

Patient Focused Training:

Lisa Ayers, HSST Training Programme Director, NSHCS



What is PPI?

What is PPI?

Involving patients and public in design, planning, delivery and evaluation of services, whether they directly use them or have an interest in them



What are the benefits?

- Services can be more responsive to patients' needs
- Opportunity for patients to use services more effectively → improved resource allocation
- Improved public trust
- NIHR Requirement
- Departmental accreditation

PPI Strategy

1. Create a shared understanding of the purpose, value and meaning of PPI in HCS training with trainees and all workplace supervisors and assessors
2. Support trainee understanding of the patient journey and appreciation of the value of the patient experience/voice in designing services
3. Provide a PPI framework for each training programme; providing practical examples for the embedding of PPI

Tools for PPI

Ladder of Engagement

Partnership

Focus groups

Information leaflets



NSHCS



How can PPI be implemented?

- Shadow a patient journey
- 15 Step Challenge
- Facebook support groups
 - What do patients discuss?
- Involving trainees in outreach
 - School and university presentations
- Healthcare Science Week
 - Host a public tour of the department

“ I felt the shadowing was very powerful. It made me see things that were always in front of me, that on a day-to-day shift you do not notice. I quickly realised it's not the big things that we need to look at - it's the small things that can make such a big difference. ”

Emma Hughes, Senior Sister/Practice Development Sister, Paediatric Assessment Unit, Walsall Manor Hospital



We need you to help raise the invaluable contribution healthcare scientists make to the NHS

Over to you

What PPI initiatives have you been involved in?



STP Examples of PPI

- Visit Maggie Cancer Centre – discussing role with patients
- Shadowing patient journey in department
- Explaining how the complex medical equipment works
- Harveys Gang
- Outreach – STEM Ambassador

STP Examples of PPI

- 1st year STP shadowed a chest pain clinic
- Greater understanding of the patient's perspective and expectation
- New understanding of how complex patient symptoms can be

“As a physicist I rarely get to meet patients. Sitting in on these clinics helped me see just how complex trying to assess someone's health can be when there are so many factors at play”.

Conclusions

- PPI supports trainees to understand how their role impacts patients
- Particularly important for non-patient facing specialisms
- Supports trainees in developing their communication skills and inter-departmental working
- Benefits to involving patients and the public in the design and delivery of services

Resources

- King's Fund Patient and Family Centred Care Toolkit
- INVOLVE
- The Involvement Hub <https://www.england.nhs.uk/participation/>
- Healthwatch
- NHS England
 - 15 Steps Challenge
 - Bitesize Guides to Participation
 - Policies – www.england.nhs.uk/wp-content/uploads/2017/04/ppp-policy.pdf

Thank you

Any questions?