

Practical guide on Patient and Public Involvement in an AKI improvement project

Purpose of this guide

The purpose of this document is to share the learning and reflections from the Tackling AKI project team on how and why patient involvement was introduced into the project.

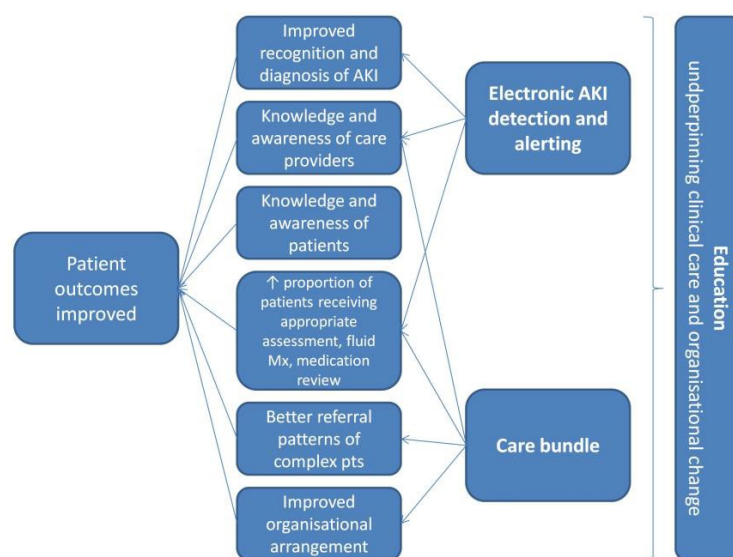
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Background

Patient and Public Engagement (PPE) was always a key component of the Tackling AKI project, as shown in our original driver diagram. Increased awareness can potentially help patients play a key role in both speeding up their recovery from an AKI and preventing of a reoccurrence so it was crucial that these elements were built into the Trust level project plans. In addition, informed patients can help to promote change by challenging staff (1). The Francis report into the failings at Mid Staffordshire NHS Foundation Trust concluded that the majority of cases of significant harm could have been avoided if the organisation had listened to the patients in their care (2).

The methods for achieving patient and public engagement in the project was decided by the individual hospitals involved in the Tackling AKI project and experiences were shared between the sites. In Yorkshire & the Humber we were lucky enough to be working with experts in PPE and had access to some very useful planning materials.



More details available here:

<http://www.improvementacademy.org/about-us/patient-and-public-engagement/>. One of these planning materials was a template that is freely available online:

http://www.improvementacademy.org/documents/Projects/ppe/Guide1_PPI_Planning.pdf

The Yorkshire AKI team used this template to list the potential ways that patients could be involved in Tackling AKI in ways that would add value to the project. Initial thoughts were as below:

What Happened

All four trusts worked with patients in different ways to develop patient information leaflets around AKI treatment and prevention and all had patient input into project meetings. Bradford and Ashford & St Peters Hospital also included a specific action within their care bundles to inform the patient about AKI (see examples within the care bundles section of this website).

At Bradford development of the patient information leaflet was carried out with the help of an expert patient and the Bradford quality and safety patient panel. Discussions were had based on members' personal experiences of receiving hospital information. Suggestions were made including images of where the kidneys are situated, some basic information about normal kidney functions and some clearer 'do's and don'ts' for patients who have sustained AKI. The final version that incorporated the suggested changes was fed back to the group to thank them for all their help.



Leeds Teaching hospitals recognised the need for an 'Easy Read' version that was developed with help from the Learning Disability Service working with service users at Leeds and York Partnership NHS Foundation Trust.

What Next?

It has been recognised that producing a leaflet is an important step in improving patients' knowledge around AKI but ensuring the leaflet is given and explained appropriately to patients is also an important step in empowering patients to take control of their health around AKI. The AKI project teams began work on how to promote this via AKI education programmes.

Resources to accompany this guide

Patient leaflet: Bradford
Patient leaflet: Leeds
Easy read patient leaflet: Leeds
Patient leaflet Frimley
Patient leaflet ASPH
Pdf for example template

References

1. O'Hara J & Isden R. Identifying Risks and Monitoring Safety - the role of patients and citizens. London: The Health Foundation. 2013.
<http://www.health.org.uk/sites/health/files/IdentifyingRisksAndMonitoringSafetyTheRoleOfP>
2. Francis R. Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry. London: The Stationery office. 2013.
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/279124/0