

Involving patients and carers on virtual reviews



Produced by the QNFMHS 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 QNFMHS 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 day 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 each ward to gather feedback from patients, using our patient interview questions sheet (see Appendix 1).**
- d. Generate a conference call ID to share with the peer-review team, to dial into the meeting with patients on the other end.**
- e. 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 QNFMHS 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. The project team can also provide you with a poster that can be printed and displayed on the ward.

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 QNFMHS 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: forensics@rcpsych.ac.uk

Tel: 0208 618 4058

Appendix 1: Patient interview questions

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

Arriving at the Service

1. **When you first arrived at the service, did staff and patients introduce themselves and show you around the ward? (3)**

2. **Have you been given a welcome pack and information about the service? (5)**

What kinds of information have you received about the service? (6, 7)

E.g. details about the service; types of treatment; service facilities; why they have been admitted; how they and their carer will be involved; their rights in terms of consenting to care and treatment; access to an advocate; interpreting services; accessing a second opinion; and how to raise complaints and compliments.

Is the information provided to you easy to understand? (4)

Is information usually given verbally and/or in writing? (6, 7)

Physical Health

3. **Do you remember having your physical health assessed when you arrived at the service? (10)**

How often do you receive a physical health assessment? (10)

Have the results of physical health assessments been discussed with you? (10)

When you have a physical examination, are you offered a staff member of the same gender as you? (9)

i.e. A chaperone

Do you have physical health targets? (11)

E.g. Exercise goals, diet and nutrition plans, smoking cessation, weight management

4. **Are you given advice on screening programmes and the importance of getting checked to ensure early identification of physical health issues, such as testicular or prostate cancer for men, or cervical or breast cancer for women? (12)**

This may be provided as a well man or a well women clinic.

Care Planning

5. Do you have a written care plan? (14)

If yes:

Does it reflect your individual needs? (14)

Are you and your carer involved in writing it? (15)

Do you feel involved in discussions that may take place around your care and treatment? (17)

Are you offered a copy of your care plan and the opportunity to discuss this with a member of staff? (17)

Pathway of Care

6. Is the care planned for you realistic? (18)

Are the goals that have been set personal to your recovery and your hopes/aspirations? (18)

Do you understand what you need to do to progress on your pathway? (21)

7. Have you had a Care Programme Approach (CPA) meeting since arriving at this service? (23)

How often do you have them? (23)

Patient Experience

8. **Has your mental illness been explained to you both verbally and in writing? (35)**

Has confidentiality been explained to you both verbally and in writing? (36)

Do staff ask for your consent when they wish to share information about your care? (37)

9. **What is the name of the advocate? (38)**

Do you know how the advocate can help you? (38)

Do you know how to contact them? (38)

10. **Do staff treat you with dignity and respect? (39)**

Do staff listen to you and understand your needs? (40)

11. **Are you asked for your preferences when agreeing your care? (41, 42)**

E.g. The selection of medication, therapies, activities.

Are you asked for your preferences about staff members who conduct overnight observations?

E.g. Allocation of staff, gender of staff etc.

Patient Involvement

12. Are you asked for your feedback about the service? (43)

If yes:

How do you provide feedback? (43)

E.g. Surveys, focus groups, community meetings, patient representatives.

Do staff communicate when your feedback has been used to improve the service (43)

13. Are community meetings organised on your ward? (44)

If yes:

How often are they held? (44)

What happens in these meetings? (44)

E.g. Who attends, who chairs the meeting, what discussions take place, do people make notes.

14. Are you aware of a staff member who is responsible for involving patients? (46)

15. Is a peer support service available to you? (47)

Food and Healthy Living

16. What is the food like here? (48)

E.g. Access to meals that offer variety, choice, healthy options (inside and outside of meal times) and cultural and religious options.

Are you supported to make healthy diet choices at meal and non-meal times? (49)

E.g. Access to non-hospital food and drink, including food bought from the patient shop and takeaways.

17. Are you given advice on maintaining a healthy lifestyle and being physically active? (50)

Royal College of Psychiatrists Centre for Quality Improvement
21 Prescott Street • London • E1 8BB

The Royal College of Psychiatrists is a charity registered in England and Wales (228636)
and in Scotland (SC038369)
© 2020 The Royal College of Psychiatrists

www.rcpsych.ac.uk

COLLEGE CENTRE FOR
QUALITY IMPROVEMENT

