

WEST YORKSHIRE PROVIDER COLLABORATIVE



West Yorkshire Provider Collaborative Engagement Event








| | |
|---|-------|
| 1 | _____ |
| 2 | _____ |
| 3 | _____ |
| 4 | _____ |
| 5 | _____ |

Experience Measure Workshop @Sandal RUFC

Wednesday 29th March

1.00pm to 3.30pm

IN-PERSON

| | |
|---|--|
|  | Welcome Lunch |
|  | Introduction to the day and each other |
|  | Workshop 1: What areas are important to be asked about? |
|  | Workshop 2: How should we ask? |
|  | Break |
|  | Workshop 3: How should we feedback? |
|  | Next Steps . . . |

www.yorkshireandhumberinvolvementnetwork.nhs.uk

Contact the team at:
Hnf-tr.involvement.network@nhs.net

West Yorkshire and Harrogate
Health and Care Partnership



Measuring Service User Experience



- ⇒ Steven Dilks (West Yorkshire Provider Collaborative Clinical Lead) commissioned a Task and Finish group to explore the best ways to capture and act on service user experience.
- ⇒ In November 2022 a Task and Finish Group with staff representation of all providers and key stakeholders was created
- ⇒ Literature and best practice nationally and regionally was reviewed
- ⇒ An initial questionnaire to capture the priorities and preferences of service users was designed and sent via Yorkshire and Humber Involvement Network Distribution List
- ⇒ The questionnaires can be seen on page 3 , 14 and 15
- ⇒ The data from this questionnaire was analysed and helped create workshops and meeting agenda
- ⇒ It was decided to hold an in person meeting at Sandal RUFC (with virtual option) for service users and staff to give their thoughts on the process and findings before recommendations were made.
- ⇒ This meeting was our first in-person since covid and attendance was high, as was the energy in the room and appetite to do some work!
- ⇒ You can follow the workshop questions and responses in this



4. I can talk to staff and my care team about restrictions that are placed on me as part of my care

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |
| | | | | |

5. How often would you like to be asked your opinions (tick the one that is best)

- Weekly
- Monthly
- Yearly
- Every 3 months
- I don't mind

Other (Please state) _____

6. What ways do you like to be involved (tick all that you like)

- Questionnaires
- Group discussions
- Your views meetings
- Service user events and workshops
- Being asked your views on services by other service users
- Quality network visits by other services and service users

Other (Please describe) _____

7. Please tell us about an example where you have been asked for feedback and it worked really well.

Thank you for your time!

Please return your completed questionnaires via staff to the Yorkshire and Humber Network

What Next?

Your answers will be looked at confidentially and won't affect your care. There will be a face-to-face involvement event at Sandal Rugby Club too, where all the answers will be looked at and used to co-design a process across West Yorkshire.



Service User Experience Questionnaire

As part of all the forensic services across West Yorkshire we, the Provider Collaborative, are keen to improve how we gain feedback from you about your care. We really want to:

- Ask questions about the things that are most important to you.
- Ask for your feedback in interesting and engaging ways
- Improve services and share those improvements with you in the right way

It would be great if you could fill in the below questions to help us to work together.

1. I feel safe from harm in this service.

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |
| | | | | |

2. Sensitive topics are discussed compassionately with me

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |
| | | | | |

3. Staff understand my personal risks as arising from things that have happened in my past

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |
| | | | | |

Workshop 1

1. The questionnaires were themed as Care/ Safe/ Involvement- are these the right areas we should be looking at?
2. The data from the questionnaires tells us that all questions were rated as equally important... Do you agree?
3. Can you rank your top 3 questions... bronze/ silver/ gold
4. Are there any questions we didn't ask, but should have?

1: All Themes (Care/ Safe and Involvement) were agreed to be the right areas of focus

“These feel like the right areas”

“ We agree with the main 3 areas”

2&3: The data below shows that all questions were rated as equally as important in the questionnaires, we have ranked them and shown the slight differences in scores:

| | | |
|----|--|-----|
| 1 | My care is helping me to improve and move forward | 4.6 |
| 2 | My care is provided at the right time when I need it | 4.6 |
| 3 | My care covers everything about me | 4.5 |
| 4 | My care team (MDT) work well together to support me | 4.4 |
| 5 | I am involved in making decisions about my care | 4.3 |
| 6 | I feel safe from harm in this service | 4.3 |
| 7 | Sensitive topics are discussed compassionately with me | 4.3 |
| 8 | I can talk to staff and my care team about restrictions that are placed on me as part of my care | 4.3 |
| 9 | I can talk openly to staff I trust | 4.3 |
| 10 | I am treated with respect and my opinions are seen as important | 4.2 |
| 11 | There are ways for service users to be regularly involved in all aspects of the delivery of the service and provide regular feedback | 4.1 |
| 12 | Staff understand my personal risk as arising from things that have happened in my past | 3.9 |

