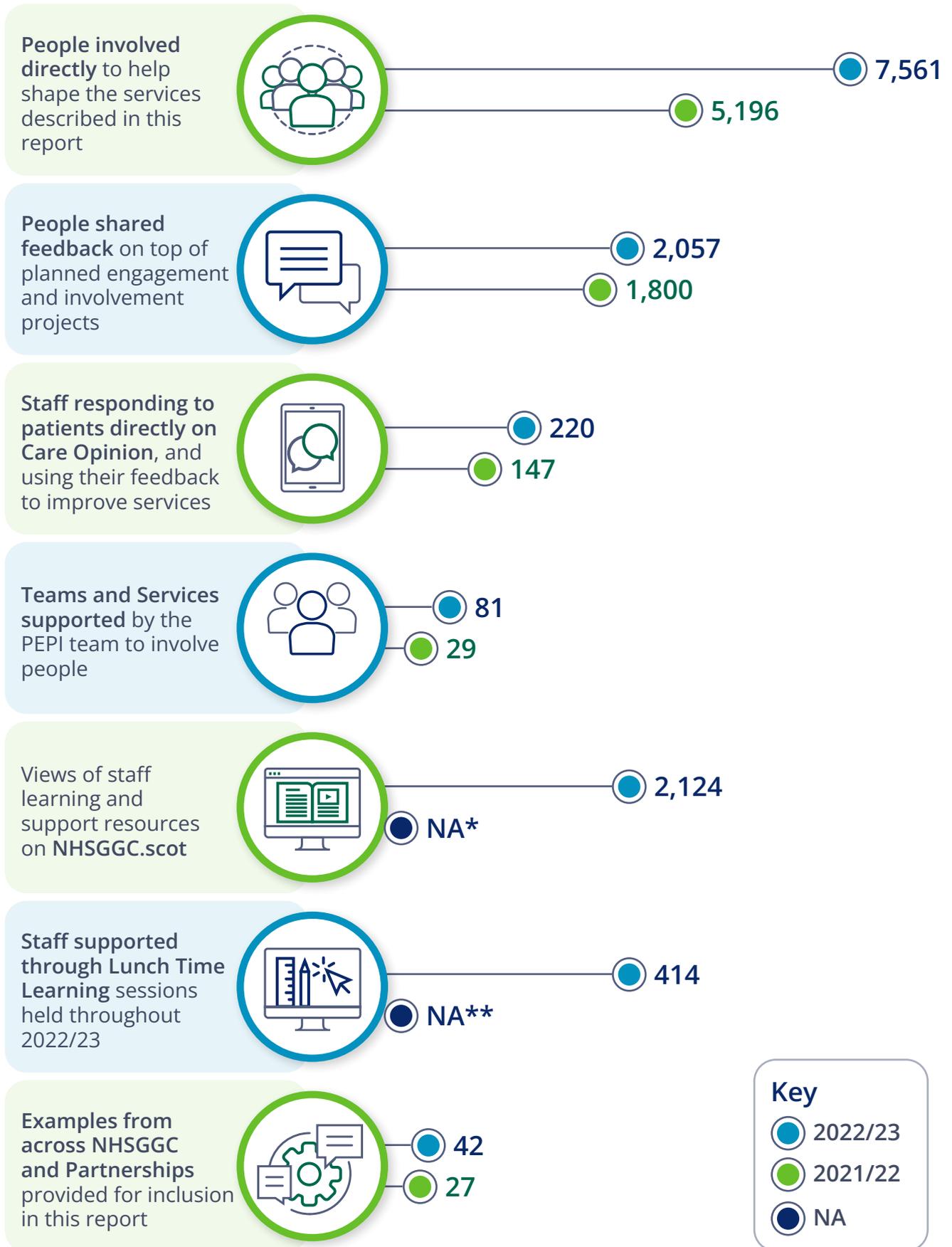
The examples of engagement and involvement included in this report were shared by teams from across NHSGGC and Health and Social Care Partnerships (HSCPs). We were unable to include every example shared with us but are exploring how to capture and share examples through other methods in the future. The examples are not exhaustive, instead providing insight into the breadth of work carried out across NHSGGC, both supported directly by the PEPI Team, and undertaken by teams independently.

Examples are categorised into three broad areas of involvement:



We continually look at how we reflect the good work going on across NHSGGC, improve networks and empower teams to celebrate their involvement and engagement activity. Please get in touch with the PEPI Team at public.involvement@ggc.scot.nhs.uk.

Overview of activity detailed in report



* Staff learning and resources web page produced in June 2022

** Lunchtime learning sessions introduced in July 2022

Building Capacity and Sharing Stories

Patient Experience Public Involvement Team

The Patient Experience Public Involvement (PEPI) Team is part of the Communications and Public Engagement Directorate. It provides support for NHSGGC to ensure that the patient and carer voice is at the heart of all service planning, improvements and delivery. The team works with communities, patient and carer groups and staff to support the involvement of people in our services in line with national guidance and statutory duties. A key aim for the PEPI Team during 2022/23 was to increase the number of feedback and engagement opportunities for patients, carers and communities across NHSGGC.

Providing tools and resources to support staff to engage

Throughout 2022/23 the PEPI Team developed a support programme to help front line staff plan, design and deliver a wide range of patient, carer and community feedback and engagement activities within their own teams and services. This built on the tools developed during 2021/22, and has helped provide valuable feedback from staff on how we can further enhance this resource and increase the capacity across the organisation to involve people.

