

# Patient and Carer Experience

## Five Year Forward Plan (2023 to 2028)

3. Our staff are supported to involve our communities in all aspects of our work.

2. Our strong partnerships enable us to empower communities, address health inequalities and deliver integrated care that meets local needs.



1. Our care is informed by lived experience, involvement and engagement to ensure our diverse communities feel heard, valued and understood.



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# 1.0

## Foreword

Message from our Trust Chair and Chief Executive

**Our communities (patients, service users, young people, carers, family and friends) are at the centre of everything we do. There is no better and more important way of improving services than by listening to what individuals think, feel and experience throughout their care journey and beyond. This Forward Plan will set out how we will listen, support and work together with our patients, service users and carers.**

This is a key Forward Plan that supports the six goals of our organisation. We are delighted to see that this Forward Plan is aligned to these goals including three clear but stretching priorities to ensure we continue to improve the quality of our services. Over the past five years your involvement and engagement in Trust activities has helped us to significantly improve the care we provide to our communities. The Trust is already recognised as a national leader in co-production. Moving forward, we will continue to grow alongside our changing communities and this five year plan will support us to continue on this journey.

We are delighted to introduce our new Patient and Carer Experience Five Year Forward Plan and are committed to meeting the needs of our communities. This Forward Plan has been co-produced with our Board, communities, staff and partner organisations.

We would like to thank everyone who has contributed to developing this Forward Plan.



**Michele Moran**  
Chief Executive



**Rt Hon Caroline Flint**  
Trust Chair



# 2.0

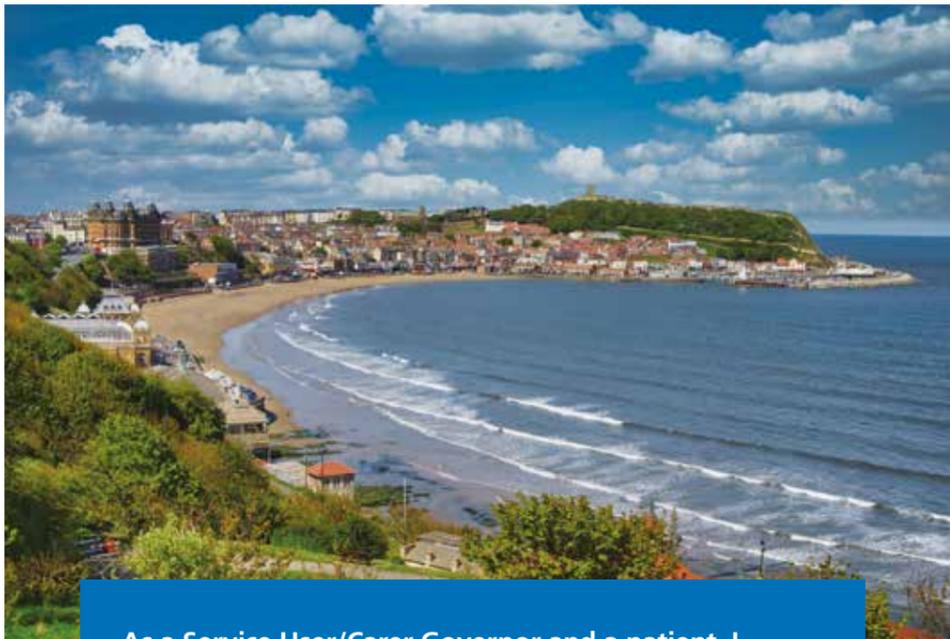
## Opening Remarks

Message from our Trust's Service User/Carer Governors

As a Trust the importance of family and carers is of huge importance in giving the care that they and others need. It gives us knowledge and an insight into a patient that only those closest to the patient understand. Lived experience becomes a key exponent in the understanding of where things work or maybe even do not work. It is an important tool in the way we learn and move forward to ensure patients, families and carers get the best possible care and help.

I am looking forward to working with the Trust over the next few years to support delivery of this valuable Patient and Carer Experience Five Year Forward Plan, to ensure that families and carers have a voice, are listened to and their feedback is acted upon so together we really can make a difference to the care our loved ones receive.

**Anthony Houfe**  
Service User/Carer Governor



**As a Service User/Carer Governor and a patient, I am passionate about improving services within the Humber Teaching NHS Foundation Trust. I have been working with patient/carers charities for about 15 years and will use all that experience plus a listening ear to work with this Forward Plan and its goals.**

We are on a journey which changes and improves each year, but the main focus is always the care of patients, service users, carers, staff, and the community.

Life over the last few years has had to change and adapt at a phenomenal rate to cope with covid and other serious pressures. I have seen how hard everybody has worked within the Trust to accommodate the necessary changes. I also pledge to work towards the goals in our new Forward Plan. Therefore, I endorse wholeheartedly the new Patient and Carer Experience Five Year Forward Plan (2023 to 2028).

