



The FFFAP Patient and Carer Panel

Submission for the Richard Driscoll Award 2021

The Falls and Fragility Fracture Audit Programme (FFFAP) Patient and Carer Panel at the Royal College of Physicians (RCP) was established in 2018 to ensure that the patient and carer voice is central to decision-making.

The panel consists of nine representatives who have first-hand experience of the care provided following a fragility fracture. The panel has been a game changer, and has been involved in all five workstreams of the programme, influencing how FFFAP puts together patient-facing resources.

In 4 years, the Patient and Carer Panel has been instrumental in co-producing:

- > **Strong Bones after 50:** Fracture Liaison Service, with over 4k views on YouTube
- > **NHFD your hip fracture guide**, which has been seen by 14k+ people on Twitter. The panel has produced and released an accompanying [website](#) for this resource
- > **FLS-DB** and **NHFD** live run charts – panel members reviewed these to ensure they are easy to understand when checking local services performances



Resources from FFFAP are also shared through:

Royal Osteoporosis Society **volunteer groups**, via panel members' presentations about FFFAP, tailored to the lay audience



65+ stakeholders across workstream advisory groups



a **social media** following of 3k+



Impact:

In the last year alone ... **37,000+** Twitter profile visits and **348 tweets**, reaching over

517k+ people



68% of Fracture Liaison Service Database (FLS-DB) participating sites shared our patient resources with their patients/families/carers



Staff found the **NHFD your hip fracture care guide** particularly useful during COVID-19, when carers were unable to visit their loved one in hospital and staff were no longer able to conduct face-to-face conversations





The Patient and Carer Panel

The Patient and Carer Panel works across all five workstreams of the programme (Fracture Liaison Service Database, National Hip Fracture Database, National Audit of Inpatient Falls, Quality Improvement

and Science and Publications). The panel attend advisory group meetings, co-produce resources, and disseminate resources to local community and interest groups.

Working with the FFFAP

Panel members learn about the audit and its results by attending panel meetings twice a year, as well as respective workstream meetings. They also receive regular communications on programme developments by email.

Panel members review all FFFAP resources, to help ensure that programme information in the public domain is inclusive and accessible to the wider public.

Recent panel suggestions for improvements to resources include:

- > adding voiceovers to videos for the visually impaired
- > creating print-friendly versions of resources
- > ensuring colour tones of charts in annual reports are accessible for those with colour blindness.

Engaging with other patients

FFFAP engages and communicates with patients by:

- > directly disseminating information through other patient representative bodies, eg the Royal Osteoporosis Society (ROS)
- > targeted engagement with Healthwatch. The panel has successfully established improved partnership connections with influential patient representative bodies such as Healthwatch
- > providing live data charts on our NHFD and FLSDB websites
- > posts on Twitter.

Panel members assist with disseminating resources through Twitter and by sharing with their respective communities and advocacy organisations, eg ROS, National Institute for Health and Clinical Excellence (NICE) and the RCP's Patient and Carer Network.

The panel is actively working on our diversity and inclusion practices, connecting with community groups outside our current area of influence, in order to expand the programme's reach and engage with more diverse communities.



Resources

Over the last 4 years, the Patient and Carer Panel has been instrumental in co-producing a variety of resources sharing data, treatment options and recommendations for quality improvement in local services and patient outcomes.



Videos with over 5k views combined

A co-production between panel members and the National Audit of Inpatient Falls Advisory Group, the [Falls in hospital: Healthcare champions information](#) animation video is aimed at healthcare champions who are looking to influence and improve the care and management of patients who have fallen in an inpatient setting.

The Patient and Carer Patient Panel is an excellent example of what meaningful patient engagement looks like

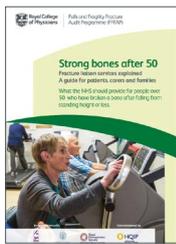
– Patient and carer panel member

Leaflets/brochures



My hip fracture care: 12 questions to ask is available in English and Welsh, covering what a hip fracture is, and answers key questions on what patients can expect before and after surgery. The leaflet serves as a complementary resource to the [NHFDF your hip fracture care guide](#).

Toolkits, including videos, letters, and information leaflet



Strong bones after 50: staying on treatment toolkit includes an audio and text-captioned video with over 4k views to date, with information for patients and carers on the importance of staying on treatment and template discharge letters for FLSs to send to GPs and patients.

Clinical guides



Patients assisted in the design and testing of the *Bedside vision check* for falls, which has received over 21k views.

Checklist



The *patient falls prevention checklist* was designed to help prevent serious injury, with jargon-free information on simple measures that can minimise the risk of falling or tripping.

The NHFD has evolved from a role monitoring hospitals' provision of surgical/other interventions and focusing on how clinical teams treated patients. It now collects data to define the patient's experience and the care they receive – with a focus on aspects of care that NICE recommends. For example, a surgeon might measure delay to operation from when a patient was referred, but patients (and NHFD) feel that the clock should start when they first presented to the NHS.'

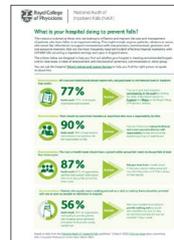
– Antony Johansen FFFAP senior clinical lead

Annual reports



Panel members have recently been included in making sure the [NAIF](#) and [FLS-DB](#) annual reports' 'report at a glance' sections were written in plain English. Members have also provided forewords for reports that share their personal experiences of falls and fragility fractures.

Infographics



The [NAIF patient resource infographic](#) complements the falls in hospital video and provides a Word version of how healthcare champions can improve falls prevention and the care and management of patients who fall while in hospital.

Webinars



To complement the release of annual reports, panel members have contributed to our [NHFDF](#) and [FLS-DB](#) live webinar events, sharing their personal experiences with falls and fragility.

Quality improvement recommendations and resources

Panel members have created a patient and carer involvement guide for hospitals and services to demonstrate how they can invite patients and carers to participate in their quality improvement projects. This guidance has also been made available as a poster to help participating sites recruit patient and carers to their local QI projects.