

NNUH Patient Panel Annual Review



2023 – 2024



Who we are

A group of volunteers with a range of lived experiences of NNUH services as Patients, Carers and people with a passion and interest in ensuring *the best care for every patient* at NNUH

What we do

Work on behalf of all patients, carers, relatives and visitors in order to improve patient and carer experience in partnership with staff.

Act as the independent and constructive 'voice of the patient/carer'.

Contribute to the continuous improvement of services delivered by the Trust.

How we do it

Each member has a 'portfolio' of involvement activities which harnesses our lived experiences, professional knowledge and diverse backgrounds. Members bring a wealth of this unique mixture, which enriches our contribution to the Trust's and our experience of being partners for improvement.



Welcome to our Annual Review 2023-24

Rosemary Moore, Chair of The Patient Panel

"Welcome to our NNUH Patient Panel annual review 2023-24. As Chair of the Panel I have been proud to lead this team of committed and dedicated volunteers through another year of busy activity and involvement in improvement projects across the Trust.



This report highlights some of the work we have been part of, as well as sharing some of our stories. Our personal stories and experiences of NNUH and the wider health service, gives us unique insights and motivations to volunteer our time freely to work alongside NNUH colleagues to ensure patients and carers voices are heard and acted upon. We also bring our professional and life experiences to add value to whatever endeavours we are part of.

It is also important to thank and acknowledge the support and openness of NNUH colleagues who have embraced the Panel as true partners for improvement. That our lived and life experiences are valued by those we work alongside is evident in the growing breadth of work we are approached to be part of as well as the mutual respect shown."

A bit about Rosemary:

"Having decided to step away from full time work within the NHS I was looking for new challenges and opportunities. I have always been interested in the voluntary sector and was keen to give back to the NHS in some form or another as I had so enjoyed my working life in that arena. An advert in the NNUH Pulse magazine caught my eye and to cut a long story short I found myself duly appointed Chair of, what was then, a non-existent Patient Panel! We have now grown and developed and I find the whole experience of being a Panel member very rewarding, interesting and stimulating.

As a member I get involved in various work streams. Also as Chair I lead the monthly meetings and try to be a point of contact and reference for other members and hospital employees who want to tap into the Panel's expertise on projects.

Personally I feel the Patient Panel has been helpful in getting the patient voice heard. Putting the patient front and centre of all that the hospital does is so important. As well as patients we think about Carers and staff members. They are also such important groups. Happy staff, happy patients! We are a relatively new group and quite small but I like to think we are well respected within the hospital and can contribute in a positive, albeit at times, challenging way. I hope we are helping to make the hospital experience for all as positive as it can be within what can be very difficult individual and personal circumstances."

Our Activity This Year

The Panel's breadth and depth of involvement and engagement across NNUH has grown enormously over the last year. As we have become 'embedded' we have developed our understanding of how best we can be 'deployed' to support and work with clinical and non-clinical staff across the Trust - whether on a Committee, Task & Finish Group or as part of a multi-disciplinary team undertaking audits or improvement projects.

Members' 'portfolios' reflect both the needs of the organisation and Patient/Carer Voices as well as reflecting the passions, interests and expertise of Panel members. This creates a mutual aid and benefit feeling all involved. Positively supporting a shared ambition of working together as described in the Trust Strategy "Caring with Pride" and our commitment to patients that "together we will develop services so that everyone has the best experience of care and treatment."

Check and Challenge – Audits and Assurance Visits

Panel members are key to a number of audits and clinical visits – in particular Patient Led Assessment of the Care Environment (PLACE) and Care Assurance.

At least on a monthly basis Panel members join clinical colleagues to take part in the Care Assurance visits to the wards. Their role in the audits is key to providing a lay perspective on the environmental checks as well as taking the lead in talking to patients and visitors to find out about their experiences and hear their views on the quality of care. This is then fed back to the wards, providing real-time insights and, often, compliments as well as suggestions for change and improvement.

The Panel have been integral to developing and strengthening the way the NNUH approaches the annual PLACE inspection, supporting training additional Patient Assessors to take a leading role on the days of the assessments as well as supporting several 'PLACE Lite' mini assessments throughout the year. These assessments focus on the look and feel of the building, cleanliness, privacy and dignity, how dementia and disability friendly the Trust is as well as the quality of the food.

