



My hospitals know and understand me

Our 5 year plan about putting our patients needs first
2024 - 2029





Giving people care that is
right for them

1



About our plan

3



Big things we want to
work on

3



How to find out more
about our plan

17

Giving people care that is right for them



We are the **University Hospitals Bristol and Weston NHS Foundation Trust**.

We are in charge of hospitals in Bristol and Weston-super-Mare.



We know it can be very worrying to be poorly and come to hospital.



We know that some people don't get the same chances to have good health care as others.



All of our patients are different and have different needs.



We want everyone we support to have the best possible care through their whole lives.



We need to get to know our patients better and understand what they need.



This way everyone gets the right care and support for them.



We call this **person-centred care**. It means putting our patients needs first in everything we do.



Being person-centred means we can give the best care to everyone.

This will help to give people a good experience of care.

About our plan



We have written a big plan about how to make people's experience better when they get care from us.

Our plan is called **My hospitals know and understand me.**

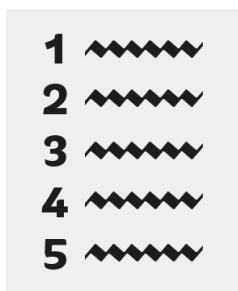


It says what we will do over the next 5 years.



We spoke to lots of people before writing our plan. They helped us to work out what is most important to our patients.

Big things we want to work on



We have 5 big things we want to work on in our plan:

Big thing 1: Asking people what matters to them



We will talk to people who use our services and ask what matters most to them.



We will support people to ask questions and make choices about their care and treatment.



We will ask people how to **communicate** in the best way for them.

Communicate means telling other people what you think or what you want.



We will make sure we meet people's communication needs.



We will make sure we support everyone's religion and beliefs when we give them care.



This might mean things like having a place to pray or certain foods to eat.

Big thing 2: Listening to what people tell us



We will support all of our patients to tell us what they think about our services.



We want to hear from patients that don't often have chance to have their say.



This might be people with a learning disability, autistic people and young people.



We will make it easier for people to tell us what they think and share ideas. This can help us think about how we can do things better.



We will make sure everyone can use our **Patient Advice and Liaison Service**. They are called **PALS** for short.

You can contact PALS if you are worried, unhappy or not sure who to talk to.



We will use what people tell us to make sure everyone has the same chances for good care.



We will work together with other health and care services to better understand people's experience of care.



We will make sure parents and carers can ask questions about their child's care.

Big thing 3: Learning from things people tell us



We will follow ideas called the **Picker Principles of Person-Centred Care**

These ideas help make things better and make sure we put patients needs first.

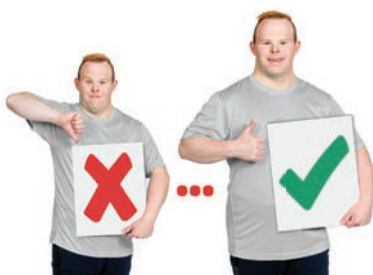


We will look at things people have told us.

We will use this to work out which services need to give people better person-centred care.



We will give staff training about how to give people the best care for them.



We will make sure we use what we have learned to keep getting better at giving good care.



We will share things we have learned with staff in other teams.



This will help us to work in the same way across all services.



We will tell people what we have done to make our services better.

Big thing 4: Working together



We will work together with the people we support. This will help us to make sure we offer services that meet people's needs.



We will involve the people we support in planning and making decisions about our services.



We will work together with:

- Patients, their families and carers.



- Young people.



- Staff.



— Other health and care services.



— Voluntary and local groups.



We will involve people right from the start of any project.



We will support our staff to work together with people who use our services.



We will set up new **expert by experience** job roles.

Experts by experience are people who know what it is like to use our services.



They can help us to understand what it is like to be a patient and how we can do things better.



We will work together with **experts** to plan and run our services together with the people we support.

An **expert** is someone who knows a lot about something.



We will give people some money when they take part in planning our services.

Big thing 5: Services that are always learning and getting better



We will make sure our **maternity services** are one of the best in the country.

Maternity services is the care people get when they are pregnant and after their baby is born.



We will make sure children, young people and their families have care and support that better meets their needs.



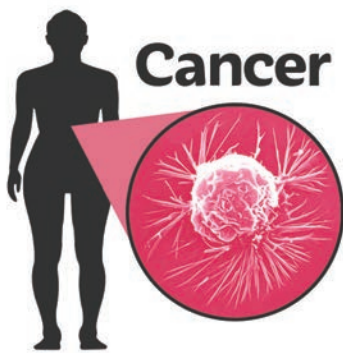
We will make it easier for young people to move from using children's services to using adult services .

We call this **transition**.



We will make sure our **sexual health** services are fair for everyone to use and meet people's needs.

Sexual health is making sure you are safe when you are having sex.



We will make sure everyone can use our **cancer** services and get the support they need.

Cancer is a disease people can get. It is very serious.



We will support **unpaid carers** and make sure they are involved in a person's care.

Unpaid carers are friends and family carers who are not paid to care for people.



We will make sure our mental health services give person-centred care.



We will make it easier for people with a learning disability or autism use our services.



We will think about what older patients need and make sure they have the best possible care.



We will make sure that people living with **dementia** have care that is right for them.

We say **dementia** like this: **dee-men-sha**.



Dementia is the name for different illnesses that cause parts of the brain to stop working properly.



We will give people and their families better care and support at the end of their lives.



We will make sure people who are well enough do not have to wait too long to leave hospital.



We will work together with other organisations to support people after they go back home.

We will support people when they are waiting for care and treatment.

Things like:



- Letting people know how long they will need to wait for an appointment

and



- Where they go for more information.



We will make sure our hospitals are safe and comfortable and meet people's needs. Things like clear signs and quiet places for people to wait.

How to find out more about our plan



Phone us:
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