**Marilyn Foster**  
Service User/Carer Governor



# 3.0

## Introduction

Working in partnership with patients, service users, families, carers and staff (co-production) is the best way to ensure our services meet the needs of our communities. We are proud to deliver services which support people across their life course, working in communities across the Humber and North Yorkshire. Our communities are at the heart of everything we do, as we deliver safe, patient centred care across mental health, forensic services, community services, primary care and services for children, young people and people with learning disabilities and autism.

In this document we use the word communities to include everyone who either receives our services or cares for individuals who receive our services including; babies, carers, children, clients, customers, families, parents, patients, service users, young people and the general public. It also includes partner organisations in the public, private, community and voluntary sector. We can't achieve our aims in isolation, so our Forward Plan also emphasises the vital importance of developing partnerships and collaboration across the Humber and North Yorkshire Health and Care Partnership area and beyond.

This plan identifies the outcomes we will achieve over the next five years across patient and carer experience, involvement, engagement, equality, diversity and inclusion.

This visual shows our three Patient and Carer Experience outcomes mapped against the Trust's strategic priorities and values.



### Outcome 1 – Our Care

Our care is informed by lived experience, involvement and engagement to ensure our diverse communities feel heard, valued and understood.

### Outcome 2 – Our Partnerships

Our strong partnerships enable us to empower communities, address health inequalities and deliver integrated care that meets local needs.

### Outcome 3 – Our Workforce and Organisation

Our staff are supported to involve our communities in all aspects of our work.

Our aim is to embed cultural change by empowering our communities to become equal partners in developing services that are fit for the future. As well as aligning with our Trust Strategy, this Forward Plan and our commitment to co-production also complement our Social Values report, which showcases the positive impact that we have on the economy, community life, the health of our local population and the environment.

**We would like to thank you for your continued involvement and for helping us make a difference.**

# 4.0

## Looking back on the past five years ...

Here is the journey of our key achievements

**2017-18**

**Patient and Carer Experience Strategy (2018-2023)**  
We developed a vision to deliver our priorities for 2018-2023. The strategy was launched at the 2018 Annual Members Meeting.




**Always Events**  
Two examples include:  
**PSYPHER** – Clients involved in creation of discharge paperwork and are actively involved in the discharge process.

**Townend Court Learning Disabilities Inpatient Unit:**  
"We will always be able to contact people who are important to us 24hrs a day"



**Partnership Working**  
We built stronger relationships with our local community and third sector organisations.  
The Trust introduced the Humber Co-production Network in November 2018.

**Friends and Family Test (FFT) Dashboard**  
A 'live' data dashboard was created enabling staff to view results of Friends and Family Test (FFT) surveys received from patients and carers in real time.



**Patient Stories**  
The Board receives a monthly patient story to build a picture of what it is like to be in receipt of our services.

**2018-19**

**Trust Forums**  
Four forums created to give our communities a voice and the chance to be involved in Trust business.

**4**

**Staff Champions of Patient Experience**  
82% of our teams have a Staff Champion of Patient Experience. Champions are recognised through purple lanyard inserts.  
Over the past year we have seen considerable growth in membership at our forums. The Staff Champions of Patient Experience forum now has 122 champions; all teams now have an identified champion.

**82%**



**2018-19**

**Accessibility**  
**Browsealoud** software installed onto the Trust website. Browsealoud makes information accessible to patients, service users and carers.  
**Interpreter on Wheels** initiative rolled out in mental health services providing one-touch access to professional interpreters on a PC, tablet or smartphone thus providing spoken and visual communication.




**5**

**Hull Pride July 2018**  
The Trust supported its first Hull Pride event in July 2018. Over fifty individuals marched in the parade with the Humber banner and supported our Trust stand.

**2019-20**



**National Films**  
The Trust was very proud to be recognised by NHS Improvement to participate in a series of films to showcase our work in engaging patients and carers.

**Identifying Carers and Offering Support**  
A big push to ensure staff were identifying carers and offering them support by referring to carers support organisations.  
A tool was made available to support clinicians when identifying if a care giver is in stress called the 'Relatives Stress Scale'.






**Involvement in Trust Activities**  
Opportunities available to members of the public to be involved in Trust Activities.

**Involving Patients, Service Users and Carers in Recruitment Framework**  
Co-production of framework to involve patients, service users and carers in recruitment.



**Veterans Offer**  
Veterans Forum created to provide a meeting place for veterans and serving members of the forces, their friends and family members and Trust staff.  
The Trust was awarded Veterans Aware Hospital Status.

