

HQIP Case Study:

PPI in national clinical audit – Submission to the Richard Driscoll Memorial Award 2019

This submission demonstrates:

Establishing a Patient and Carer Panel to co-produce project outputs
Impact in dissemination through meaningful PPIE

Date: Richard Driscoll Memorial Award - Autumn 2019

NCAPOP: [Falls and Fragility Fracture Audit Programme \(FFFAP\)](#)

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Summary

Over 500,000 fragility fractures occur every year. This is a huge economic burden upon health services; approximately £5.25 billion, and an epidemic that has lasting physical and emotional repercussions. As life expectancy steadily increases, the situation is likely to get worse; it is estimated that there will be 25% more fragility fractures by 2030. This is a sobering prospect but a crucial reminder that the efficacy of the Falls and Fragility Fracture Audit Programme (FFFAP)'s approach to improving the pathway for patients with fragility fractures is more important than ever.

The FFFAP has implemented a governance structure which includes patients and carers at its core. Unlike traditional patient engagement at governance level whereby one or two patient representatives sit on a Board, the FFFAP Patient and Carer Panel is a standalone governance group that works alongside, and feeds into, the advisory groups, and also reports to the FFFAP Board.

We believe that the development of national audit lies not only in the expertise of clinicians, number crunchers and technicians but also in the knowledge and experience of those who live with the lasting repercussions caused by inpatient falls and fragility fractures.

That is why in October 2018, the FFFAP, in partnership with the Royal Osteoporosis Society (ROS), established a Patient and Carer Panel to ensure that that patient and carers' voices are central to decision making and reflected in all outputs. The Patient and Carer Panel brings together 10 patient and carer representatives who have first-hand experience of the care provided following a fragility fracture.

Aims and Objectives

"I strongly believe that, through meaningful involvement of patients and carers, the lay person can have a voice in shaping safer and ever more patient centric services in the future." (Lynne Quinney, Panel Member)

The FFFAP's vision for the Patient and Carer Panel is to maximise the efficacy of the programme's strategic approach to the improvement of fragility fracture care and secondary fracture prevention. This predominantly resides in the empowerment of patients and carers to monitor the care provided following a fracture and where possible, implement measures to minimise the risk of recurrence.

The FFFAP Patient and Carer Panel ensures that the audit team produce informative resources for patients and carers.

Through the production of resources that are far-reaching, the FFFAP supports patients and the wider public to understand what good care looks like and empowers people to ask for better care. The Patient and Carer Panel has enriched FFFAP outputs with an additional dimension of knowledge and first-hand experience and has ensured that the information gathered by the FFFAP is accessible, understandable and useful to patients, carers and the public. Members have shared learning from engagement with their local patient and carer networks thereby contributing to the programme a vast array of voices that may otherwise have been unheard.

Impact

The impact of the Patient and Carer Panel has proved invaluable in terms of increasing awareness of the FFFAP's work. For example, Panel members' blogs detailing their involvement with the FFFAP have been published by esteemed organisations including the ROS, HQIP and the RCP, thereby extending the programme's outreach amongst important healthcare networks and stakeholders. Panel members' activity on social media platforms such as Twitter has also drawn a wealth of interest.

"Thank you so much for this my dad fell on sat and fractured his hip. He started getting signs of delirium before his surgery and I hadn't realised how common this was. He is still confused at times but seems better every day. I'm going to take this leaflet in today to him." (Rachel Mountford @ Rachelblod, 3 May Replying to @RCP_FFFAP on Twitter)

And the impact of the Patient Panel does not stop there. As longstanding patient advocates, Panel members have acted as a bridge between the FFFAP and other organisations who work with patients. Such patient organisations are well placed to inform patients and help them advocate at a local level if services need improving.

This has meant that the FFFAP's goal to increase patients' understanding of their care has been further enhanced by offering them support at a local level.

Ultimately, receiving a direct phone call from a patient living in fear due to a life hindered by osteoporosis is when the importance of such a project really hits home. Working alongside the Patient and Carer Panel has provided the FFFAP team with an insight of what it is like to live with such a condition and as a result, not only are we able to offer information and direction in terms of clinical care but sensitivity and understanding to sufferers themselves.

The Patient and Carer Panel has also positively impacted the accessibility of outputs for patients, their carers and families. These groups are often denied an understanding of the care they should expect due to the nature of audit information, heavily laden with technical jargon. By providing a non-clinical perspective, the Panel have enabled the FFFAP to ensure the clarity and accessibility of the content, language, style and format of the information provided, and evidence suggests (such as the Twitter post) that patients and carers feel increasingly empowered by this knowledge in order to push for improved quality of care.

Outcome

The Patient and Carer Panel work virtually, with two annual face-to-face meetings to discuss experiences as a patient or carer, identify areas for improvement, and to inform a variety of guidance and resources. Additionally, members are present across all governance groups to ensure the patient/carer voice is represented and heard within all areas of work. The Panel work alongside the FFFAP team to support the creation, development and delivery of datasets and patient information documents and influence quality improvement initiatives and communication strategies.

The Patient and Carer Panel's contribution is most clearly evidenced in the programme's bank of patient focussed resources, co-produced by the Panel and the RCP team. Members have informed important decisions about content, formatting, language and imagery to ensure suitability and accessibility for the target audience. All materials have been created to directly engage and communicate with patients and their support networks offering a means of understanding fragility fracture care and prevention. These can be accessed via the RCP [Webpage](#) and are available to download and print free of charge. The website also introduces members and is updated regularly in order that the public as well as the members themselves are aware of the ongoing value that the Panel adds to the programme.