George joined the Panel in 2022 and quickly identified PLACE and Care Assurance visits as areas he could really contribute to in a positive, hands on way.



"My most regular activities are Care Assurance visits to wards and outpatient departments, which give me a good idea of what the work of the hospital is like at the patient treatment end. I also do Patient Led Assessment of the Care Environment (PLACE) inspections when these take place. Whilst I find it hard to judge what difference I am making I do think the Care Assurance and PLACE work makes a genuine contribution to improvement and change."

A bit about George...

"I initially trained as a photogrammetrist and used aerial photography to make highly detailed maps. With this work I have experience of the UK, the Middle East and Canada. Back in the UK I trained as a teacher and taught English at three comprehensive schools. Additionally, I have worked at times as an Associate Tutor for UEA and Anglia Ruskin University. I trained graduates to be teachers at UEA, and taught modules of an MA course for ARU. I am married, with three married children and five grandchildren (*aged 4 months to 6 years*).

I came to the Patient Panel after reading an article in The Pulse magazine and thought it sounded like a role with interesting and varied possibilities. I already had a volunteer commitment in another organisation, but this appealed so I applied. What I like best about work for the Patient Panel is the opportunity for constructive involvement and collaboration with people."



Rosie Bloomfield, Patient Engagement & Experience Facilitator.

"Our PLACE assessments wouldn't be able to run without the support of our patient assessors. They are key to the success of our PLACE programme and we're extremely proud to have formed a large group of very passionate and knowledgeable PLACE assessors. We are so thankful for the time they volunteer to the assessment.

George is one of our experienced PLACE assessors who has not only been key to the assessment but has supported with the training and been paired with new assessors to help support us grow our assessment in recent years. His approach to the assessment and attention to detail makes him a highly valued member of the assessment team.

Feedback from our PLACE assessment is vital to support continual improvement to the environment our patients receive their care in and involving partners in care is essential to ensure future developments are fit for purpose."



Dementia Support

Shahnaz Asghar

The Trust developed its Dementia Strategy in 2021 and involved a wide range of stakeholders in its development and now implementation and monitoring. The Patient Panel has been integral throughout this process and since joining the Panel relatively recently, in 2023, Shahnaz immediately identified this as an area of work which complemented her passion for outstanding, compassionate care for all.

At the heart of the dementia strategy is holistic, person-centred care and also ensuring the family and Carers of those with dementia are fully recognised and supported for example through the Carers' Passport which enables a patient's main Carer to be with them when needed, supporting with emotional and practical care such as at mealtimes. Being the voice for patients and Carers on this group is an essential part of Shahnaz's Patient Panel role.

"The reason I have been involved in the Patients Panel because I have been always passionate about patients safety. It has been a privilege to be in Patient Panel as member and working and meeting so many amazing people. Bringing direct experience from patient own experience as users of our hospital services to help improve patients care and involvement with lots of activities and sharing and updating information with the group. As I enjoy to be involved I would recommend everyone to get involved and be part of wonderful team."



"The Purpose of the Dementia Strategy Evidence Group is to ensure the delivery of NNUHs Dementia Strategy 2021- 2026 thorough oversight, coordination and direction of the Dementia workstream groups. Having Shahnaz sitting on this group brings a different voice and perspective and enables the group to have patient/public advocacy in the direction of work that we do."

Liz Yaxley, Dementia Services Manager



Infection Control

Infection Control is of major importance to patients. Feeling confident that the NNUH is a clean, safe place to go for care and treatment is a basic and fundamental need for all.

Ensuring that the basics of how the Trust manages and oversees this vital element of patient safety has patient experience and voice at its heart. This means that a key and significant member of the Infection Control Committee has to be a Patient Panel member.

Dawn Cursons, Deputy Director of Infection Prevention and Control -

"The Trust Hospital Infection Control Committee (HICC) meet monthly with the function to prevent and control healthcare-associated infections by setting infection control policy and monitoring practices to reduce these risks.