**VETERAN AWARE**







**Community engagement to support the Whitby Hospital building enhancements**

The local community have been actively involved in having their say to support the enhancements of the hospital, including; the garden and landscaping, naming the wards, artworks and fundraising.



**Humber Youth Action Group (HYAG)**

The Humber Youth Action Group (HYAG), was co-produced and developed to bring together young people between the ages of eleven and twenty-five to get involved in Trust activities.

**Friends and Family Test (FFT) results – mandatory year on year**

21,946 completed surveys received during the year, 88% of patients had a positive experience of our services.

**21,946**

2020-21

**Covid-19 and changes to the way we work**

Virtual working commenced including hosting all forums via MS Teams and virtual pastoral and spiritual services commenced led by Trust Chaplain.



**Pathway to Support; Supporting families, carers and loved ones following a Patient Safety Incident Booklet**

Co-production of 'Pathway to Support; Supporting families, carers and loved ones following a Patient Safety Incident' booklet.



**Befriending and Signposting for Black, Asian and Minority Ethnic (BAME) Communities**

Funding granted for Befriending and Signposting for Black, Asian and Minority Ethnic (BAME) Communities Role.



**Equality Diversity & Inclusion (EDI) and Inequalities Operational Group**

The Equality Diversity & Inclusion (EDI) and Inequalities Operational Group commenced November 2020.

**Complaints and Feedback**

A rebrand of the Complaints and Patient Advice and Liaison Service (PALS) team to Complaints and Feedback team. During Covid-19 we changed the way we triage complaints, this process now remains to simplify making a complaint, for complainants.

**17**

**Peer Support Workers**

17 Peer Support Workers recruited to work across Mental Health Services inpatient units and community teams across the East Riding. A further 6 Peer Support Workers recruited to support Hull Mental Health Services.



**Patient and Carer Experience (PACE) Development Plans**

Teams were asked to identify a minimum of three Patient and Carer Experience (PACE) actions to implement within their area to embed the PACE agenda.



2021-22



**Panel Volunteer**

A standardised approach developed whereby members of staff include Panel Volunteers on interview panels.



**Armed Forces Community Navigator (AFCN)**

Veterans Forum members developed the Armed Forces Community Navigator role.



**Patient and Carer Experience (PACE) Training Programme**

PACE Training Programme including 8 modules launched in collaboration with the Trust's Recovery and Wellbeing College.

**Co-production logo stamp**

Co-production Stamp was co-produced and developed to add value and recognition to the hard work and support that goes into co-produced work.



**Making Every Member Count Initiative**

**Making Every Member Count Initiative**

Launched to standardise an approach to ensure that members of the public are informed of all the involvement opportunities available in the Trust from their initial contact with our services.



**Patient Experience to Inform Quality Improvement**

Patient Experience to Inform Quality Improvement – "Quality Improvement will support our patient and carer centred vision for a holistic person-centred approach"



# 5.0

## Making a difference

Patients, services users and carers

Our communities tell us that participating in Trust activities and sharing their experiences is rewarding and meaningful to them. Here are some quotes from people we have worked with.

“Getting my message across about my life story is really important when nobody knows about disabled people, they don’t know what we have to put up with. So by being able to get involved and talk about my experience lets people know why it’s so important. I like getting involved because the staff need to know what to do when working with other learners and continue to let us work together”.

**Graham – person with lived experience, Learning Disabilities and Autism Service**

“Joining the HYAG has been a great opportunity to learn about the Trust and the care for young people. It has given me chance to develop my skills and help others. It is exciting to see ideas/suggestions we bring up come to life.”

**Humber Youth Action Group (HYAG) Member**

“It was amazing to be heard and tell our side of the story.”

**Person with lived experience, Mental Health Services Division**

“I’ve really been enjoying being a part of Humber Youth Action Group because it’s such a positive group of people. I have learnt so many things which I can apply to myself or my friends.”

**Humber Youth Action Group (HYAG) Member**

“Personally rewarding and a chance to give back.”

**Person with lived experience, Mental Health Services Division**

“Involvement in Trust activities has allowed me to use my expertise in autism, helping to develop co-production in Humber. This has felt challenging and worthwhile and allows me to work as an equal with Trust staff. As a mental health survivor, now fully recovered, I have benefited so much from being part of the Trust ‘family’, A great life changing experience and a wonderful part of any recovery journey.”

**Andy – patient with lived experience, Learning Disabilities and Autism Service**



### Staff

“

“My involvement with PACE has been both personally and professionally rewarding.

Working for a Trust that values the voices of it’s whole community has meant that I have been able to learn more about how I impact on PACE and also how I can impact upon making things better.

Co-production has been the single biggest learning for me, and is invaluable for us to move forwards.

