

## **Incorporating the Patient Voice in Service Development**

### **Individual Patient /Patient Experience**

Assessing patient satisfaction is essential to learn from and improve health services. We use a number of mechanisms to gauge patient satisfaction and ensure that this is then used for continuous improvement and where appropriate redesign services and transformation in line with our strategy.

Strategy development work such as the preparation of Cardiff and Vale UHB's strategy 'Shaping Our Future Wellbeing' involves individual patients and carers sharing their own experiences of our services to inform the shaping of future services, patient pathways, and to identify outcomes that matter to people.

The UHB chair has a programme of continuous engagement with local organisations and community groups, where individuals are encouraged to share their experience of our services and discuss how the UHB is responding to changing needs. Where the group has a specific interest, a representative of the appropriate service area will accompany the Chair to learn from the feedback.

The UHB is frequently involved in events organised by partner organisations which provide opportunities for individuals to share their experience of public services e.g. 50+ Forum, and Third Sector networks.

### **Service Redesign and Transformation**

Patients and members of the public are invited to provide their own views on a range of healthcare services from their individual, to a wider population, and system perspective.

Examples include:

- Strategy development work such as the preparation of 'Shaping Our Future Wellbeing' adopts a co-production approach, providing opportunities for people to work together as people who use our services, staff and partner organisations to shape our strategic direction and identify key service priorities.
- The 'Shaping Our Future Wellbeing: In Our Community' programme continues to use a co-productive approach, involving people from the start in planning and designing community facilities to enable people to have easier access to health and wellbeing services.
- The UHB works closely with the South Glamorgan Community Health Council (CHC) to support a continuous engagement approach on service transformation and remodelling. This includes Clinical Boards engaging regularly with the equivalent CHC Oversight, Scrutiny and Performance Groups.
- Where specific service change proposals are being developed, the UHB works with the CHC to undertake targeted programmes of engagement and/or consultation with the public and stakeholders. These may be run either locally or collaboratively with neighbouring health boards. Recent pieces of work include consultation on the establishment of a Major Trauma Network for South Wales and on the future shape of

Thoracic Surgery Services, and engagement on the future of Vascular Surgery services. The UHB also recently completed engagement on Shaping Our Future Clinical Services, inviting the public, patients, carers, stakeholders to share views on proposals for service transformation.

- The UHB's Stakeholder Reference Group (SRG) provides a regular opportunity for the UHB to test early thinking with representatives from different partner organisations and sectors and for them to help shape UHB plans, service design and delivery.
- The UHB chair has a programme of continuous engagement with local organisations and community groups, where the UHB's vision and service transformation plans are shared and discussed with people from different communities
- The UHB funds a Health and Social Care Facilitator in each of the third sector County Voluntary Councils to facilitate improved working relationships between the UHB and the local Third Sector. A key role of the Facilitators is to encourage and enable third sector engagement in UHB service transformation programmes
- Many of the Clinical Boards (CBs) have developed mechanisms for continuous engagement with service users, carers and other stakeholders including the third sector. These are particularly well developed in the Mental Health CB and the Children and Women CB but there are a number of examples of good practice in other CBs.

### **Engaging in Population Health and Wellbeing**

The UHB engages with the broader community voice with our public service partners to understand and assess population needs as well as health and care needs. The feedback received influences health and care policy via the Regional Partnership Board and the Public Services Boards.

- As part of its obligations under the Wellbeing of Future Generations (Wales) Act, the UHB has to demonstrate its application of the sustainable development principle, one element of which is the involvement of people, ensuring that those people reflect the diversity of the area which the body serves. The UHB's Integrated Medium Term Plan sets out the UHB's Wellbeing Objectives which demonstrate a strategic commitment to engaging and working with our communities and partners to improve health outcomes for everyone.
- The UHB is a statutory partner of the Public Services Boards (PSBs) in Cardiff and in the Vale of Glamorgan. The PSBs engage with a wide range of stakeholders and the public to complete Wellbeing Assessments and develop Wellbeing Plans aimed at improving the economic, social, environmental and cultural wellbeing of its area. The work of the PSBs is underpinned by a commitment to engage with the communities they serve.
- The UHB is a statutory member of the Cardiff and Vale Regional Partnership Board (RPB). The RPB oversees the Population Needs Assessment, inviting individuals and organisations to share views and experience to inform ongoing health and care plans and policies.