Having continued support from our patient panel members is invaluable; and Colin, as a HICC member, contributes to discussions regarding future care developments and improvements. Personal experiences as patients and care givers enrich these conversations and we highly value all aspects of Colin and others' involvement.

Patient panel members play a crucial role in actively participating in these meetings, offering an objective perspective, thorough review of policies and a robust evaluation of processes and the reports presented. This engagement ensures that our services are designed to provide the best possible care for our patients."



Colin, Patient Panel member sitting on the Committee

"I have had a wide experience of the NNUH both as a carer and a patient. Some of that has been brilliant, other aspects less so. I became involved with the Patient Panel because I wanted to use my experience to improve the service patients experience. One of my responsibilities as a Panel member is to sit on the Hospital Infection Control Committee which is a privilege and provides me with an opportunity to use the insights I gain from, for example taking part in the monthly Care Assurance visits to wards, to influence and inform Trust policy and processes in this key patient safety arena.

I believe the Panel brings a different perspective to the management of the hospital. Panel members have enquiring minds, diverse backgrounds and experience and a genuine desire to improve the patient experience across all aspects of the hospital."

Improving Experiences for those with Complex Health Needs



Judy Tryggvason came to the Patient Panel following involvement in the Serious Incident process. The opportunity to channel her experiences into making a positive impact and difference were suggested to her via the Family Liaison Officer at the time.

Judy, through her role on the Patient Panel, has brought about changes to how the Trust manages the self-discharge process. In particular, Judy ensured the recommendation from the SI process to 'ensure there is a robust statement within the Discharge Policy and Procedures around self-discharge and the impact of hospital life on patients with Autism Spectrum Disorder (ASD)' was followed through.

"My Family Liaison Officer said "why don't you join the Patient Panel?". I think she had picked up on my ability to think around problems, and suggest solutions outside the box. Together with a larger-than-usual experience of Health and Mental Health services in the area, maybe I could contribute a useful patient's eye view to NNUH workings and procedures, while continuing to push for the changes that were so needed to the Discharge Policy?

That was nearly 3 years ago, and it's been an amazing ride. I had no idea of the scale of the work that goes on to ensure that a Hospital runs effectively, and in the best possible way for its patients. It's not perfect. Nothing is. But the important thing is to have as many checks

and balances in place as possible, to ensure that NNUH is continuously endeavouring to be as good as it can possibly be. And I have been proud to have been part of that process.

And the Discharge Policy? With my eternal thanks to Sarah Higson, Judy Butcher, and Kim Goodby at the Hospital, the new Policy was finally rolled out earlier this year. If I hadn't made the contacts I did through the Patient Panel, I don't think that would have happened."

Judy is now firmly embedded on the MHCC Board, bringing her powerful voice to the Committee, where, as well as the Discharge Policy changes, she has been integral to the development of NNUH approach to the RCRP (Right Care, Right Person) Acute Workstream.

"Giving a patient/public perspective on Hospital Policy and practices can help to guide, and in some cases change, Hospital thinking. It's important that views from outside the organisation are incorporated to ensure a holistic approach to patient care. Also a way to support Staff in all that they do."

Kim Goodby, Director for Complex Health, Safeguarding and Professional Standards

"I have worked with Judy for approximately 2 years, as both a Patient Panel member of the Mental Health and Complex Care Board and as a key member of the RCRP Acute Trust workstream. Judy's support, insight and guidance has been invaluable to me during this time and as a group we are extremely fortunate to have had her expertise, integrity, honesty and humour to guide us. Judy has been an important advocate and champion for our patients and has ensured that those with a lesser voice are still heard and considered during the development of Trust strategies and policies in order to ensure that any potential impact on the most vulnerable in our society are considered and mitigated for. "

Sarah – The View from a New Member



As a Panel we are always looking to welcome new members to swell not just the number but the variety and diversity of voices and experiences.

Why did you get involved in the Patient Panel?

I attended my first Patient Panel meeting in November 2023. Having retired from a career in the NHS earlier in the year, I very much wanted to be part of a group that ensures that the patient's voice is heard and contributes to helping improve our services at the NNUH for our patients.