Listening to how the work that has been carried out has had a direct, positive impact upon peoples’ lives is one of things that makes me proud to be Humber.”

**Marie Dawson, Senior Project Manager, Staff Champion of Patient Experience**

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“Involvement with the Patient and Carer Experience agenda has meant being able to work collaboratively with our clients and their families to better understand how they want to see the service develop.

PSYPHER were one of the early cohorts to become involved with the Always Event programme support by NHS England & NHS Improvements; along with our colleagues and patients within the Learning Disabilities service we were invited to be involved in a promotional video which has been used by NHS England & NHS Improvements in the training for future Always Event cohorts.

It gave our clients the chance to express what the experience had meant to them and how changes were made as a direct result of their feedback.”

**Lesley Kitchen, Team Manager, PSYPHER**

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# 6.0

## How we will know that we have achieved our outcomes

### Outcome 1 – Our Care

**Our care is informed by lived experience, involvement and engagement to ensure our diverse communities feel heard, valued and understood.**

The Trust values the lives, opinions and experiences of everyone and is dedicated to developing services that are right for our communities to effectively meet everyone's needs, whilst addressing health inequalities they may experience. It is so important to make sure that individuals and those who support them are not only included in the care journey to make informed decisions, but are also provided with opportunities to influence, shape and improve healthcare services.



### Outcome 2 – Our Partnerships

**Our strong partnerships enable us to empower communities, address health inequalities and deliver integrated care that meets local needs.**

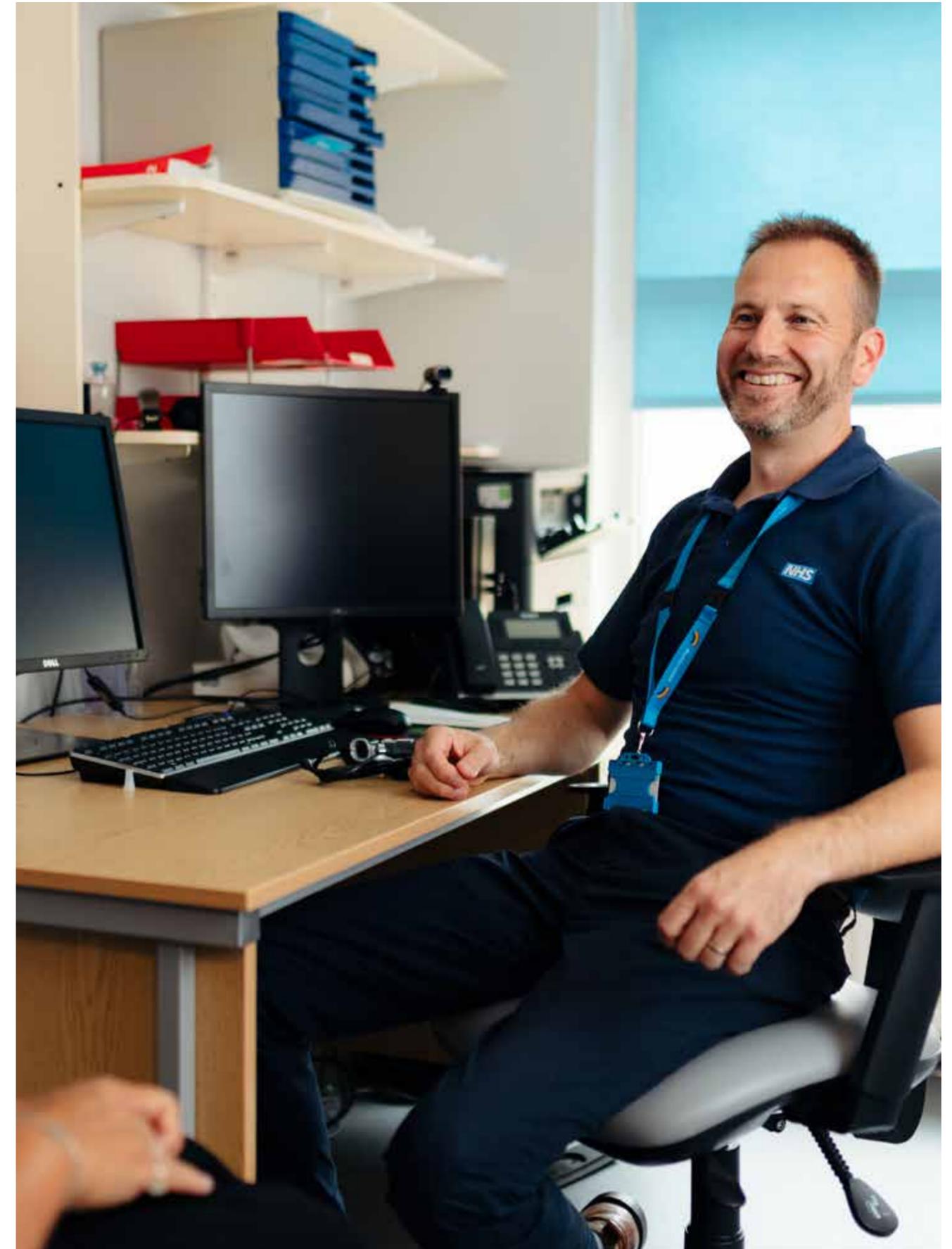
Working together with our partner organisations to further strengthen existing relationships to understand and respond to the changing needs of our communities is a key priority for our Trust. We strive to continually improve our care by building strong alliances with our communities and partner organisations. We break down barriers to address health-inequalities and ensure the best possible outcomes for our patient population.