This consisted of:



The development of a simplified process for staff to contact the PEPI Team for advice, support or to discuss a feedback or engagement idea, with **81** staff teams supported in 2022/2023



Additional tools, resources and guides uploaded to the Public Involvement Resources for Staff **web page**



A programme of nine lunchtime learning sessions attended by **414** staff providing support to gather feedback and undertake patient engagement and involvement activities



Care Opinion responder training sessions to **84** staff throughout 2022/23 increasing the number of staff able to directly respond to feedback to **220**.

The overall aim of the programme is to equip staff from across the organisation with the knowledge, skills and confidence to routinely listen to, learn from, and involve patients, carers and communities and to use this feedback and lived experience to inform how services are delivered.

Lunchtime Learning Sessions

The lunchtime learning sessions were developed to increase staff knowledge, skills and confidence in providing local feedback and engagement opportunities for patients, families and communities who are using their services.

The format was designed around a quarterly programme of three express 40-minute sessions over lunchtime, delivered via MS Teams to keep the content proportionate, accessible and respecting the limited time staff have to attend training while delivering frontline services.

The sessions were promoted as an introduction to engagement suitable for all staff with onward signposting information, resources drawn from the most commonly requested types of support, with additional topics and themes drawn from ongoing evaluation with attendees to ensure the sessions meet the needs of colleagues across NHSGGC.

In 2022/23 a total of **nine** lunchtime learning sessions were delivered on topics including:

- Designing survey questions
- How to run focus groups
- Using digital methods and social media for patient feedback
- Methods for collecting and using patient feedback
- Confidentiality and consent for patient feedback and engagement.

The sessions were attended by **414** staff, with **92%** of staff rating the sessions they attended as very useful or useful in supporting them in their role. The PEPI Team continue to refine the content for the sessions based on feedback from staff to ensure an accessible programme of sessions are delivered in response to need.



Really enjoyed each of the sessions, felt I learnt a lot from each one. I logged on whilst having lunch, perfect amount of time for this! Could have spent more time on each subject, however that defeats the purpose of bitesize learning!👍

Patient Stories Process

NHSGGC is a listening and learning organisation with the sharing of peoples' experiences of our services key to building a better understanding of what matters to patients and their families. The production of patient stories told by the patients sharing their own experiences is a key way in which we support this work across the organisation.

Patient stories are produced for each NHSGGC Board meeting and presented at the start of each the meeting. Throughout the year, six stories were produced to help demonstrate how we deliver services that are high quality person centred, safe and effective.

Following each Board meeting, the stories are shared across the organisation for reflection and learning to inform further improvement and consistency of care experience across all services.

A poster demonstrating this work titled '**Listening and learning from people's experience of healthcare**' was accepted for presentation at the International Forum on Quality and Safety in Healthcare in Copenhagen in May 2023.





Section 1: Service Level Involvement

Teams across NHSGGC are continually working to listen and learn from their patients and service users. They do so through a wide range of tools to capture feedback to more formal support or engagement activities. The following pages provide an insight into the range of work undertaken by teams across the organisation.



By engaging the public, we ensure that our services are truly responsive to their needs, placing the well-being of people and their communities at the forefront of our decision-making and policy development. The involvement of the public fosters a sense of shared ownership, creating a healthcare system that reflects the values and aspirations of everyone, service user and staff.👏

William Edwards
Chief Operating Officer



West of Scotland Adult Cystic Fibrosis Service: Video Call Fatigue

West of Scotland (WoS) Adult Cystic Fibrosis Team worked with PEPI to engage with patients on the changes to the outpatient model delivered mostly remotely under COVID-19 restrictions.

Feedback was provided by **58** patients indicating a high degree of confidence, comfort and understanding regarding the remote outpatient appointments, feeling listened to and being treated with compassion and understanding scored particularly highly.

Some of the areas of concern included outpatient appointments not including a physical check and the importance of maintaining close relationships with the staff in the clinics.

Choice and flexibility were identified as key areas of importance by patients, and this has been taken on board by the team and the feedback is being used to design future appointment pathways.

The patient engagement work undertaken by the team is also being showcased as an example of good practice at the 46th European Cystic Fibrosis Conference in Vienna in June 2023.



Occupational Therapy East Dunbartonshire HSCP: Themed Family Events

The Specialist Occupational Therapist Team support children aged between five and 12 years of age with significant mental health issues. The team wanted to support skill development amongst young people and provide opportunities for family members to reconnect with the ward as it opened up.

Up to **16** people attended each event where young people were encouraged to lead and plan a variety of themed events such as Halloween, Christmas and Cinema where they could invite their parents to attend, share their progress and mix with other parents and carers in an informal way to help reduce feelings of isolation while increasing support for all involved. Due to the positive feedback, there are now plans for regular events throughout the year, alongside regular coffee mornings for people to share their experiences. The focus will remain on providing a safe space for families to relax, have fun and socialise together whilst allowing the children time to put their illnesses aside and enjoy some normality.

Duchenne Muscular Dystrophy: Anticipatory Care Planning Engagement

In late 2022 the Neurology Framework Project Team developed a questionnaire to assist in the planning of a carers' focused session supported by the PEPI Team. The Duchenne Muscular Dystrophy Team ran a focus group with five patients to raise awareness of anticipatory care planning.

Staff gained a great deal from the session in awareness of anticipatory care planning, how to explore this with patients and how patients with Duchenne Muscular Dystrophy can contribute through focus groups. The patients also reported an increased awareness of the concept of anticipatory care planning and the difference this can make to their lives.