We asked on the day if you agreed. You gave star ratings to each question and this is shown below along with your top 3:

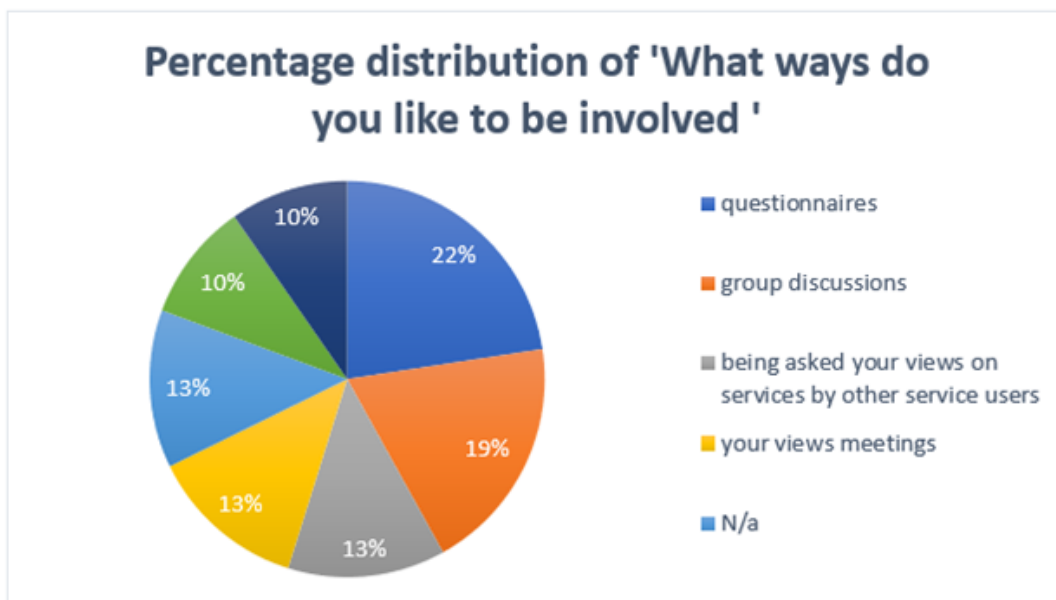
| | | |
|---|---|----|
| My care is helping me to improve and move forward | ★ | 13 |
| My care is provided at the right time when I need it | ☆ | 4 |
| My care covers everything about me | ☆ | 3 |
| My care team (MDT) work well together to support me | ★ | 8 |
| I am involved in making decisions about my care | ★ | 5 |
| I feel safe from harm in this service | ★ | 6 |
| Sensitive topics are discussed compassionately with me | ☆ | 0 |
| I can talk to staff and my care team about restrictions that are placed on me as part of my care | ☆ | 0 |
| I can talk openly to staff I trust | ★ | 5 |
| I am treated with respect and my opinions are seen as important | ☆ | 0 |
| There are ways for service users to be regularly involved in all aspects of the delivery of the service and provide regular feedback | ★ | 7 |
| Staff understand my personal risk as arising from things that have happened in my past | ☆ | 2 |

4. Other Question suggestions:

- After an incident or time of needing extra support did staff spend time with you to reflect?
- The ward environment
- Staffing levels
- Are all your needs being met? Physical, mental, spiritual – tick box for each. If not how can they be met?
- Do you feel clear about your discharge pathway?
- Are you clear about the targets you need to meet to be discharged?
- The service is flexible to my needs
- What are the obstacles/ barriers (To discharge and increasing length of stay/ S17 and getting out, creativity)
- What would make structure on the ward better?
- What could make staffing better? (Agency impact)

Workshop 2

1. The data from the questionnaire tells us that 'Questionnaires and Surveys' are your preferred method of gathering your views- Do you agree?
2. Take a look at the questionnaires we sent- what was good, not so good? How could they be improved?
3. What other methods of having your views heard do you like? Think Creatively.
4. Look at your alternative idea on the table - what are the pros and cons of this idea?



