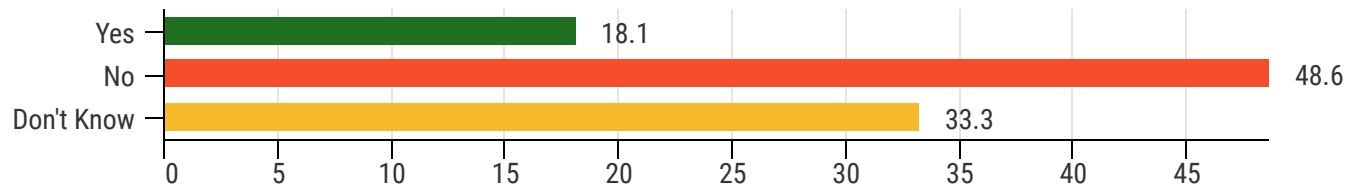
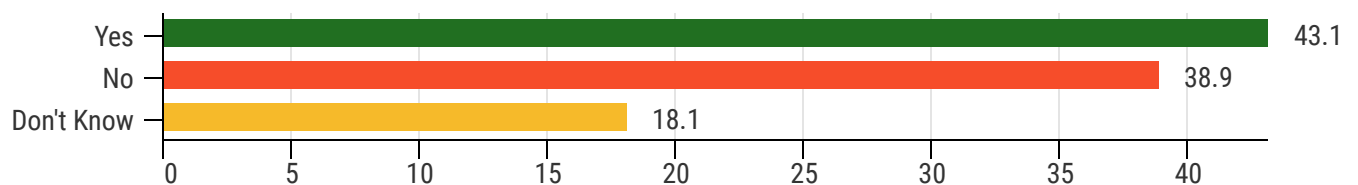


Results of pre-event survey: 94 returns

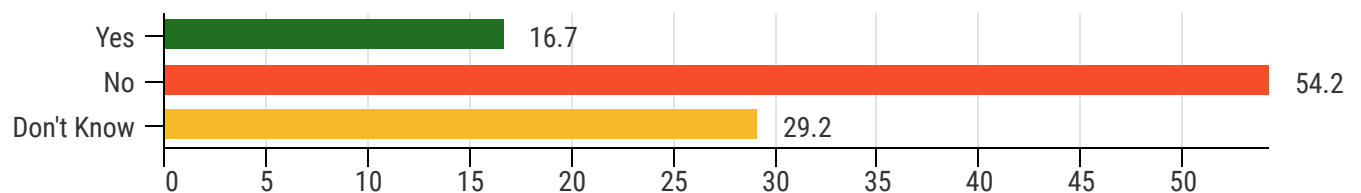
1: Service user and public involvement in clinical audit is embedded in the organisations public engagement strategy



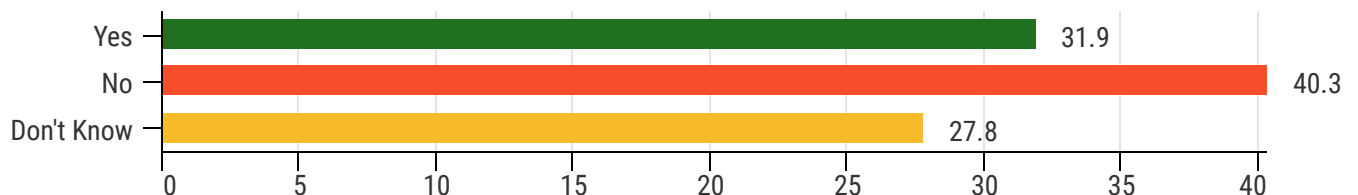
2: The clinical audit programme includes patient-focused projects



