

<b>REPORT TITLE:</b>	Key learning and Improvements from Trust Board Stories
<b>SPONSORING EXECUTIVE:</b>	Melanie Roberts - Chief Nursing Officer
<b>REPORT AUTHOR:</b>	Jamie Emery, Head of Patient Insights & Involvement
<b>MEETING:</b>	Public Trust Board
<b>DATE</b>	8 <sup>th</sup> May 2024

### 1. Suggested discussion points *[two or three issues you consider the PublicTB should focus on in discussion]*

The Trust Board is committed to learning from actual patient and staff experience. The Fundamentals of Care Framework is based on staff and patient feedback.

Patient, family, staff, or service stories reflect active listening to the real experiences of them. The story enables the Trust Board to learn how problems in care provision affect and impact upon, patients, families and our staff. This enables the Trust to maintain a focus on continually improving patient safety and experience.

This report reviews the last 12 months of Trust Board stories to understand what improvement we have made and what the lessons learnt have been. The report also outlines next steps.

### 2. Alignment to our Vision *[indicate with an 'X' which Strategic Objective[s] this paper supports]*

<b>OUR PATIENTS</b>	- To be good or outstanding in everything that we do	<b>X</b>
<b>OUR PEOPLE</b>	- To cultivate and sustain happy, productive and engaged staff	<b>X</b>
<b>OUR POPULATION</b>	- To work seamlessly with our partners to improve lives	<b>X</b>

### 3. Previous consideration *[at which meeting[s] has this paper/matter been previously discussed?]*

None

### 4. Recommendation(s)

The Public Trust Board is asked to:

- REFLECT** on the Trust Board stories
- NOTE** improvements made and lessons learnt
- REVIEW** and **AGREE** next steps.

### 5. Impact *[indicate with an 'X' which governance initiatives this matter relates to and, where shown, elaborate in the paper]*

Board Assurance Framework Risk 01	<b>x</b>	<i>Deliver safe, high-quality care.</i>
Board Assurance Framework Risk 02	<b>x</b>	<i>Make best strategic use of its resources</i>
Board Assurance Framework Risk 03		<i>Deliver the MMUH benefits case</i>
Board Assurance Framework Risk 04	<b>x</b>	<i>Recruit, retain, train, and develop an engaged and effective workforce</i>
Board Assurance Framework Risk 05	<b>x</b>	<i>Deliver on its ambitions as an integrated care organisation</i>
Corporate Risk Register <small>[Safeguard Risk Nos]</small>		<b>Workforce risks 4480,3831,3576,4575,4326,2625</b>
Is Quality Impact Assessment required if so, add date:		

# **SANDWELL AND WEST BIRMINGHAM NHS TRUST**

## **Report to the Public Trust Board on 8<sup>th</sup> May 2024**

### **Key learning and Improvements from Trust Board Stories**

#### **1. Introduction**

- 1.1 The Trust Board is committed to learning from actual patient and staff experience. The Fundamentals of Care Framework is based on staff and patient feedback.
- 1.2 At each Public Trust Board we have patient, family, staff, or service stories where we actively listen to the real experiences of them. The story enables the Board to learn how problems in care provision affect and impact upon, patients, families, and our staff. This enables the Trust to maintain a focus on continually improving patient safety and experience.
- 1.3 This report reviews the last six Trust Board stories to understand what improvement we have made and what the lessons learnt have been. These will be presented in themes within the report. Annex 1 outlines the stories, actions completed and ongoing.
- 1.4 The report also outlines next steps in relation to the sharing of stories at both Trust Board, it's committees and Group Boards.

#### **2. Themes/learning from Board Stories**

- 2.1 Over the last 12 months the Trust Board stories that have been presented can be categorised in 3 broad categories, patient or family, service and staff. (see Annex1 – overview of Trust Board stories and the learning and action from these)
- 2.2 The themes have primarily been in relation to: -
  - Specialised care improving outcomes.
  - Partnership working for families' benefit.
  - Communication including listening & professional curiosity.
  - Staff development and team support
  - Personalisation of care including support for vulnerable people
  - Fundamentals of care
  - Recruitment for lived experience.
- 2.3 These themes have contributed to the development of projects that progress within the Fundamentals of Care framework. Personalisation of care is a key theme throughout the stories and this is a priority for the year ahead.
- 2.4 The Patient Experience function is now established, providing training and education around personalisation and communication. Patient Experience Group (PEG) oversees

development of the work and is supported by a steering group and Clinical Group governance.

- 2.5 Actions from both Trust Board and its committee stories (see reading room for quality committee story paper & annex) are feedback to PEG so the appropriate individual/ group can action them, improve services and feedback to patients and/or their careers..

### **3 Next Steps**

- 3.1 Over the year ahead the Trust Board will continue to receive stories, two stories to reflect each strategic objective of Patients, People and Population. A dedicated Patient and Public Voice Group is being recruited to in the year ahead to support this and other work.
- 3.2 Clinical Group Boards are also having patient and service stories presented at the start of their meetings.
- 3.3 Given it is a priority objective in Fundamentals of Care from last financial year, a communication skills working group is being established to review and develop the suite of communication and personalisation skills training available to various staff groups across SWB.

### **4 Recommendations**

The Trust Board is asked to:

- a) **REFLECT** on the Trust Board stories
- b) **NOTE** improvements made and lessons learnt
- c) **REVIEW** and **AGREE** next steps.

**Jamie Emery**  
**Head of Patient Involvement & Insights**  
**May 24**