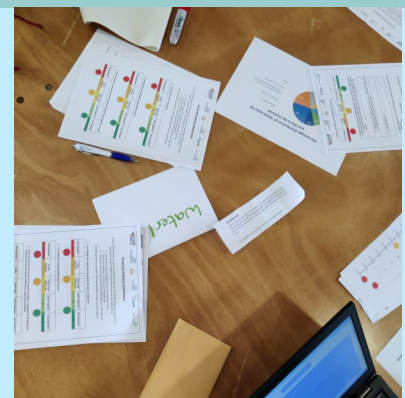
1. There was an overwhelming disagreement with the pie chart .

- It was felt that this is method that people mainly know, the most familiar way to gather views.
- But there are a lot of surveys that get circulated and a lot of survey fatigue.
- “People just fill them in and don’t give any consideration to the answers. They aren't meaningful.”
- “I put anything to just get the thing done”
- “we don’t like surveys and questionnaires– talk it through it is more meaningful”

- Never sure where answers go with a questionnaire, would rather have an informal chat.
- There can be a lot of survey's
- What we put doesn't always go to an outcome
- Doing a questionnaire with a worker would be better
- Anonymous surveys mean we can't get direct feedback on what we have said
- **** What is done with the data that is collected? ****
- We would prefer buddying or partnerships, they are more valuable or group discussions with posh coffees, small groups of people who are interested in making change.
- "I do not agree this is the best way"

2. How can the questionnaires be improved?

- ⇒ It was easy to fill in
- ⇒ Prefer shorter surveys
- ⇒ Bullet points
- ⇒ Free text to explain our answers
- ⇒ Qualitative better than quantitative
- ⇒ 'my view doesn't fit in a box'
- ⇒ Good use of colours
- ⇒ "We put paper surveys on a tablet- we prefer technology"
- ⇒ There is no where for extra comments after ratings
- ⇒ Breaking up the questionnaires is better than one long one
- ⇒ This format can be improved with open answer questions and comment boxes
- ⇒ Wording is good- they are not repetitive
- ⇒ Every 6 months for a questionnaire is enough
- ⇒ The colours look good but it looks quite formal, it would be better if it said in big writing 'Your opinion matters' or 'you can make a change'
- ⇒ A good design for a questionnaire is important
- ⇒ The faces should match



3. What other methods of collecting views do you like?

- ◆ 'You said we did'
- ◆ More than one way– multiple opportunities to feedback
- ◆ Just make the process clear
- ◆ Informal chats
- ◆ Social events
- ◆ Face to face
- ◆ Snacks and drinks available to show value
- ◆ Being thanked for taking the time to do it
- ◆ Coffee morning
- ◆ 'Your views' but less formal/clinical
- ◆ Service user and staff representative to take the lead– having champions / Experts by Experience shows that it is a priority
- ◆ Group discussions
- ◆ Discussions with staff
- ◆ Letters
- ◆ Being visited on a regular basis by external people
- ◆ Chatting through ideas is more meaningful, different areas mixing too to talk things through
- ◆ Task based groups generate more meaningful talk
- ◆ Staff from different areas facilitating community meetings, having less staff and more service users present
- ◆ Less formal meetings– informal right from ward level
- ◆ 1:1's is the best way to ask
- ◆ Ward reps
- ◆ Having a service user representative or peer advocate
- ◆ Having events
- ◆ Having someone external to facilitate
- ◆ Having a liaison person, someone to talk to direct is better than written– allows it to be more personal and flowing

4. What we think of mentoring...

“Feedback from our ‘one voice’ is that people appreciate the time to ‘sit down’ and be listened to”

“We would like a mentor from a different part of the recovery pathway”

“Could there be 2 service users and 1 staff Triangle?”

“Staff could have access to questions/ survey to structure the mentor discussion”