I have experience both as a patient at the NNUH and also as a relative of a patient.

What do you do as a member?

Since becoming a member, my portfolio is gradually increasing. I attend the monthly Patient Panel meetings; I have become a member of the Clinical Support Services Patient Panel which meets once a month. The speakers are from the many services that make up the CSS Division and we support their improvement projects.

I work with colleagues from Patient Engagement and Experience with respect to the Accessible Information Standards (AIS) Policy and its implementation. For example, reviewing Policy updates.

I have recently undertaken the training for the Patient-Led Assessments of the Care Environment with a view to becoming involved in these assessments from October 2024.

What difference do you think you and the Panel are making?

The Patient Panel is made up of a very diverse group of people who have varying skill sets. Each Panel member brings many qualities and strengths; they all have their areas of expertise.

During Panel meetings various speakers will attend, and I believe they are frequently very grateful for the suggestions, questions and observations that the Panel members make.

Patient Panel members review patient information/posters prior to their publication, giving helpful advice from a patient's perspective.

My contribution has been small in comparison to my other colleagues who have been members for a longer period of time, but I hope that I have already made a small contribution and look forward to getting more involved as time goes by.

Panel Monthly Meetings

The Panel meets monthly for 2 hours. Part of this is to share and discuss individual work areas and also to provide space for key NNUH staff and others to consult, involve and discuss key issues, strategies and plans with the Panel.

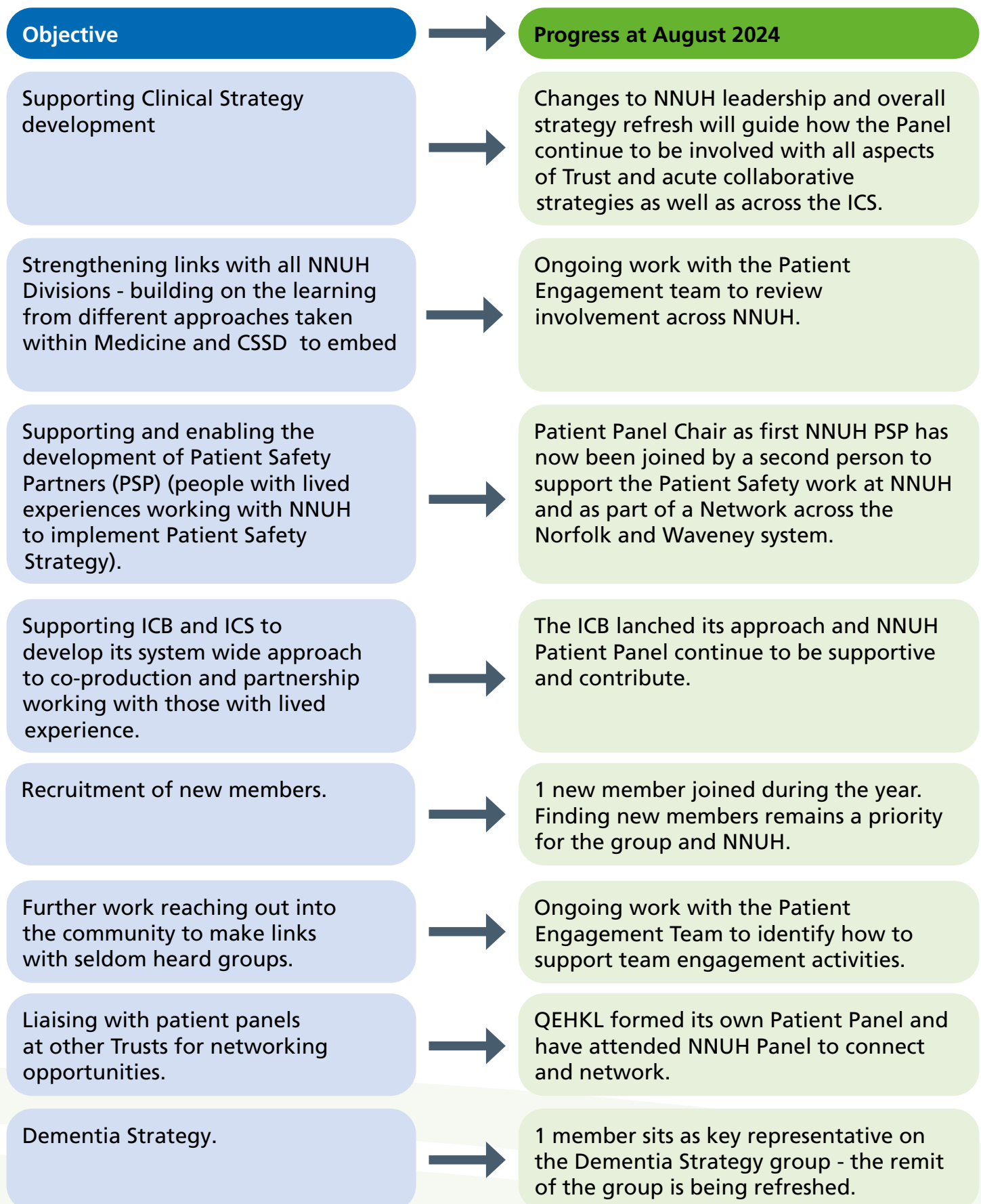
The Panel held 11 Meetings this year – 4 virtual and 7 hybrid virtual/in person.