### Outcome 3 – Our Workforce and Organisation

**Our staff are supported to involve our communities in all aspects of our work.**

A happy workforce who are proud to work for the Trust is key to positive patient and carer experience and engagement. We equip our staff with the knowledge, skills and experience to genuinely co-produce services with our communities. Patient and carer experience and engagement informs our investments in services, estates and technologies to make sure no one is excluded.





# What we will achieve

Trust wide



Goals	Innovating for quality and patient safety	Enhancing prevention wellbeing and recovery	Fostering integration, partnerships and alliances	Promoting people, communities and social values	Developing an effective and empowered workforce	Optimising an efficient and sustainable organisation
PACE Themes	Our Care		Our Partnerships		Our Workforce and Organisation	
	<ul style="list-style-type: none"> <li>Increase the number of identified Patient and Carer Experience Champions and the number of people with lived experience being paid to work together as equal partners with our staff to develop and improve services.</li> <li>Patient information is co-produced as standard across all services.</li> <li>Familiarity and confidence with systems and processes to collect and review feedback is embedded across all services.</li> </ul>	<ul style="list-style-type: none"> <li>Patient experience and engagement leads across the Yorkshire and Humber Health and Care Partnership deliver impact through joint ventures.</li> <li>Organisations within the Engagement Lead network across the Yorkshire and Humber footprint work in an effective and seamless way.</li> <li>Our 'Engagement Twitter' account has an increased following and hosts an optimal number of 'live Twitter chats' on key topics that matter to our communities.</li> </ul>	<ul style="list-style-type: none"> <li>Panel volunteers are included on interview panels for an increased number of patient-facing posts.</li> <li>Staff feel that the training provided by the Trust is aligned to their values, including the mandatory Patient and Carer Experience Training programme for new Staff Champions of Patient Experience.</li> <li>Staff routinely utilise their understanding of the digital inclusion needs of their communities when planning care and designing services.</li> </ul>			

## Children's and Young People's Services



Goals	Innovating for quality and patient safety	Enhancing prevention wellbeing and recovery	Fostering integration, partnerships and alliances	Promoting people, communities and social values	Developing an effective and empowered workforce	Optimising an efficient and sustainable organisation
PACE Themes	Our Care		Our Partnerships		Our Workforce and Organisation	
	<ul style="list-style-type: none"> <li>Young people can access the Youth Recovery College, Humber NHS Cadet Programme and work experience.</li> <li>Lived experience is at the heart of our CAMHS Eating Disorders Service.</li> <li>Mental Health Support Teams are embedded in schools and communities.</li> </ul>	<ul style="list-style-type: none"> <li>Humber Youth Action Group members sit on the Humber and North Yorkshire Health and Care Partnership Youth Advisory Board.</li> <li>Best practice and resources on involving children and young people are used across the Humber and North Yorkshire.</li> <li>We take a one system approach to children and young people's emotional and mental wellbeing across schools and in the community.</li> </ul>	<ul style="list-style-type: none"> <li>Staff are trained in engagement, co-production and involvement of children and young people.</li> <li>Young people know about our Trust and future employment within our organisation.</li> <li>Therapy spaces for children and young people are welcoming, friendly, and accessible to all.</li> </ul>			