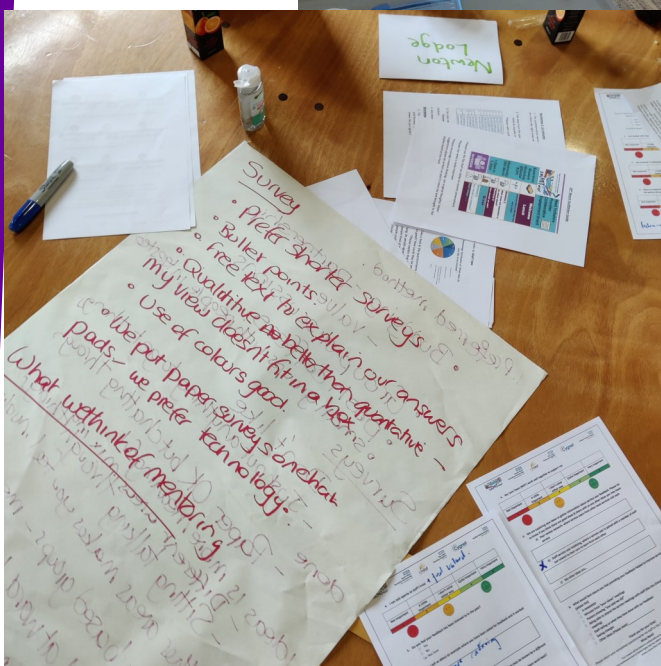
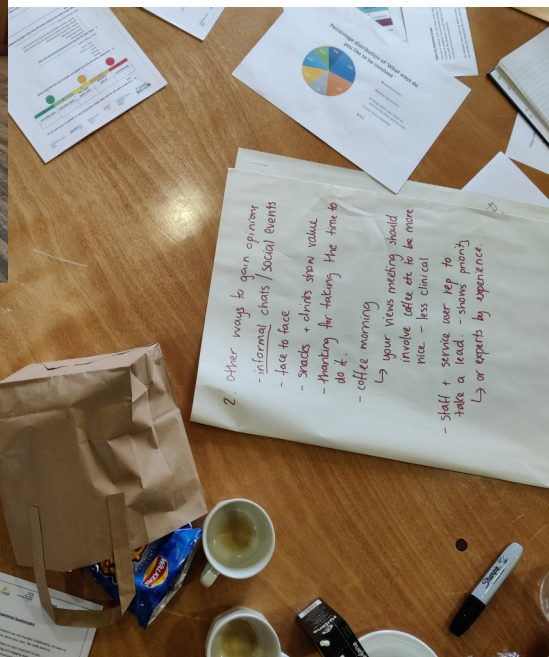
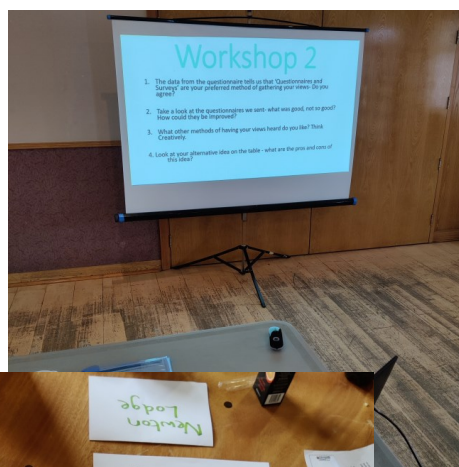
What we think of the Peer Review...

“could be challenging to implement and have people visiting other hospitals due to S17, Risk, Restrictions, Gender etc”

What we think of the Expert by Experience...

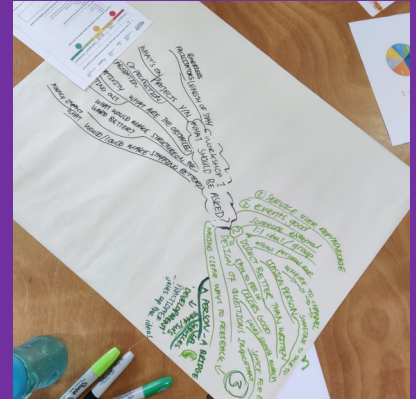
Pros: New perspective , similar experience and encouragement

Cons: May trigger the individual



Workshop 3

1. How would you like to hear feedback?
2. Any examples of what works well already?
3. Could this be done more creatively?
4. How do we know when we have got it right?



1. How would you like to hear feedback?

Posters- 'You said we did'

Newsletter or magazine

Minutes from meetings

Group feedback

Posters on the ward

Come to community meetings in person

One voice meetings

Changes aren't always sustained- need feedback over a period of time or repeated check ins

Informal chats to give quick feedback

1:1 feedback to thank and give outcomes- phone or online

Need for general and personal feedback

If someone has put their name on a survey, speak to them too

Needs to be lots of different feedback mechanisms

Feedback needs to be quick so we can remember the survey we filled in!

Need to capture the difference between listened to and actioned

**Feedback
is really
important**

2. Any examples of what works well already?

'You said, we did'

PowerPoint presentations– sharing good practice– round robins

Newsletters

Community meeting feedback

3. Could this be done more creatively?

Comic Strips

Move away from Microsoft Teams

Media focussed– making a video

Outcomes meetings with involvement reps

An **AGM meeting** to update service users on how all their feedback is used– all reps together