Topics covered were varied and wide-ranging:

- Review and collaboration to update the Patient engagement & Experience Strategy objectives and plan to 2025
- Review of Caring with Pride Trust Strategy
- Sustainability 'green plan' review and consultation
- Podiatry service improvement and changes discussions
- Cardiology consultation re developing a digital V paper manual – opted for both!
- Quadram Accessibility and signage discussions to help improve access
- Red to Green patient 'flow' and discharge overview and discussions to inform process and ensure patients at the heart of any changes
- Information and invite to be involved in the judging of new DAISY Awards for exceptional nursing care – several members now sit on the judging panel
- Patient Safety Incident response framework – an introduction to the new approach and new Patient Safety Partner role
- Consultation regarding Patient Voice / Worry & Concern quality improvement project (precursor to Martha's Rule roll out)
- Patient Initiated Request to Move Hospital (PIDMAS) – consulted and provided feedback on process development/issues
- Patient Led Assessment of the Care Environment (PLACE) planning and training
- Freedom to Speak Up Guardian – overview and discussion on overlap with experience of care for patients
- 'Escalation' planning – input into the plan for any escalation areas and use of extra beds – ensuring patients and their families experiences were front and centre
- EPR roll out discussions – contributed to project Focus Groups and ongoing engagement with the development of the procurement plans
- Equality Delivery system (EDS) consultation/review of evidence ahead of publication
- Updates and discussions on the impact of ongoing Industrial Action and Trust Performance
- Patient Letters/Information – ongoing review and involvement in improving readability and accessibility
- East Genomic Service Alliance overview
- Children & Young People engagement and new Forum overview

Panel Objectives 2023 – 2025

During the year we have made progress against the key areas we identified to focus in to support the Trust's experience of care objectives:



Patient Panel Members and Portfolios

Each member brings personal, lived and professional, life experiences to their volunteering and the aim is to find a 'good match' – ensuring Trust's patient and carer voice requirements are met alongside personal satisfaction for the Panel member.



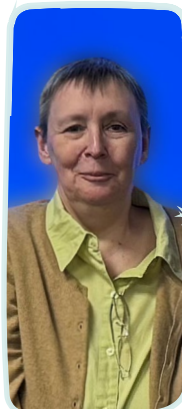
Rosemary Moore - Chair

Patient Engagement and Experience Group (PEEG)
Quality & Safety Committee
End of Life Group
Staff recruitment participation
Complaints redesign and monitoring group
Care Assurance visits



Richard Drew - Vice Chair

Clinical Support Services Patient Forum – Chair
Environmental Arts Project – Chair
Patient Engagement and Experience Group (PEEG)
Consent (acute hospitals joint work) – Committee and Task & Finish groups
Staff recruitment participation
Hospital Infection Control Committee
Complaints redesign and monitoring group
Veterans Group
Patient Led Assessment of the Care Environment (PLACE) Patient Assessor



