

Focus groups to enhance our approach to communicating with patients and their families



Surrey and Sussex Healthcare
NHS Trust

Surrey and Sussex Healthcare NHS Trust are keen to involve service users to help enhance the Trusts approach to communicating with patients and their families.

Jane Dickson, chief of nursing and midwifery is leading work with colleagues in the Trust to enhance our approach to communicating with patients and their families. We will be running a series of **focus groups** to bring a diverse groups of staff and service users together to talk and share thoughts about best practice. We have engaged with staff and are now seeking involvement from service users.

You are invited to a focus group to share your experiences and feedback about the positive interactions you have had with our staff. We are keen to hear what really matters to you about how we communicate with patients and their families at all stages of the patient journey. We are seeking to hear about times when you have experienced really positive interactions with staff at SASH and what made these special and additionally what we can improve. We acknowledge that sometimes our communication could be better and we hoping learn from you the things that will make a difference and improve your experience.

The focus group will last for around one hour and there will be a maximum of 14 members of the public participating in each session. We will ask you to share some of your experiences linked to few key questions. We will capture your responses anonymously and use the information we gather at the focus group session to inform future training.

The focus groups dates and locations:

- 9th July 2021 – East Surrey Hospital.
- 16 July 2021 – Microsoft Teams Virtual Meeting.

To express your interest in attending one of the focus groups, please contact **Charlotte Rowbotham** at charlotte.rowbotham1@nhs.net by the **7th July 2021 at midday**. Formal invites will be sent to the successful applicants by **17:00 on the 7th July 2021**.

We require all participants to complete lateral flow test within 48 hours before attending the face to face focus group session on the 9th July 2021. Please could you bring proof of your negative result with you on the day.

You will be able to claim reasonable travel expenses, details of how to do this will be confirmed in your invite.

Please let us know if you require any support or provision to assist you in participating in this session so that we can put the necessary arrangements in place. We are looking forward to meeting you soon!