## Forensics Services

Goals	Innovating for quality and patient safety	Enhancing prevention wellbeing and recovery	Fostering integration, partnerships and alliances	Promoting people, communities and social values	Developing an effective and empowered workforce	Optimising an efficient and sustainable organisation
PACE Themes	Our Care		Our Partnerships		Our Workforce and Organisation	
	<ul style="list-style-type: none"> <li>Engagement with carers is improved through open events, increased family and friends' engagement and feedback and active participation throughout the division.</li> <li>Patients are supported to access vocational opportunities, including training delivered by external educational providers, and to get involved in Trust activities alongside volunteers, such as running the in-house shop.</li> <li>The Secure Quality Involvement (SeQuIn) tool is embedded as a quality improvement tool and is used across the division as a quality indicator.</li> </ul>		<ul style="list-style-type: none"> <li>Staff and service users are active members of internal and external involvement forums, including an active carers forum which provides feedback to the division to support quality improvement.</li> <li>Shared pathways between community and inpatient services are strengthened.</li> <li>The division delivers on shared engagement plans and actions agreed with the Yorkshire and Humber network.</li> </ul>		<ul style="list-style-type: none"> <li>Service user and carer involvement is always considered as part of service development, policy and practice across the division.</li> <li>All care coordinator staff attend the established, in-house family engagement training as a mandatory requirement.</li> <li>The division has established peer support workers and an established full time involvement lead in post.</li> </ul>	



## Primary Care and Community Services

### Addictions Services



Goals	Innovating for quality and patient safety	Enhancing prevention wellbeing and recovery	Fostering integration, partnerships and alliances	Promoting people, communities and social values	Developing an effective and empowered workforce	Optimising an efficient and sustainable organisation
PACE Themes	Our Care		Our Partnerships		Our Workforce and Organisation	
	<ul style="list-style-type: none"> <li>The role of the addictions "Voice" forum in co-producing patient and carer information is communicated and celebrated.</li> <li>Panel volunteers with lived experience are actively involved in identified areas of recruitment and positive impact statements are collated, ensuring best practice.</li> </ul>		<ul style="list-style-type: none"> <li>An increased number of volunteers/peer mentors share their lived experience within service delivery through roles in Addictions HUBs and satellite clinics.</li> <li>Qualitative and quantitative feedback from the Friends and Family Test and other feedback activities is used to capture patient and carer experience.</li> <li>Evidence of service improvements which support positive patient and carer experience is collected and shared.</li> </ul>		<ul style="list-style-type: none"> <li>Staff Champions of Patient and Carer Experience provide continuous feedback to the clinical management team, which is cascaded to all staff.</li> <li>Volunteer and peer mentor champions within the addictions service provide the power for change, empowering staff and ensuring full recognition of patient and carer experience.</li> </ul>	

## Community Services



Goals	Innovating for quality and patient safety	Enhancing prevention wellbeing and recovery	Fostering integration, partnerships and alliances	Promoting people, communities and social values	Developing an effective and empowered workforce	Optimising an efficient and sustainable organisation
PACE Themes	Our Care		Our Partnerships		Our Workforce and Organisation	
	<ul style="list-style-type: none"> <li>• PACE champions in Scarborough &amp; Ryedale, Whitby and District and Pocklington support the community and the division by sharing their lived experiences to influence improvements to service delivery.</li> </ul>		<ul style="list-style-type: none"> <li>• Volunteers working in community hospital wards and community services teams enhance patient and carer experience by embracing the Patient and Carer Experience Volunteer role.</li> <li>• Qualitative feedback is collected from Friends and Family Test surveys and bespoke surveys to capture positive patient and carer experience.</li> <li>• An increased number of quality improvement charters focus on improving patient and carer experience.</li> </ul>		<ul style="list-style-type: none"> <li>• Staff Champions of Patient Experience provide regular updates on PACE and involvement and engagement activities by reporting into the divisional meetings.</li> <li>• Co-production is embedded in the division through cultural change, so that the patient and carer voice is listened to from the start of any new initiative.</li> </ul>	