Something fun

Show or performance

Use an activity

Pictorial representation

Flow diagram of where information goes

Needs to be accessible– careful language choice, less formal

External role to lead– internally actioned

Role for a rep with clear role structure and support

Someone to have overview of all ideas and join them up

4. How do we know when we have got it right?

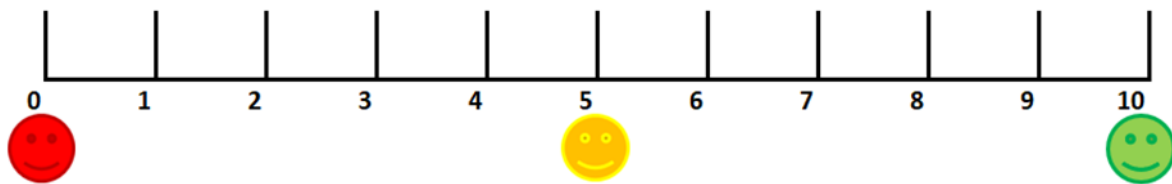
By seeing matters raised improved

Just ask us!

We asked you a *Bonus question*

When you give feedback about service delivery, how listened to do you feel?

We asked you to score on the scale



The Scores can be seen above in this chart.

The score that was most frequently given was **8**

Next Steps

1. Create a Newsletter from all the discussions today
2. The conversation from the day will be reflected back to the Task and Finish Group
3. Recommendations will be made to the WY PC in a written paper
4. We will feedback progress to this group at the next WY PC meeting in September





4. I can talk openly to staff I trust

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |
| | | | | |

5. Do you feel your feedback has been listened to in the past?

- Yes
- No
- Not Sure

6. Please tell us about an example where you have been asked for feedback and it worked really well.

7. We know all services are using 'your view' meetings. *They may be known by a different name

If you have attended one, please tell us in your opinion what makes them work best?

Attended? Yes No

The best your views meetings are when

Thank you for your time!

Please return your completed questionnaires via staff to the Yorkshire and Humber Network

What Next?

Your answers will be looked at confidentially and won't affect your care. There will be a face-to-face involvement event at Sandal Rugby Club too, where all the answers will be looked at and used to co-design a process across West Yorkshire.

Service User Experience Questionnaire

As part of all the forensic services across West Yorkshire we, the Provider Collaborative, are keen to improve how we gain feedback from you about your care. We really want to:

- Ask questions about the things that are most important to you.
- Ask for your feedback in interesting and engaging ways
- Improve services and share those improvements with you in the right way

It would be great if you could fill in the below questions to help us to work together.

1. I am treated with respect and my opinions are seen as important

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |
| | | | | |

2. I am involved in making decisions about my care

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |
| | | | | |

3. There are ways for Service Users to be regularly involved in all aspects of the delivery of the service and provide regular feedback (e.g. about food, activities)

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |
| | | | | |



4. My Care Team (MDT) work well together to support me

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |



5. We are exploring new ideas to gather information about service user feedback. Please let us know if you think these are good ideas & share with us any other ideas you may have:

- Peer review network- where service users from other local services visit each service
- Staff-service user buddying, where a service user is paired with a member of staff not related to their care to learn from each other
- My other ideas are...

6. What would best assure you that providing your feedback helped to improve services (please tick)

- A newsletter
- Minutes from "your views" meetings
- Posters showing "you said we did"
- Being able to attend the service meetings with staff (like the clinical governance meeting)
- Staff telling us what they have done with our feedback
- Seeing changes
- Other ideas (Please state) _____

Thank you for your time!

Please return your completed questionnaires via staff to the Yorkshire and Humber Network

What Next?

Your answers will be looked at confidentially and won't affect your care. There will be a face-to-face involvement event at Sandal Rugby Club too, where all the answers will be looked at and used to co-design a process across West Yorkshire.

Service User Experience Questionnaire

As part of all the forensic services across West Yorkshire we, the Provider Collaborative, are keen to improve how we gain feedback from you about your care. We really want to:

- Ask questions about the things that are most important to you.
- Ask for your feedback in interesting and engaging ways
- Improve services and share those improvements with you in the right way

It would be great if you could fill in the below questions to help us to work together.

1. My care is provided at the right time when I need it

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |



2. My care is helping me to improve and move forward

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |



3. care covers everything about me (my religion, culture, family etc) not just my diagnosis

| | | | | |
|---------------|--------------------|-------------------------|-----------------|----------------|
| Not Important | A Little Important | I don't mind either way | Quite Important | Very Important |
| 1 | 2 | 3 | 4 | 5 |



If you would like to answer any of the questions in this newsletter please send them to the Network email, contact us through our website [Yorkshire And Humber Involvement Network](#) – [Welcome](#) or ask a member of staff to email us your responses! We can also pass on queries to the West Yorkshire Provider Collaborative too.



Thank you

SEE YOU SOON