

**Improving Quality of Care:
the vital role of people's voices – reflections from the
KingsFund and Healthwatch England conference**

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The KingsFund/Healthwatch England Conference - March 2022

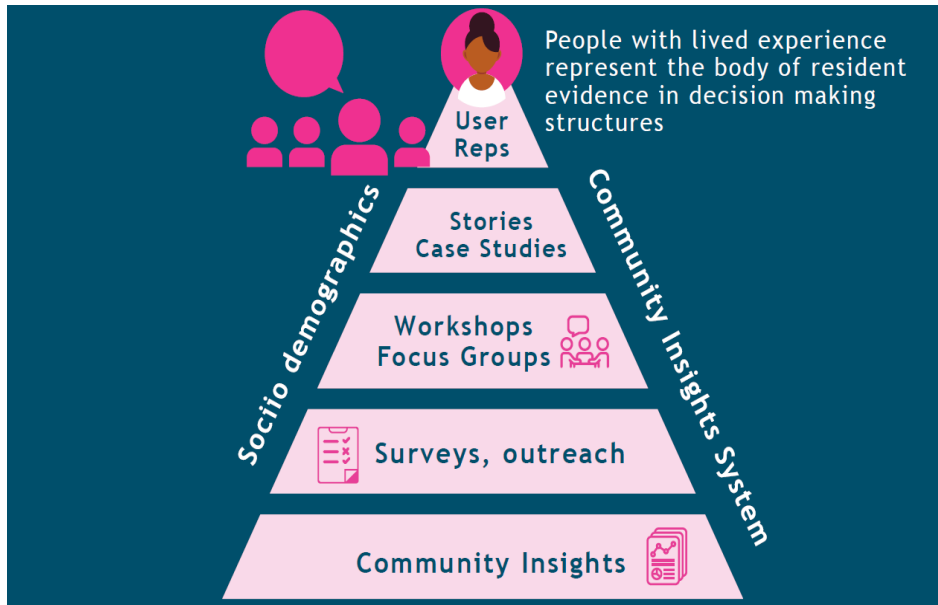
Agenda included:

How to listen well, turning listening into action, improving quality and commissioning through listening to people, people's voice at the heart of governance, user voice to tackle health inequalities

40 Speakers altogether, which included:

- Prof. Stephen Powis, National Medical Director, NHS England and NHS Improvement
- Olivia Butterworth, Head of Public Participation NHS England, NHS Improvement
- Sir Robert Francis QC Chair Healthwatch England
- Clenton Farquharson, MBE, Chair of Think Local Act Personal and Chair of Quality Matters, NHS Assembly
- Jill Morrell, Head of Public Engagement and Involvement, Care Quality Commission

Listening and listening well



- **Listening needs to be undertaken by all** whilst ensuring this is not/perceived as tokenistic.
- **Everyone needs to be listened to** – including our workforce and volunteers
- **Decision-makers being part of engagement** - at an early stage to hear first-hand people's experiences
- **Listening should be part of our culture and practice**
 - Coordinating insight so people only need to tell their story once (North East London Health & Care Partnership – 8 local Healthwatch)
 - Listening to people following their care (Northumbria Healthcare)
- **Listening and acting on what we have heard** - helps to build trust (hard to gain, easy to lose!)



General involvement

- **Language is important**, i.e., what does 'engagement' and 'lived experience' mean?
- **Involving people in shaping our services and plans** at all levels
- **Engage with those who find it hardest to be heard** - How can we hear a greater diversity of voices? (Bolton Community Champions model/One Knowsley)
- **Need to think about the equality/inclusion lens.** – (Healthwatch demographic data workbook)
- Some communities have a high level of mistrust of services, professionals - **Work with advocacy organisations and community leaders**, identify barriers and ask communities for solutions
- **The messenger is as important as the message**
- **Communicating the change** that has happened as a result - segmenting the audience and targeting correct access routes for groups



People's voice at the heart of governance

- Understanding the difference between general involvement and people being part of governance arrangements
- Considering the value of having people being involved
- Identify the support available to enable meaningful involvement:
 - Having an induction plan
 - Having a mentor
 - Paying for expenses
 - Time to digest agenda packs
- Ask charities and people with lived experience to chair/co-chair



Turning listening into action

- People's experiences should be equally weighted with the quantitative datasets
- Understanding and categorising the insight
- Using the insight to help inform an action plan
- Commissioning plans should be written after talking to people
- Demonstrate that we are listening and responding to people (feedback loop)
- Continual process of engagement and dialogue
- Let people know where we can't act and why



How do we embed this in Sefton Partnership - considerations?

- **Baseline** - How willing, ready, and able to share power of decision-making? - do leaders want to embed co-production in the ICP?
- Having some **local indicators** so we can measure progress against the national guidance/local ICB Engagement Strategy
- Explore how the **Healthwatch Integration Index** can support
- **Recruitment** - Appoint leaders/staff who have the set of values - understand the power of listening and acting
- People with lived experience **train and mentor system leaders** (Leadership Dev. programme) - National Voices
- It's everyone's business:
- **-Develop workforce skills** to take part in conversations - Staff trained in listening (Wigan Council)
- **-Aligning with the Values and behaviours and Outcomes Framework** of the Partnership
- Consider investing in the Community Champions programme

Exploring what 'Be More Sefton' means...

Your voice matters to us

West Yorkshire
Health and Care Partnership



We will make our involvement activities more **accessible**.



We want to be **inclusive** so we ask for help to make sure that we are.

Across West Yorkshire, we will be **fair to all**.



We **value** and use your input, expertise and insight.

We will tell you how your involvement has made a difference.

We provide **support** to make involvement easier for everyone.

We build relationships and keep in touch.

We **communicate** with clear, simple and meaningful messages that are open, honest, transparent and timely



We know that **diversity** is a strength so we engage with communities to reach and target people.

We work with voluntary and community groups, and local Healthwatch, to help us do this.



We will plan and design with you and spend public money on **what matters to you**.

We **care**
We **listen**
We **act**



healthwatch
Sefton

You talk. We listen. They act.

December 2021



Resources

- Bolton Community Champions
<https://www.bolton.gov.uk/communitychampions/boltoncommunitychampions>
- Healthwatch Knowsley Community Champions(One Knowlsey)
<https://volunteering.oneknowsley.org/volunteers/opportunity/10185661?searchqs=>

Conference presentations: Day one – Listening well

Northumbria Healthcare NHS Foundation Trust. [Developing a patient and staff focused culture.](#)

Groundswell. [Improving quality of care. #HealthNow](#)

Healthwatch Reading. [Supporting refugees and asylum seekers](#)

Doctors of the World. National Health Advisors. [How to listen well.](#)

Shine Cancer Support. [Are you really listening? Thoughts from a patient perspective](#)

Click [here](#) to access the questions and answer session following this session.



Resources

Conference presentations: day two. Turning Listening into action

Healthwatch Tower Hamlets. North East London Health & Care Partnership. [Turning listening into action.](#)

National Voices. [Improving quality & care: the vital role of peoples voices.](#)

Kidney Care UK. Dialysis transport – [‘we are people, not items to be delivered’](#)

Care Quality Commission. [CQC regulation – driven by people’s needs and experiences of care.](#)

Conference presentations: day three. Integrated listening and integrated care

West Yorkshire Health & Care Partnership. [Long term conditions and personalisation function](#)

NHSEI. [How can ICSs tailor their services to users’ needs.](#)

Picker. [Measuring & understanding integrated care experiences.](#)