The way the carers have continued to engage with us in the planning of the session has been really surprising but incredibly positive... It has also allowed us to plan information sessions which cover all of the topics carers really want information on. It's been such a positive experience.👏

Susan Dillon

Smoking Cessation Glasgow City HSCP: Understanding Service Satisfaction

In response to the COVID-19 pandemic the Glasgow City Smoking Cessation Service was moved online and a short client satisfaction survey was developed covering topics such as contacting the service, support received and any suggested improvements. This work captured feedback from **90** people which supported the remobilisation of the service through 2022/23.



West of Scotland Mother and Baby Unit: Evaluating their MDT Approach

The West of Scotland Mother and Baby Unit (MBU) is a regional six bedded unit hosted on the Leverndale Hospital site. The unit works with mothers to improve the person centredness of their care. The team began by developing a short patient questionnaire to be used with mothers to understand their current experiences of care and begin to evaluate changes in experiences as they adjusted their approach to better meet the needs of patients.

The team carried out approximately **50** patient interviews with feedback used to refine the process and provide reassurance to staff that they were delivering effective care.



Feel able to speak to doctor - not too many people



Listened to what I wanted... involved family and invited them



Less patient distress... person centred, inclusive, compassionate

Changes were aimed at ensuring the patient voice and experience was routinely at the heart of MDT conversations. The project provided the team with the opportunity to listen and use patient feedback to make a positive change in the delivery of services and the team shared how positive an experience it was to directly engage with people to improve service delivery.



Starting Solids Service Glasgow City HSCP: Improving Information Sharing

The Starting Solids Team developed a survey that was shared via social media to provide people the chance to share what information they felt was helpful and what could be improved. The team received **41** responses to their survey, which helped them to refine the information they provide parents and has encouraged the team to explore how they can use engagement to co-design other parts of their service in the future.

Musculoskeletal (MSK) Physiotherapy Outpatient: Digital Feedback Capture

To ensure MSK physiotherapy virtual service was effective patients' feedback was sought through digital surveys. As the service moved back to a hybrid model of care through 2022/23 they looked to embed this feedback tool to ensure they were collecting information about both approaches to care.

Through 2022 the team received **100** responses, with feedback offering reassurance that the team were providing an effective therapeutic service to their patients. The feedback is shared with service staff and discussed at the management meetings to inform service improvements.



Care at the Centre for Integrative Care: Evaluation of Services

The NHS Centre for Integrative Care Team invited patients and carers attending the service to participate in a short survey that asked three questions:

1. Focusing on people's experience of their visit
2. What went well
3. Any suggestions for improvements.

The service received feedback from **262** people while undertaking the survey (September-November 2022). The feedback showed overwhelmingly positive responses, with comments on friendliness and empathy of staff, from receptionist to clinicians.

Alongside the positive feedback, the feedback also captured suggestions for improvements. These have led to positive discussions within the Multi-Disciplinary Team on how to take these forward in a safe and effective manner with some of the topics focusing on:

- Requests for appointment times to be longer
- Changes to allow more time to sit quietly in a room when a group was finished.

Glasgow Royal Infirmary Dietician Service: Pictorial Care Evaluation

In early 2023, Dieticians at Glasgow Royal Infirmary undertook a trial to make it easier for people to share feedback about their service. This trial focused on the use of abbreviated pictorial care measures (image based care measures) across five questions to gather feedback on therapy provided to patients on the major trauma ward.

At the time of writing, the team had received **20** pieces of feedback and are hoping that the development capturing this feedback on an ongoing basis will assist the development of new processes to support complex patient care needs. The team are also hoping to use feedback about care as part of ongoing staff development, celebrating good practice and identifying areas for improvement of patient care.

Chronic Pain Service: Engaging Black and Minority Ethnic Communities

The NHSGGC Chronic Pain Management/Chronic Pain Management Physiotherapy and Diabetes services worked with colleagues in the Equalities and Human Rights Team (EHRT) to engage with **39** people from BME communities across both one-to-one interviews and group discussions. Work is ongoing through 2023/24 with services improvements including improving multi language access and the need for easy-to-understand systems, information and access to services.

Beatson Outpatient Department: Improving Phlebotomy Services

A survey developed to gather the experience of the Outpatient Department was shared with **200** patients. Feedback was received from **140** patients (70% response rate). The feedback from this work led to the team reviewing how they can improve phlebotomy services, communication between clinical nurse specialists and patients as well as potential improvements in accessibility to different areas of the Beatson.

The team are keen to embed this feedback approach on an ongoing basis to track the success of their improvement plan and to help identify continued improvements during implementation.



Queen Elizabeth University Hospital Cardiology Clinic: Piloting Text Evaluation

The Cardiology Team developed a short survey with support from the PEPI Team to capture feedback from patients, carers and relatives about the Cardiology Hot Clinic. This service was a pilot which ran from August 2022 to September 2022. Feedback was captured via Care Opinion and anonymous Microsoft Forms, both were accessed via QR codes placed in clinic areas with **26** people sharing feedback with the team.

Feedback from this highlighted that **96%** of respondents rated the clinic as 'excellent'. However, patients also shared areas for improvement, particularly in relation to difficulties in finding the clinic space. Feedback also highlighted communications and appointment letters as an area of potential improvement with people highlighting a mismatch between the clinic name in appointment letters with the signage on site. The clinic team shared how valuable the patient feedback was in ensuring that they were delivering an effective service and enabling them to take forward changes to help future patients access and experiences.

Queen Elizabeth University Hospital: Frailty at the Front Door

The frailty at the front door service in the Queen Elizabeth University Hospital worked with patients to co-design this new service with patient input and experiences from the start. The team carried out **10** qualitative face to face interviews with patients alongside **80** lighter touch contacts for feedback to understand and review how the service was developing.

