

Health and Adult Social Care Scrutiny Committee

20 March 2025

Nottinghamshire Healthcare NHS Foundation Trust - Patient Involvement

Report of the Statutory Scrutiny Officer

1 Purpose

- 1.1 To scrutinise how the Nottinghamshire Healthcare NHS Foundation Trust (NHT) is engaging directly with patients, carers and families to listen to their experiences and involve them appropriately in shaping and developing the services and care pathways across NHT, as part of the delivery of the wider Integrated Improvement Plan (IIP).

2 Action required

- 2.1 The Committee is asked:
 - 1) to make any comments or recommendations in response to NHT's report on patient, carer and family engagement and involvement; and
 - 2) to consider whether any further scrutiny of the issue is required (and, if so, to identify the focus and timescales).

3 Background information

- 3.1 The Care Quality Commission (CQC) carried out a series of unannounced, focused inspections of NHT's mental healthcare service provision across the second half of 2023, as it had received information that raised serious concerns about the safety and quality of these services. The CQC published reports on 17 January and 1 March 2024, with the overall grading going down from the 'requires improvement' assessment given previously in 2022 to 'inadequate'. A rapid 'Section 48' review of mental healthcare services was also commissioned by the Secretary of State in January 2024 and the initial outcomes of this were published on 26 March 2024, with a second part to the report published on 13 August 2024.
- 3.2 NHT briefed the Committee on the outcomes of the CQC inspections at its meeting on 11 April 2024 and returned to the following meetings on 16 May and 19 September 2024 to provide further updates on the development and delivery of a full IIP in response. The IIP is intended to address the actions and recommendations arising from the CQC's reports, associated Prevention of Future Death notices issued by the Coroner and other external reviews. The IIP programmes are in the process of moving forward to address the underlying root causes of the most fundamental issues by reviewing priority clinical pathways through working with patients and carers to understand how NHT can improve its clinical models and patient experience; considering how NHT can

recruit, train and support its staff to provide consistent levels of patient care and service; and improving the clinical voice and listening to and working with patients in everything that NHT does.

- 3.3 Following the meeting on 19 September 2024, NHT agreed with the Committee to bring forward three focused 'deep dive' items in early 2025 so that the delivery of improvements in these areas could be considered in greater detail:
- In-Patient Safety (January 2025)
 - Patient Involvement (March 2025)
 - Community Mental Health and Crisis Services (May/June 2025)
- 3.4 In the context of Patient Involvement, NHT has updated its Involvement and Experience Policy to reflect the national best practice guidance and set out the approach for the re-development of the Participation and Engagement Strategy for December 2025, including the piloting of paid involvement opportunities from March 2025 onwards. NHT has engaged with other providers to review approaches to involvement and has explored opportunities to participate in national and regional initiatives to build internal confidence and competency.
- 3.5 NHT is working to develop changes through the involvement and engagement of patients, carers and families, but recognises there is still significant development needed to grow the organisational culture, internal systems and processes to ensure that patients and those that care for them can consistently and actively participate in the planning and shaping of services; monitor the outcomes and impacts of activities and interventions; and review how the diversities of communities are fully embraced, involved and understood. NHT aims to collaborate more with people, stakeholders and local partners to take advantage of all the available insight from local communities as part of effective service design and quality improvement work.
- 3.6 As part of changes to NHT's senior leadership structure, the accountability for participation and involvement is now a core function of each Care Group, led by a Care Group Nurse Director. An Associate Director for Co-production and Patient and Carer Experience has also been established, with responsibility for ensuring that NHT drives its organisational culture to ensure participation across all areas, and the investment in and development of approaches to co-design and patient-leadership initiatives.
- 3.7 Although the Committee is not directly scrutinising the activity of the Council, this item relates to the wider system delivery of the 'Healthy and Safe Residents' Priority of Our Council Plan 2025-29.

4 List of attached information

- 4.1 Report: NHT - Patient Involvement

5 Background papers, other than published works or those disclosing exempt or confidential information

- 5.1 None

6 Published documents referred to in compiling this report

6.1 [Care Quality Commission - Inspection Reports for NHT](#)

6.2 Reports to, and Minutes of, the Health and Adult Social Care Scrutiny Committee meetings held on:

- [11 April 2024](#) (NHT - Care Quality Commission Assessment Outcomes)
- [16 May 2024](#) (NHT - Integrated Improvement Plan)
- [19 September 2024](#) (NHT - Integrated Improvement Plan)
- [23 January 2025](#) (NHT - In-Patient Safety)

7 Wards affected

7.1 All

8 Contact information

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