Eva Zaprel

Complaints redesign and monitoring group
Care Assurance visits
Staff recruitment participation
Equality, Diversity and Inclusion task and finish group
PRIDE awards group
Heart Failure Integrated Board
PP representative on the DAISY Award scoring panel to staff nominated by the patient, family, or carer for patients who have received exceptional care
Melanoma research group at the UEA



John Patman

Digital Health Committees and work streams
Research centre support activities
Virtual Ward



George Mills

Veterans Group
Care Assurance visits
Patient Led Assessment of the Care Environment (PLACE) & PLACE Lite
Patient Assessor
CQC Evidence Group
NHS App and Dr Doctor Communications Development Group



Judy Tryggvason

Care Assurance Visits
Complex Health Board
RCRP (Right Care, Right Person) Acute Workstream
Patient Information Forum Documents Review Group



Lilian Hodgson

Clinical Support Services Patient Forum
Environmental Arts Project (Vice Chair)
PP representative on the DAISY Award scoring panel to staff nominated by the patient, family, or carer for patients who have received exceptional care
Staff recruitment participation



Alan Stephens

Clinical Support Services Patient Forum
Radiology Aged Assets Group
Together Against Cancer (TAC) group
Discharge projects



Colin Jones

Hospital Infection Control Committee
Complaints redesign and monitoring group
Care Assurance visits
Tackling Sexual Harassment in the Workplace Group
CQC Evidence Group



Shahnaz Asghar

Dementia Strategy Group
CQC Evidence Group
Patient Led Assessment of the Care Environment (PLACE) Patient Assessor



Sarah Egleton

Clinical Support Services Patient Forum
Accessible Information Standards (AIS) Policy development
Patient Led Assessment of the Care Environment (PLACE) Patient Assessor



Philip Aldred (new member)