The team shared the benefit this engagement brought in shaping the service, with patients picking different aspects of the service to improve or celebrate in comparison to staff. Feedback mostly focused on the environment, with the bare walls, the long "scary" corridors, and there being nothing to do while in the service as the main considerations. The team continued to work with patients to make a number of changes, including a large mural, a variety of art and pictures in the rooms, alongside the use of iPads for entertainment and memory boards. This has created a much more welcoming environment for patients and supported the importance of ongoing feedback amongst the team.

eHealth: Developing an eMedicines Citizens Reference Group

A Citizens Reference Group for the eMedicines Programme was developed to engage, organise, facilitate and support direct citizen input to a range of eHealth programmes with an initial focus on prioritised patient medicines processes.

The first meeting of this group took place in early 2023 with **13** people in attendance who were able to contribute their experiences to shape the work of the team, with plans to meet quarterly throughout 2023. Feedback captured on the patient experience of current processes has helped influence the design and prioritisation of the next stages of the eMedicines programme.

Larkfield Physiotherapy Team: Using What Matters to Me to Improve Practice

The Larkfield Unit Physiotherapy Team used "What Matters to Me" style questions to capture feedback from inpatients, community patients and to trigger staff conversations about their service. This work is ongoing, with responses displayed anonymously on the ward, and used by staff for review and consideration at team meetings. The team currently have **15** 'what matters' statements shared, with feedback captured through this approach being valuable in supporting the team to deliver a person centred approach to care, placing what matters to patients at the heart of service delivery.



Health Screening Programme: Working with BME Voices to Improve Uptake

The Equalities and Human Rights Team aimed to both increase awareness of screening programmes for adults, while also identifying barriers faced by the BME community in accessing screening programmes.

The team reached **471** people through surveys and community engagement events and identified areas of improvements including with communication issues.

NHSGGC Adult Neurodevelopmental Service: Co-developing Services

NHSGGC Adult Neurodevelopmental Service Development held a series of three online engagement workshops attended by **53** people in May 2022. The aim of the sessions was to hear the views and perspectives of ADHD/autistic adults, carers and supporters on how we can work with those with lived experience to develop neurodevelopmental services.

The sessions identified some key values and principles that should underpin engagement with ADHD/autistic people, carers and supporters, and representative groups. These were: Openness, Honesty, Transparency, Accountability, Trauma-informed, Flexibility and Equity. Engagement should also be underpinned by a strengths-based approach to understanding ADHD/Autism, inclusive and simple language and commitment to speaking to a wide range of people. Overall, feedback from the engagement sessions indicated that establishing a lived experience group would be a useful structure to support long term engagement and involvement of ADHD/autistic people in the development of services.

The workshops have identified preferred approaches to ongoing engagement and co-production with the ADHD and autistic community to support the development of Adult Neurodevelopmental Services. The service is aiming to establish a Lived Experience group shaped by interested parties who participated in the workshops.





Section 2: Organisation Wide Involvement

This work has been undertaken throughout the year to support NHS Greater Glasgow and Clyde's organisational priorities during 2022/23 to engage with patients, carers and communities across NHSGGC. Examples represent a mix of projects supported by the PEPI Team and those undertaken directly by services across NHSGGC.



True involvement necessitates active and ongoing engagement with patients, service users, carers, and communities. Throughout this year, teams across NHSGGC have worked tirelessly to foster meaningful connections with people to help shape how we deliver our services. The examples showcased in this section highlight the collaborative efforts of teams and services across NHSGGC to support the delivery of healthcare for the communities of NHS Greater Glasgow and Clyde.☺

Sandra Bustillo

Director of Communications and Public Engagement



NHSGGC Unscheduled Care Team: Understanding A&E Access

In October 2022, the PEPI Team undertook a project to better understand the patient experience and service access pathways for Emergency Departments (ED), referred to as Accident and Emergency (A&E).

Following attendance at A&E, patients were offered the chance to give feedback via a survey using a text message based approach. Relevant patients that had accessed the service were identified with support from the Information Management Team, with **1,112** sharing their experiences.

This was the first time that a text message based survey had been used to evaluate a NHSGGC service, and we also understand it to be the first time used in Scotland. The use of text messaging to evaluate ED services provided an opportunity to capture feedback quickly and directly from relevant patients and is a valuable new tool for capturing targeted feedback from patients to understand their experiences and inform service delivery.

Of those sharing their experiences, **65%** stated they were satisfied with the care they received when accessing our Emergency Departments, with only **17.5%** stating they were dissatisfied (and the remainder sharing neutral satisfaction).



The wider feedback captured from the survey on use is currently being used by the Emergency Department and the Communication and Public Engagement Directorate to shape messaging and service pathways for patients across NHSGGC. The full report can be found [here](#).

Primary Care Pharmacy Team: Transforming Discharge Medication

A pilot approach to discharge was developed to reduce the wait for medicines upon hospital discharge with a target reduction of two hours. The Primary Care Pharmacy team delivered an ongoing approach to engaging with patients via phone survey and 1:1 qualitative interviews with **12** patients.

The team shared how the project has been a great way to develop the confidence of the team and to develop new skills in public engagement amongst their staff to improve the patient experience.

Feedback received to date has helped the service better support patients through discharge, with the creation of a new medicines discharge administrator role being key to support people to access community support more effectively.

NHSGGC Peer Worker Programme: Vaccinations and Poverty Involvement

The Equalities and Human Rights Team (EHRT) developed and implemented a proposal for community led engagement, working to recruit a peer co-ordinator, **12** peer workers and four volunteer peer supporters through 2022/23 to carry out engagement with peer groups across NHSGGC. Engagement focused on working with third sector partners and community groups to arrange engagement events, (online and face to face) reaching **993** members of the public across **26** sessions.