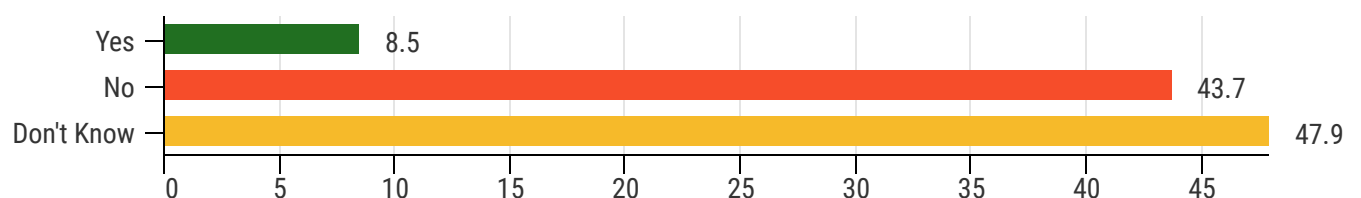
3: The roles played by service users and lay representatives are acknowledged in clinical audit reporting at all levels



4: In deciding which clinical audits should be undertaken, patient and service user priorities are considered



5: The annual clinical audit report (linked where appropriate to the Trust's Quality Account) is presented to patient groups for scrutiny before publication



Briefly, tell us how you have successfully engaged patients in audit and/or quality improvement projects

Answer 1

We met with patient representatives from Fight Bladder Cancer to inform development of patient infographics for cystectomy. This was very helpful. We have attempted to get patient feedback on infographics for nephrectomy and prostatectomy through Kidney Cancer UK and PCUK. This is work in progress.

Answer 2

Usually through our volunteers who are patients or service users and or focus groups including regional groups of users.

Answer 3

QI projects around the environment changes and remodelling (dining room) and food. Parent representative on working party around menu re-design and experience of food and dining at Rainbows. Interviews and feedback events. **[Anne-Marie Murkett, Head of Quality and Governance, Rainbows Hospice for Children and Young People]**.

Answer 4

The head of clinical is a member of the patient experience group and takes draft patient satisfaction questionnaires to the group for consultation. It is not how I would like it to be as in a previous mental health trust I had patient reps who actually undertook the projects, for example a patient collected information on the CPA (care programme approach) and because it was a patient leading it something health care staff never talk about came up as one of the main things we never talk about - relationships and sexual relationships.

Answer 5

This is new territory for our small organisation. We have recently introduced a Service User Voice forum to foster engagement with our service users. We plan to co-work to assist in evaluating some of our services.

Answer 6

Good patient involvement as part of Maternal and Neonatal Safety Improvement Programme QI project, but limited involvement in other audit/QI.

Answer 7

Co-production audit tools. Audit designed to include service user experience survey elements. Engagement with our People Participation Leads (there is one in each of our care groups).

Answer 8

Patient involvement mainly uses surveys either via post or face to face by lay representatives (pre-pandemic), with the clinician looking at the clinical outcomes.

Answer 9

Mainly by patient satisfaction survey. **[Luton Sexual Health, Audit Lead in Bedfordshire Hospitals]**.

Answer 10

We send out questionnaires to patients after their care (with patient's consent). We send out questionnaires to patients after their care (with patient's consent).

Briefly, tell us how you have successfully engaged patients in audit and/or quality improvement projects (continued)...

Answer 11

Many audits are capturing patient experience regarding quality of service. And where appropriate, we invite patients to participate in quality improvement events and initiatives, such as Rapid Process Improvement Workshops.

Answer 12

We have had a patient representative on the CASE team and presented findings of reports to the patient experience group to get their feedback for action plans.

Answer 13

More in QI projects - to design leaflets around making physical health better, making waiting rooms better, reducing waiting times.

Answer 14

We carry out a lot of patient surveys in specific care areas and take part in the national surveys, which are presented and actions agreed. We have recently expanded our use of 'Care Opinion' across the Trust which gives us an opportunity to engage with service users directly, but they still remain anonymous. Where patient stories are flagged as requiring a change we are looking into how that could feed into local audit. **[Jane Moores, Clinical Audit Facilitator, Northern Devon Healthcare NHS Trust].**

Answer 15

Some discussion of findings and recommendations with service user network.

Footnote

Of 94 total survey returns, only 45 answered this question. We have shared the 15 most appropriate free-text responses that highlighted a level of patient engagement in clinical audit. The vast majority of free-text returns in response to this question featured comments such as: 'we have not....', 'we don't....', 'we haven't...' etc.