Patient Led Assessment of the Care Environment (PLACE) Patient Assessor

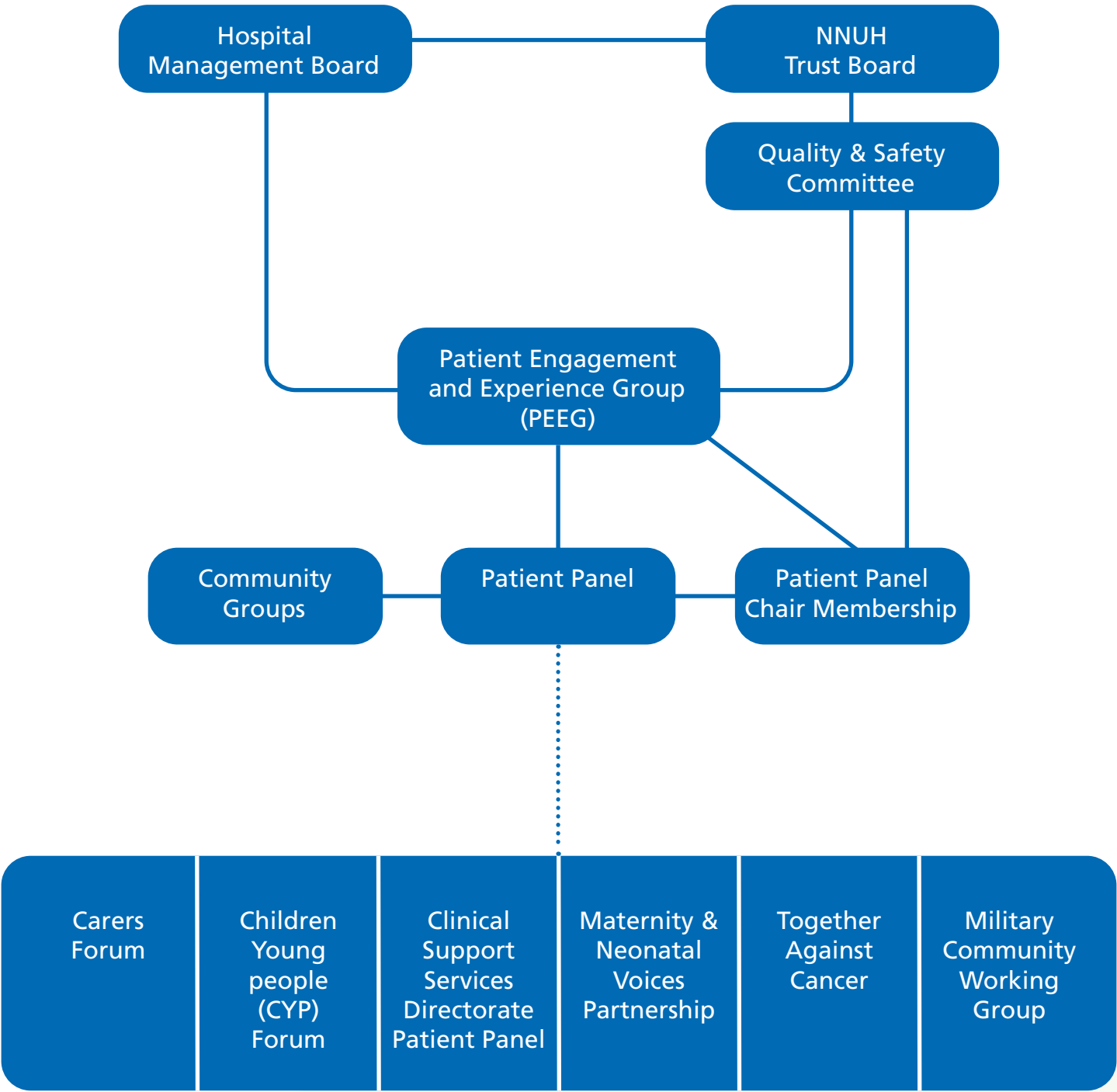


Barry Capon (left during the year)

Carers' Forum
Complaints redesign and monitoring group
PRIDE awards group
Clinical Support Services Patient Forum

Patient Panel governance chart and links to other NNUH Patient/Carer Voice groups

The patient Panel reports into the Patient Engagement and Experience Group (PEEG) which shares updates with the Quality and Safety Committee (Q&S), the Management Board and, ultimately, Trust Board. The Patient Panel Chair is a member of both PEEG and Q&S. View the full governance chart below.





**Reflections and thank you from Rachael Cocker,
Chief Nurse, on behalf of NNUH Trust Board**

"The Patient Panel at the Norfolk and Norwich University Hospital (NNUH) plays an integral role in shaping the quality of care provided by the Trust. Through their dedication, insight, and tireless commitment, they ensure that patient and Carer voices remain at the heart of decision-making processes. Their work has a profound and lasting impact on improving experiences for patients and their families.

I welcome this opportunity to Celebrate the Work of the NNUH Patient Panel. Their invaluable feedback and guidance across a wide range of issues, from service improvements to ensuring accessibility and inclusion make a real difference and impact. Their participation helps bridge the gap between the hospital staff, management, and the community it serves. Through open dialogue, members advocate for positive changes that reflect the needs and priorities of patients and Carers. Whether reviewing policies, suggesting service adjustments, or contributing to new initiatives, their contributions create a culture of collaboration and understanding.

The Annual Review, conducted by the Patient Panel, is a testament to their detailed and rigorous approach. This report demonstrates their ability to critically evaluate performance, celebrate achievements, and identify areas for growth. It captures patient and Carers insights in a meaningful way, offering clear recommendations that often serve as the foundation for strategic improvements. The attention to detail in this review is a hallmark of their work. The Panel invests substantial time and effort to ensure the report is comprehensive, reflective of a wide range of people's experiences, and grounded in constructive feedback. It is not just a reflection of their commitment to improvement but also a clear indicator of their professionalism and compassion.

To the members of the NNUH Patient Panel: thank you. Your dedication to representing the voices of patients and families does not go unnoticed. Your efforts empower others and help to create a hospital environment where care is truly patient-centred. Through your collaboration with staff and stakeholders, you champion the values of accountability, inclusivity, and excellence.

Your work is inspiring, and on behalf of all those who benefit from your advocacy, we express our deepest gratitude for all that you do."