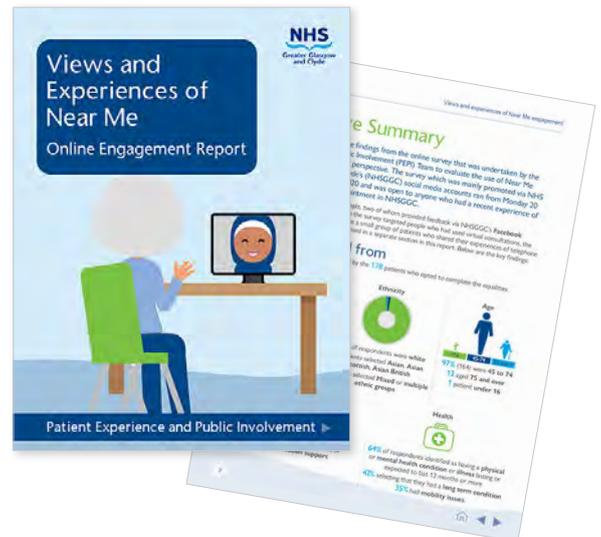
Communities were given a range of information to support better health outcomes while capturing feedback on people's experiences, with peer workers empowered to refer onwards to emergency food supplies, help with rising energy costs, money advice services and more. Key feedback included the provision of information in an additional **19** languages and increasing the accessibility of drop in vaccination clinics and changes to the mobile vaccination bus to support increased uptake.



Flow Navigation Centre (FNC): Evaluating Care via NHS Near Me

The Flow Navigation Centre (FNC) is a nurse led service providing a Virtual Care Pathway to people across NHS GGC. This service aims to provide health advice, self-care and reassurance from nursing staff and avoid unnecessary visits to physical sites.

Building on work carried out in 2021/22 to better understand the patient experience, the PEPI Team refined and embedded the evaluation into the Near Me platform. The FNC sees around 90% of their patients via Near Me allowing a robust routine evaluation opportunity to be provided through this method.



Embedding the survey as an end of call pop up, alongside a change to how staff close a consultation has seen **577** responses received between February and March 2023 with more than **99%** of responders reporting they would make use of the Near Me service in the future.



As a new service, we have been able to gain patient feedback both generally, and at focussed times when we have instigated a planned change of process, to ensure that what we hope will help deliver an improvement for a patient group has in fact done so. We have been able to work with the PEPI Team to develop ways of gaining patient feedback following a virtual consultation. 🟢

Ed Pool, Flow Navigation Centre

NHSGGC Person Centred Care Team: Evaluating Person Centred Visiting

Between August and December 2022 the Person Centred Care (PCC) Team undertook an evaluation of care experiences across NHS GGC.

The team visited **166** wards, speaking with **174** staff and **262** patients and family members. The sample size is representative of approximately 50% of wards within each sector/directorate, mental health service and HSCP.

Using feedback captured from these conversations the PCC Team was able to evidence that four of the five core principles for person centred visiting are well established in areas across NHS GGC. The biggest gap identified was around

the flexibility of visiting times, with a number of versions of visiting time restrictions still in place.

Each sector/directorate has developed a local improvement plan to take forward improvements required and a second phase of evaluation is due to commence during 2023.

Pharmacy Person Centred Care Group: Developing our Frailty Pathway

In June 2022 the PEPI Team worked with the NHSGGC Pharmacy Person Centred Care Group, to produce a survey relating to living with frailty and interactions with pharmacy services. This was sent to the NHSGGC Involving People Network, and received **199** responses to help shape the frailty pathway as it develops. The survey results helped pharmacy acknowledge the interdependencies of frailty with mental health and mobility.

The results were used by senior leadership groups across all sectors to identify local improvements and enable them to share the findings and feedback with all pharmacy team members.

This work has greatly helped the pharmacy services across NHSGGC have a better understanding of patients' views and help shape our services, specifically the frailty service going forward.

NHSGGC Person Centred Care Team: Patient Input to Nursing Note System

During 2022/23 the Person Centred Care Team Digital supported the development of improved Nursing Notes that better meet the needs of both staff and patients. To support this the team worked with both staff and Lived Experience Volunteers (LEV) to carry out User Testing with staff and patients.

The testing was carried out in July 2022 with Lived Experience Volunteers to provide feedback on their experience of being involved in a simulated admission assessment experience.

Feedback from both staff and LEV User Acceptance Testing will be used during 2023/24 to inform the final design and implementation of the Digital Nursing Notes.



Enjoyed and appreciated the opportunity to be involved in the feedback session. Felt it was good to be involved in the process and help to get to the core of the problem. ...Impressed with all the detail. Feel good that our contribution will help other patients. 



National Mesh Removal Service: Understanding Patient Experiences

In 2021 the PEPI Team received a request from the National Steering Group for the National Mesh Removal Service to collect feedback on the experiences of women who have been through the service. The aim was to understand if the service was meeting the needs of those it was developed to support and to help inform future service delivery.

Initial engagement was carried out in November 2021 and as a result of feedback from women who had used the service a number of changes and improvements were made by the service.

A further round of engagement was carried out in June 2022, to assess the impact of these changes. The PEPI Team worked closely with the service to design the patient experience survey which was shared with **55** women who had attended between December 2021 and June 2022. Anonymity was identified as an important factor and all communication with participants, survey analysis and reporting was managed by the PEPI Team to ensure maximum confidentiality, transparency and confidence in the engagement process.

