

Involving patients and carers on virtual reviews



Produced by the QNPICU project team

Introduction

Since March, COVID-19 has had a huge impact on everyone's lives and the way we work. Given the ongoing requirement to social distance and the risks associated with having reviewers travel across the country, the decision has been made to hold all peer-reviews virtually until at least July 2021.

As a team we have been working hard to recreate all the elements of an in-person review in a virtual environment. In order to do this, careful preparation is required both by the QNPICU project team and your service to ensure the day runs as smoothly as possible.

The involvement of patients and carers on our peer-review days remains vital and is something we do not wish to let slip given the circumstances with virtual reviews. We would like to work collaboratively with our member services to find ways in which we can engage patients and carers and gather their feedback in a meaningful, confidential way.

As part of the self-review process, services are required to distribute anonymous feedback surveys to patients, carers and staff. We will then use this feedback on the review and can help inform us of key themes raised by patients and carers, particularly from those that may not be spoken to on the review itself. This guide has been created as a tool to help your service plan and prepare for patient and carer meetings on your virtual peer-review.

Involving patients

On an in-person review visit, the meeting with patients would usually take place as a group meeting with patients on the ward without any staff members present. However, we appreciate that this will be difficult to replicate virtually for various reasons.

Despite this, feedback from patients on the ward is an important aspect of the peer-review and we are keen for this to still happen in as much detail as possible and from as broad a representation as possible. Below there are a number of ways we could gather patient feedback, in order of our preference:

- a. If patients are not able to be alone with the computer, have an advocate or peer-support worker (where available) sit in the room with patients who would like to give feedback. Their function would be to repeat/relay any of the questions from the review team to patients in the room and be on hand to help if there are any technological difficulties.**
- b. Organise for the review team to speak with patients individually over the telephone on the review. We could speak with groups of patients in 20 minute slots during the allocated time.**
- c. Organise for one patient representative from the ward to gather feedback from patients, using our patient interview questions sheet (see Appendix 1).**
- d. Resend the questionnaires to patients who may not have completed them as part of the self-review for them to fill out in their own time.**

There may be other ways in which you think your ward could facilitate the patient meeting. If so, please get in touch with the project team and we will be as flexible as possible to make it happen.

Preparation required

- Decide how best to facilitate the patient meeting given the options above and confirm with the QNPICU project team.
- If you are facilitating a group meeting on the ward, ensure you know which device(s) you will be using.
- If you will be facilitating phone calls with patients, please identify and gain consent from those who will be called and pass on the contact details to the project team.



Tip: In the week leading up to your review let patients know in community meetings about the peer-review and get an idea of who may be willing to give feedback. You can also display posters on the ward sent to you by the QNPICU team.

Involving family and friends

As with the patient meeting, gaining feedback from family and friends about their experiences is an important part of the peer-review and there are a number of ways this can be facilitated. In order of preference:

- a. **Have carers join a group Microsoft Teams meeting (or equivalent) with the review team to feedback their experiences. Family and friends can join the meeting at the allocated time via telephone or laptop/computer. They do not need to have their cameras on if they do not wish to.**
- b. **Organise for the review team to speak with carers individually over the telephone on the review. We can arrange to speak with a number of carers during the allocated time. If we are unable to speak to all of them, an alternative time/date will be provided.**
- c. **Organise for a member of the review team to speak with carers at a time convenient to them prior to the review.**

There may be other ways in which you think your ward could facilitate the family and friends meeting. If so, please get in touch with the project team and we will be as flexible as possible to make it happen.

Preparation required

- Decide how best to facilitate the carer meeting given the options above and confirm with the QNPICU Project Team.
- If carers are joining a group meeting, ensure they have the time, Teams link or dial-in number and conference ID.
- If the review team will be calling carers, please identify and gain consent from those who will be called and pass on contact details to the project team.



Tip: Ideally the review team will want to speak to a minimum of 3 carers, it's always best to send out invites to as many carers as possible in case some are unavailable.

Contact us

We would like to hear from you if you have any other ideas on how to involve patients and carers in virtual meetings, so that we can share this with other services.

Additionally, feel free to contact us if you have any questions regarding this document.

Please contact us at:

Email: PICU@rcpsych.ac.uk

Tel: 0208 618 4033

Appendix 1: Patient interview questions

To ensure confidentiality is maintained, please do not include any identifiable information (names) when completing these questions.

1. **When you arrived on the ward, did a member of staff explain to you the purpose of your admission?**

2. **When you arrived on the ward, did staff make you feel welcome? (did they show you around and introduce themselves, and other patients, offer you refreshments)**

3. **Are you given written information about the following?**
- **Your rights regarding admission and consent to treatment**
 - **Your rights under the Mental Health Act**
 - **How you can access advocacy services**
 - **How you can access a second opinion**
 - **How you can access interpreting services if required**
 - **How you can view your own records**
 - **How you can raise a concern, complaint or give compliments.**

4. **Did you receive an information pack on admission? That contains the following:**
- **A description of the service**
 - **The therapeutic programme/services available**
 - **Information about the staff team**
 - **The unit code of conduct**

- **Key service policies**
- **Resources to meet spiritual, cultural or gender needs.**

- 5. Do you have a written care plan:**
- **That reflects your individual needs**
 - **That you are involved in writing**
 - **That you are offered a copy of**

- 6. Is your progress measured against goals you have set? Has this been done collaboratively throughout your stay here?**

- 7. Do you get one-to-one sessions with a nominated member of the care team to discuss progress, care plans and concerns on a weekly basis? (Are they recorded in your care plan?)**

8. **With your medication, are specific goals set with you? Have the risks and benefits been discussed? Is there a timescale set?**

9. **Are your preferences taken into consideration when it comes to medication, therapies and activities?**

10. **Do you have the option for a chaperone/impartial observer for physical examinations? *(This chaperone should usually be a health professional who is familiar with the examination procedure. Any requests for specific gender of healthcare professional should be accommodated as far as possible).***

11. **Do you know how to contact the key people within your staff team if you have any questions?**

12. Do you feel treated with compassion, dignity and respect?

13. Do you feel listened to and understood by staff?

14. Do you feel safe on the ward?

15. Do staff talk to you in a clear way that is easy to understand? *(Do they take their time to explain any jargon to you?)*

16. Is the information you have written simply and clearly? Do you know if the information is available in different languages, or in more picture-based forms if needed?

17. Do you know about confidentiality and its limits? Has this been explained both verbally and in writing? Is this reviewed regularly?

18. Can you access an advocate? Do you know what their role is and how to access them?

19. Are there interesting activities taking place 7 days a week (including evenings and bank holidays?). Are they engaging and include special interests?

20. Do you know how to feedback confidentially about your experiences of the service? Is this feedback used to make changes on the ward?

21. Can you access outdoor space when requested? Or at least daily.

22. How is the food at the service? Is there enough choice (including healthy/vegetarian/specific dietary requirements)? Are they varied and reflect cultural/religious needs?

23. Are you offered personalised healthy lifestyle interventions such as advice on healthy eating, exercise, smoking cessation support?

Other notes:

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