## Primary Care Services



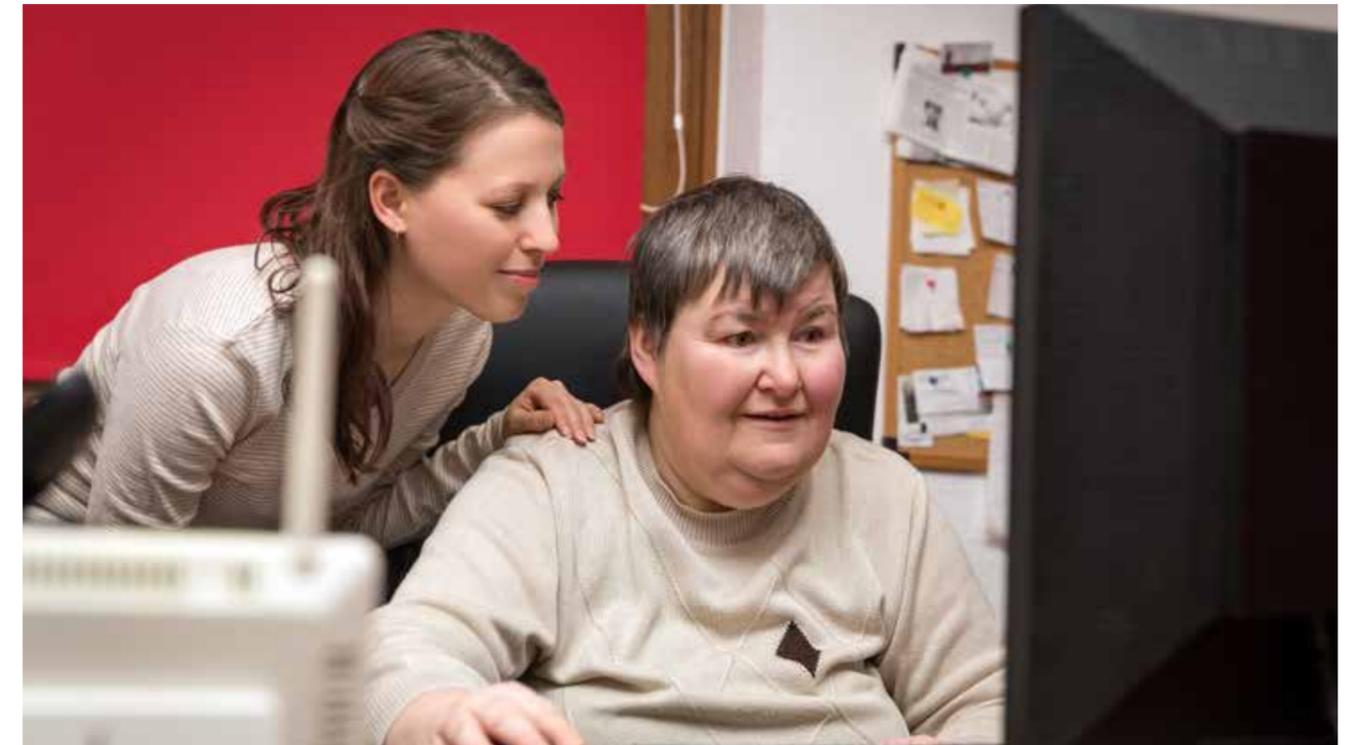
Goals	Innovating for quality and patient safety	Enhancing prevention wellbeing and recovery	Fostering integration, partnerships and alliances	Promoting people, communities and social values	Developing an effective and empowered workforce	Optimising an efficient and sustainable organisation
PACE Themes	Our Care		Our Partnerships		Our Workforce and Organisation	
	<ul style="list-style-type: none"> <li>• An increase in the number of Quality Improvement charters involving patient participation or lived experience contributes to improved patient and carer satisfaction.</li> <li>• Wider participation in Patient Participation Groups maximises community engagement and involvement.</li> </ul>		<ul style="list-style-type: none"> <li>• The Senior Patient and Carer Experience Co-ordinator has strong relationships with Primary Care Networks, Healthwatch, carers' organisations and other local groups.</li> <li>• Standardised and embedded process are in place across all practices relating to the patient and carer experience agenda.</li> <li>• Cultural change embeds patient and carer experience across the Primary Care Networks.</li> </ul>		<ul style="list-style-type: none"> <li>• Panel Volunteers add value to the recruitment process with regards to the recruitment and retention of staff in primary care.</li> <li>• Patient and Carer experience, involvement and engagement is embedded across all GP surgeries.</li> </ul>	

## Mental Health Services



Goals	Innovating for quality and patient safety	Enhancing prevention wellbeing and recovery	Fostering integration, partnerships and alliances	Promoting people, communities and social values	Developing an effective and empowered workforce	Optimising an efficient and sustainable organisation
PACE Themes	Our Care		Our Partnerships		Our Workforce and Organisation	
	<ul style="list-style-type: none"> <li>The number and role of experts by experience in the division is expanded, recognised and celebrated.</li> <li>Cultural change places co-production of inpatient care at the forefront, informing change and having a positive impact on patient and carer experience, including delivery of co-produced work around Reducing Restrictive Interventions.</li> <li>Cultural change increases the amount of co-production taking place across Community Mental Health Services, allowing patients, their carers and families to feel listened to, empowered and involved.</li> </ul>	<ul style="list-style-type: none"> <li>Strong relationships with external partners develop our understanding of the health inequalities that exist within our communities, informing service development.</li> <li>The co-produced Recovery and Wellbeing College strengthens relationships with internal services and external partners such as Public Health and our Local Authorities.</li> <li>Further growth of the co-produced Recovery and Wellbeing College empowers local communities, including communities experiencing health inequalities, to support their own mental health and wellbeing.</li> </ul>	<ul style="list-style-type: none"> <li>Recovery Champions across the division are committed to sharing co-production opportunities and initiatives of the Recovery and Wellbeing College to those accessing the services of Humber Trust.</li> <li>Services across the division see cultural change around the co-production of services, where the involvement of those with lived experience, their families and those involved in their care comes first.</li> </ul>			