Feedback received was overwhelmingly positive in the second round of work showing clear evidence that changes and improvements made by the service were having a positive impact on patient experience. This follow up work indicated that (in comparison to the feedback in November 2021) positive feedback on communication increased from **50%** to **100%** and positive feedback on the clinic environment, a particular area of concern, increased from **29%** to **96%**.



At my first appointment it was rather overwhelming. I had about four or five professionals in the room with me. At my 2nd appointment it wasn't like that so I felt more relaxed and not so scary. Everyone was brilliant and I understood what was said to me. Brilliant service!👍👍

The service also actively promotes Care Opinion as an independent route to providing feedback and sharing patient stories. Alongside this use of Care Opinion a third round of formal engagement will be carried out in June 2023. Gathering ongoing patient feedback has been established as a core activity within the service with clear evidence on how it is being used to inform and improve how the service develops.

NHSGGC Public Health Team: Diabetes Pathway Community Champions

A series of events were organised to raise awareness and promote engagement with mainstream services as part of the Diabetes Pathway and to reach out to local people from a range of BME communities.

The Public Health team based at Gartnavel Royal recognised the importance of word of mouth in spreading messages and information. To facilitate this, they worked to recruit **15** female Community Champions to share key messages.

This pilot project led to the team reviewing and updating their materials to provide more robust translation of resources, with the team hoping to expand their community champion's model further. They have also put additional training in place for their staff and external providers on how to work with interpreters and people from different cultural backgrounds.

East Dunbartonshire HSCP: Adult Learning Disability Day Service Engagement

The HSCP worked to involve **100** people in the development of the Learning Disability Day Services through a number of events reaching carers, third sector organisations and staff.

Alongside these events the team conducted individual review meetings, drop in events, visits to community events as well as regular updates through newsletters, online sessions and website Q&A spaces.

This ensured that the new service was designed with the input of those accessing it to help ensure a smooth transition process and positive service user outcomes.

NHSGGC Equalities and Human Rights Team: Deaf Community Engagement

Throughout 2022/23 the EHRT worked with **124** people across a number of group sessions to explore how NHSGGC can improve online interpreting, BSL Engagement approaches and Mental Health services for the deaf community. Findings from this engagement have been shared with services to improve how they deliver services, and better coproduce care for the deaf community.



NHSGGC Corporate Carers Group: Engaging with Carers Services

NHSGGC Corporate Carers Working Group has brought together colleagues from HSCPs, the Third Sector and the PEPI Team to more effectively engage with carers. As part of Carers Week (June 2022) and Carers Rights Day (Nov 2022) **104** people shared their experiences of being or supporting carers. The feedback has supported future phases of this work including recognising the need to further embed carer-friendly practice, and co-design with carers key Equal Partners in Care (EPiC) projects:

- **Friendly Faces** - a pathway which allows patients to have someone accompany them throughout their hospital journey
- **Asked for Help** - a mechanism for people to identify care needs which staff can assist with in outpatient settings
- **A pilot trailing EPiC principles in wards** which enable family, friends and/or unpaid carers to assist with elements of care for the person they support.

The following examples provide insight into the work carried out by partners in HSCPs to involve carers in the development of key strategies.

Inverclyde HSCP: Developing Locality Plans across Inverclyde

Following feedback on previous structures Inverclyde HSCP developed two specific Health and Social Care Locality Planning Groups (East and West) to influence and help shape services in Inverclyde. The Groups are working with the public and key local partners to:

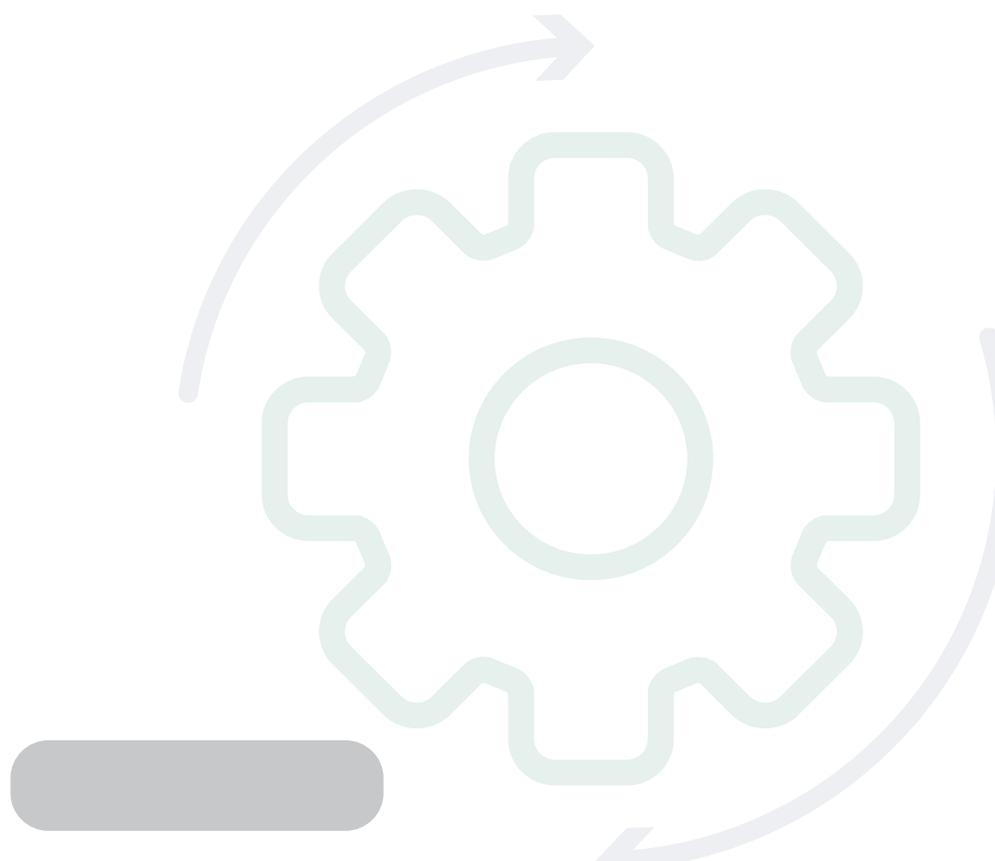
- **Represent local stakeholder groups** in relation to health and social care services to influence, help shape and inform HSCP service planning
- **Provide views** on the development, implementation and review of Inverclyde HSCP strategic plans
- **Be a key partner** in developing and supporting engagement, communication and sharing of information locally to deliver the key outcomes for Inverclyde.

