

Co-production – Patient Involvement Strategy

South Tees NHS Foundation Trust requested our support with the coproduction of their Patient Involvement Strategy. In partnership, we delivered three workshops to 35 local people, patients and communities to identify their involvement in the service they receive from the Trust. A strategy tree was developed to use as a tool to remove jargon and ensure free flowing conversations.

The strategy tree grew during each workshop and feedback suggested that this was a simple and easy pictorial approach which participants could follow, contribute to and thoroughly enjoyed.

The areas we covered were; Where you receive care; How you receive care; Experience of your care; How others receive care and the methods used.

The strategy has now been signed off by the Trust and the 'Tree' will be used in all communications for both staff and patients around the hospitals.

Areas highlighted by attendees as the framework for the strategy were:

1. Culture
2. Skills
3. Structure
4. Impact & Evaluation
5. Practice



What difference will this make?

The strategy reflects local people's needs and diversity which will have to be embedded by the organisation, it's staff and the way services are delivered. This will require a culture change for everyone to take responsibility for this approach relevant to their role. Patients and visitors will also become aware of what to expect and hold those accountable, therefore improving experiences.

Next Steps

Awareness of the strategy will be supported by the workshop attendees, and they will inform the content of leaflets for patients and staff of the strategy and involved in the promotion of these throughout the Trust.

There is also a planned follow up workshop to share the impact of this new approach has had on patients and their families.

We still start to see the full impact this strategy has had over the next 12 months and will report 2024-2025.



" I have really enjoyed today.... The sessions are invaluable, anything that can help patient experience has got to be good for the NHS and South Tees itself."

Terry Bytheway, patient, workshop attendee