## Learning Disabilities Services



Goals	Innovating for quality and patient safety	Enhancing prevention wellbeing and recovery	Fostering integration, partnerships and alliances	Promoting people, communities and social values	Developing an effective and empowered workforce	Optimising an efficient and sustainable organisation
PACE Themes	Our Care		Our Partnerships		Our Workforce and Organisation	
	<ul style="list-style-type: none"> <li>Each Learning Disabilities team completes at least one Always Events improvement standard yearly and rolls out learning to other teams.</li> <li>The Quality Checker programme supports patients and carers to use their own experiences to judge the quality of care &amp; support and give feedback to services.</li> </ul>	<ul style="list-style-type: none"> <li>Patients and carers are engaged planning of services that are delivered as part of Humber &amp; North Yorkshire Health and Care Partnership.</li> <li>Commissioning service specifications promote co-ordinated pathways which ensure access to specialist resources and expertise.</li> <li>Experts by experience co-produce training on the delivery of annual health checks and this approach is firmly established as an integrated way of working with our partners.</li> </ul>	<ul style="list-style-type: none"> <li>Patient and carers are supported to have representation on working groups and boards, to influence policy changes and to recommend changes to the design and delivery of care</li> <li>Co-production work is embedded into everyday activities throughout the division at all levels of care delivery.</li> <li>Patients &amp; carers are key players in delivering Trust Induction to new staff across all services.</li> </ul>			



## How we developed the Forward Plan

To engage and involve our communities in the development of our Forward Plan we needed to ask the following:

- How do you currently engage with us?
- What does good engagement and involvement look like to you?
- How would you like to get involved in Trust activities over the next 5 years?
- Which of the following activities would you like to know more about?
- What would you like us to prioritise over the next 5 years?

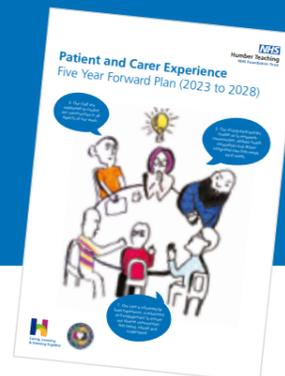
To do this we created a working group including; patients, service users, carers, staff and partner organisations. The purpose of this group was to provide us with their opinions on what should be included in the Forward Plan and how we should give the opportunity for everyone to provide their thoughts and views on the content.

Healthwatch East Riding of Yorkshire worked in partnership with the Trust to draft a Patient and Carer Experience: Five Year Plan (2023 to 2028) survey following discussions with the working group. The survey was sent to communities, staff and partner organisations so that everyone could have their say on the Trust priorities for engagement and involvement over the next five years.



We also gathered thoughts and views from wider communities by attending local events and groups e.g. Hull Pride, Hull and East Riding Lesbian, Gay, Bisexual, Transgender (LGBT+) forum, the Trust's 2022 Annual Members Meeting and the Trust's Patient and Carer Experience (PACE) forums, by sharing the survey link on the Trust's social media platforms including communications to targeted groups and by facilitating virtual workshops with the Trust's PACE forum members including Whitby & District PACE, Scarborough & Ryedale PACE, Hull & East Riding PACE, Staff Champion of Patient Experience and Veteran's forums.

A competition took place to reach out to our communities, staff and partner organisations to design the front cover of this Forward Plan and a 'Plan on a Page' highlighting the key outcomes to be delivered as part of the vision for the Trust's involvement and engagement work over the next five years.



“The Trust would like to thank everyone who has contributed to this Five Year Forward Plan. We would like to say a special thank you to every one of you who has been engaged and involved with the Trust over the past five years and continue to contribute to Trust activities. You all are really making a difference to the services we provide.”

This forward plan is available in alternative languages and other formats including Braille, audio disc and large print by contacting us in the following ways:

**Humber Teaching NHS Foundation Trust**

Willerby Hill  
Beverley Road  
Willerby  
East Riding of Yorkshire  
HU10 6ED

**Tel: 01482 301700**

**Email: [hnf-tr.contactus@nhs.net](mailto:hnf-tr.contactus@nhs.net)**

 [@humbernhsft](https://twitter.com/humbernhsft)

 [@humbernhsft](https://www.facebook.com/humbernhsft)

If you would like any further information relating to the implementation of this forward plan please contact the Patient and Carer Experience Team as follows:

**Humber Teaching NHS Foundation Trust**

Willerby Hill  
Beverley Road  
Willerby  
East Riding of Yorkshire  
HU10 6ED

**Tel: 01482 389167**

**Email: [hnf-tr.patientandcarerexperience@nhs.net](mailto:hnf-tr.patientandcarerexperience@nhs.net)**