NHSGGC Anticipatory Care Planning (ACP) Programme: Awareness Raising

The ACP Team hosted a number of events and surveys and heard from **94** members of the public. The feedback focussed on ways of raising awareness and promoting anticipatory care planning. The team are developing training for staff alongside the establishment of a number of working groups to drive forward this in partnership with colleagues from across HSCP's, Care Homes, Hospices and acute care to promote ACP to everyone in NHSGGC.

NHSGGC Equalities and Human Rights Team: Learning Disability Engagement

During 2022/23 the Equalities and Human Rights Team worked with people who have lived experience of a learning disability to ensure they are able to influence the work of NHSGGC through ongoing group work. Sessions explored people's experiences of lockdown, and also worked with people to help shape clear and accessible information in an easy to read format. The sessions resulted in the participation of **156** people who were able to share their experiences, influence areas of work, and provide insight into how NHSGGC are improving services and the quality of care over time.





Section 3: Strategy and Policy Involvement

Teams across NHSGGC have worked to engage people in how we develop and implement new strategies and policies.



True progress in healthcare requires more than just listening and learning; it demands the active involvement of patients, carers and families to celebrate and share what is going well and, where needed, drive change. I believe embedding good practice and fostering innovation in involvement, empowers our teams to transform patient care.👏

Prof Angela Wallace
Director of Nursing



NHSGGC Maternity Directorate: Strategy and Service Engagement

Following discussions with the Director of Midwifery the PEPI Team undertook an evaluation of Maternity Service across NHSGGC.

This work captured the experiences of **447** women to help the service better understand the recent lived experience of women accessing services, and to shape the early development of the new NHSGGC Maternity and Neonatal Strategy. A mixed method approach was used, consisting of a digital survey shared on social media, Badgernet alongside face to face clinic interviews on all sites.

The feedback highlighted positive experiences of care alongside insights into what mattered to women about their maternity care. When asked what women would like to see from maternity services over the next five years the following high level core areas were highlighted:



Listening to, and learning from women giving birth, their partners and those supporting them



Providing easy to access and connected digital maternity services



Ensuring a positive pregnancy, making sure you can access the support and advice you need throughout your pregnancy



Providing the right environment for a positive birth and early parenting experience



Ensure people feel able to make informed decisions about their care throughout their maternity journey

Alongside the above areas, women highlighted their desire to see increased use of technology to share information about maternity and how the NHS could improve access to tests, appointments and information through Badgernet or through online ways. We also heard from women praising the human element of maternity services and the appreciation of the time spent, compassion shown and care given by staff. Learning will be used to shape the new maternity strategy with feedback about individual maternity clinics and services shared with teams for local improvements through 2023/24.

West Dunbartonshire HSCP: Developing Health and Social Care Assessments

West Dunbartonshire HSCP undertook a project to ensure people with experience of being involved in health and social care assessments were able to share their experiences and influence the development of new approaches.

A member of staff from each (relevant) HSCP team along with carers and people with lived experience (five people) were invited to join a working group to support the design of the assessment.

Each member of the group was invited to review the sets of questions designed for the new assessment approach and help shape what they felt was 'essential', 'useful but not necessary' and 'unnecessary', directly shaping the develop of this new assessment tool. Learning from this approach was also used to directly involve **six** unpaid carers in a linked piece of work, using their lived experiences to shape services they directly access.

East Renfrewshire HSCP: Collaborative Commissioning of Services

Collaborative Commissioning Events provided an opportunity for East Renfrewshire to work with over **90** partners and the public to explore how we deliver services in the HSCP. This enabled the HSCP to develop a shared understanding of Collaborative Commissioning practice in the delivery of health and social care services.

The HSCP was collaborated with Healthcare Improvement Scotland and Collation of Care and Support Providers in Scotland to collectively identify opportunities for future collaboration and capture learning and improvements to the process.

Health and Social Care Partnership: Strategic Planning

HSCPs across NHSGGC are working with communities to refresh their strategic plans for the next two years. We have included two examples below highlighting engagement undertaken through 2022/23 and how this has influenced the development of strategic plans in Glasgow City and West Dunbartonshire.

Glasgow City HSCP: Strategic Planning

Glasgow City HSCP carried out a series of engagement activities for the Strategic Plan review. Around **70** different engagement opportunities were carried out by the HSCP. Views were provided by **732** people, which directly contributed to the Plan. In addition to this **253** and **176** people respectively provided responses to the pre-consultation and consultation surveys to support this.

