

**PUBLIC**

**BOD 109/2017**
(agenda item: 8)

# Report to the Meeting of the

# Oxford Health NHS Foundation Trust

# Board of Directors

**27th September 2017**

**For information and assurance**

**Patient Experience and Involvement**

**Executive Summary**

This report is a quarterly summary of the feedback received from patients and carers and how we are using this to improve the care provided. It includes an overview of the provisional national community mental health survey results for 2017. There are a number of ‘you said, we did’ examples in the report including a video. Patient involvement in service developments is equally important and the report provides a range of examples of the patient involvement work being undertaken. In addition the report shares highlights around the formal complaints and concerns received, and provides information about introducing a new role, peer support workers, for people with lived experience working alongside clinicians to support patients and their families.

The report is presented in a new format as part of a trial to make the information and report more accessible. The style is in a series of infographics and a video so that the report can be published on the Trust’s internet and shared more widely with clinical staff. Feedback is welcomed on the report format.

**Governance Route/Approval Process**

The Caring and Responsive Quality sub-committee receives a quarterly patient experience and involvement report, last presented on 27th July 2017.

**Recommendation:**

The Board is asked to note the report.

**Author and title:** Donna Mackenzie, Patient Experience and Involvement Manager with the leads in each Clinical Directorate.

**Lead Executive Director:** Ros Alstead Director of Nursing and Clinical Standards