

# Patient Public Involvement (PPI) Policy

## What is PPI?

PPI means putting patients and public at the centre of all that we do. It encourages the active participation of patients in their individual care and treatment. It gives local people a say in how services are planned, developed, delivered and evaluated at Nottingham University Hospitals NHS Trust (NUH)

## Why do PPI?

So staff, patients and public can work together to improve patient experience  
It is a legal requirement.



## Who are patients and public?

In the PPI Policy, the term 'patients and public' includes patients, other service users, carers, families, patient advocates, Foundation Trust (FT) members, individual members of the public, groups, communities. Depending on what we are looking to achieve, we may involve different groups of the 'patient and public' at different times

Staff will put patients and public at the centre of all they do. Staff need to enable patients and public to feel safe, cared for and confident in getting involved by:

## Individual Participation

- Jointly setting goals with individual patients for their care and treatment.
- Encouraging patients to get involved in their care by promoting the 'How to get involved in your care' guidance for patients available in bedside folders and posters/cards in wards and departments
- Promoting a self-management approach (as appropriate) so patient care and treatment plan supports patients to develop the knowledge skills and confidence to manage their own health
- Asking patients if they want staff to involve their carers, in their care

## Public Participation

- Ensure the patient, public voice is heard and listened to
- When involving patients and public, identify how the involvement is going to affect the service and influence decision making
- Plan involvement activities, set objectives, create a plan and a budget
- Communicate to all those involved
- Report record and evaluate the involvement

## Collecting and Using Insight and Feedback

- Ask patients and public views on the service they provide through a range of different mechanisms e.g. through Friends and Family Test, national, local surveys, complaints, compliments and feedback received via social media and websites such as NHS Choices and Patient Opinion
- Use feedback to improve patient experience
- Feedback to patients and public the outcomes of their feedback/involvement
- Monitor and evaluate PPI activity

There are many different ways in which patients and public might get involved in NUH depending upon their personal circumstances and interest. Staff will encourage involvement by:

<b>Devolving</b>	Placing decision-making in the hands of patients and public.
<b>Collaborating</b>	Working in partnership with patients and public in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.
<b>Involving</b>	Working directly with patients and public to ensure that concerns and aspirations are consistently understood and considered. For example, partnership boards, reference groups and service users participating in policy groups.
<b>Consulting</b>	Obtaining patient and public feedback on analysis, alternatives and / or decisions. For example, surveys, consultations and focus groups.
<b>Informing</b>	Providing patients and public with balanced and objective information to assist them in understanding problems, alternatives, opportunities, solutions. For example, websites, newsletters and press releases.