West Dunbartonshire HSCP: Strategic Planning

West Dunbartonshire HSCP undertook engagement activities to inform the development of their Strategic Plan for 2023-2026. An initial survey received feedback from **164** people with a mix of carers, patients and service users sharing their experiences. Follow up focus groups were held for communities of interest or geography and were attended by **23** people, with their views contributing to the development of a Strategic Plan for West Dunbartonshire.

Glasgow City HSCP: Coproducting a Domestic Abuse Strategy

The Domestic Abuse Strategy developed in partnership with representation from services across the HSCP (Children's, Adult, Older People, Homelessness and Justice services). The priorities for the strategy were shared via social media platforms and disseminated to people accessing services, staff, key partner organisations, health and social care partners across Greater Glasgow and Clyde, and the public.

The key priorities identified for the strategy were supported by **138** responses.

NHSGGC and HSCP: Carer Strategy Development

Scotland's National Health and Wellbeing Outcomes recognise the importance of supporting carers. The Cares Act 2016 gives all carers rights to an adult carer support plan or young carer statement to identify each carer's personal outcomes and needs for support.

Carer involvement is a key principle of the Act. It is intended to recognise carers as equal partners in care, to empower them with more useful information about the support that may be available to them and to ensure that they can share their caring experiences and knowledge with those responsible for providing support or services.

Glasgow City HSCP: Carer Involvement

To help shape Glasgow City's most recent carer strategy the HSCP carried out engagement with **259** adult carers and **64** young carers. The views and experiences captured were invaluable in shaping the development of the strategy and ensuring that it would meet the needs of cares.

A key development from this work was the need for better horizon scanning to link carer voices into the wide range of engagement and involvement opportunities across Glasgow City. Work plan items focus on how to integrate carer voices into key plans such as the Domestic Violence Strategy, Housing Strategy and HSCP plan, and Children's Integrated Service Plan.



Renfrewshire HSCP: Carer Involvement

Renfrewshire HSCP worked with around **100** carers through surveys, group sessions face to face and online sessions supported by the Carers Centre to help refresh their carers strategy. This engagement helped to confirm the aims and priorities outlined by the existing strategy were still the right priorities and approach for the HSCP.

Throughout the consultation, carers shared that early identification was key to supporting them and this will continue to be the core priority for the HSCP.

West Dunbartonshire HSCP: Lived Experience of Accessing Services

West Dunbartonshire HSCP are currently baselining experiences of accessing services across the HSCP via **18** teams. This approach reached **100** staff and **125** service users and highlighted what's working well and where improvements are required across a number of areas of the HSCP. Individual teams were able to identify and respond to issues faced by those with recent lived experience of their services, alongside a broader analysis of themes which helped identify commonalities across the HSCP.

Glasgow City HSCP: Engaging on a Primary Care Improvement Plan (PCIP)

Engaging with stakeholders was a valuable opportunity for Primary Care contractors, staff and patients to share their thoughts and suggestions for improving primary care services within Glasgow City HSCP and influence the PCIP 2023 – 2026.

During a four month period a range of methods and approaches were used including online and in person meetings, social media surveys, attendance at appropriate Glasgow City HSCP events, pop up stands in health centres (pop up stands were held in Govanhill Health Centre, Gorbals Health Centre and Maryhill Health Centre) where the Primary Care Improvement Team (PCIT) engaged with staff and patients.

Members of the public shared **122** responses which contributed to the development of the PCIP including eight broad recommendations identified that will be used to help shape the final Glasgow City PCIP 2023-2026 (due to be presented in June 2023).

This work is ongoing at the time of writing, but the engagement with the public and wider stakeholders was invaluable to the service in shaping the development of the PCIP.



Next Steps and Reflections

This is NHS Greater Glasgow and Clyde's second annual report for engagement and involvement activity. It demonstrates an increase in activity from across the organisation. It highlights both a wider range of examples, and a wider spread from across NHSGGC and each Health and Social Care Partnership.

Much of this work has informed decisions at local level and corporately to assist the organisation further demonstrate its ability to listen and learn from people's experiences. It reflects the positive active to support the strategic aims with the Stakeholder Communication and Engagement Strategy, and specifically in relation to:

- **Ensuring that the public voice is at the heart of all service planning, improvements, and developments**
- **Achieving the best representative views, comments, and opinions from our diverse communities that we can so that our work is inspired and shaped by people's views**
- **Enabling people to voice their views, needs and wishes and contribute to plans, proposals, and decisions about services.**

The contents of this report provide a helpful way of capturing the ways in which staff have supported the organisational priority to deliver person centred care **“through effective public and stakeholder engagement by ensuring patient and service users' experience is included in the design and delivery of the remobilisation of services”**.



As we take this work forward during 2023-2024, the Patient Experience Public Involvement Team and the wider organisation are focused on key areas to help this move forward. This includes:

New approaches to involvement for corporate and project teams taking a topic based approach to engagement aligned with priority areas, ensuring members of the public and third sector partners are closer to decision making



Ongoing development of staff capacity building and support, ensuring learning opportunities are service led and supportive of a listening and learning culture



Processes to capture case studies focused on patient and carer impact on service design and delivery, and how we effectively share this impact and learning across the health board and wider NHS



An increase in community outreach programme of events and sessions to reach people across NHSGGC, and ensure we build robust relationships with communities while providing the opportunity to effectively engage on the work of the board.



Review of how we capture and report back impact from engagement and feedback, what differences have the public voice made to the work of NHSGGC.



If you have any questions, would like to share your own examples of engagement and involvement, or just want to find out more about the support available please get in touch with the PEPI Team via public.involvement@ggc.scot.nhs.uk or via the webpage: [Public Involvement Staff Resources - NHSGGC](#).

