

## Engagement intelligence and insight form

This proforma has been created to record engagement activity in the East Riding of Yorkshire, allowing insight and intelligence gathered to be shared across the East Riding Health and Care Committee work programmes (see 14.).

No patient/public/client identifiable information (other than work related names and contact details) should be included.

Please send your completed proforma to [hnyicb-ery.pmo@nhs.net](mailto:hnyicb-ery.pmo@nhs.net)

Thank you

1.	<b>Name and organisation</b>	Humber Teaching NHS Foundation Trust
2.	<b>Title of engagement, date and venue</b>	<b>ADDICTIONS SERVICE</b> Opioid substitution Therapy (OST) Project Feb-24 to Mar-24 (Face-to-Face / online)
3.	<b>Type of engagement: (survey/focus group/visit/conversation/co-production session/workshop)</b>	Co-production session. Online questionnaire feedback survey.
4.	<b>Which area of the East Riding does this relate to?</b>	Goole and Bridlington
5.	<b>Which group(s) did you engage with</b>	The Trusts Addictions Service (East Riding Partnership) substance misuse service users.
6.	<b>How many people were involved (if known)</b>	Co-production of the feedback survey questionnaire developed through by consulting with the East Riding Service User & Carer Representative Involvement Group (The Voice-16). 25 service users based on a pilot program, (for the questionnaire feedback survey).
7.	<b>What intelligence has been gained. Please give a summary here</b>	<b>Outcomes:</b> 13 out of 25 patients provided detailed feedback on their experience of being on the Opioid Substitution Therapy Programme.  The outcomes have provided staff across the patch with the confidence to offer the therapy to more patients moving forwards now they have some evidence of patient experience they can share with others moving forwards.  From a patient perspective, patients have been able to share their positive experiences with other service users that may wish to consider this option of therapy in the future. By providing real life experience of service users that have experienced engaged in this form of Therapy will provide both staff and patients confidence to maybe try this alternative option that has clearly had positive effects on individuals that engaged in this substitution therapy.

		<p><b>Patient Positive Comments:</b></p> <p><i>"I feel less restricted by not having to consider daily consumption. I feel I am moving in the right direction in my recovery. I enjoy not having to attend the pharmacy as often".</i></p> <p><i>"I believe changing daily habits can aid recovery and reduce reliance on medication and this is an excellent opportunity to do so".</i></p> <p><i>"Thank you for everything and for giving me this treatment and my life back".</i></p> <p><i>"Helped with relationship with fiancé and family. Hopefully progressing back into employment".</i></p> <p><i>"Just thank you for saving my life. You have a fantastic team there who are worth their weight in gold. I wish this had come out years ago but I'm so glad it has now".</i></p> <p><i>"I would definitely recommend it to anyone with Opiate dependency who would like to change".</i></p>
8.	<b>Protected characteristic and/or inclusion group (if applicable)</b>	Service users with a Drug Addiction
9.	<b>Other partners involved</b>	Not applicable.
10.	<b>How could this be followed up?</b>	The Addictions service as part of the evaluation of the 25 patients involved in the initial pilot intend to look at developing an information leaflet for both staff and patients, some case study posters to put up in the community and information that can be used and downloaded from the Addictions team website pages. The service is also considering running the feedback survey with service users moving forwards that engage with this form of treatment to generate a wider range of feedback in the future, assessing both positive and negative experiences.
11.	<b>Contact details for follow up</b>	<p>Phil Anastasi</p> <p><b>Senior Patient and Carer Experience Coordinator for Community Services and Primary Care</b></p> <p><b>Staff Champion of Patient Experience</b></p> <p><b>Email:</b> philip.anastasi@nhs.net</p>
12.	<b>Reports/links/further info</b>	Not applicable
13.	<p><b>FOR OFFICE USE</b></p> <p><b>Do we have BI data that supports this insight?</b></p> <p><b>Provide links</b></p>	
14.	<b>Which Health and Care Committee work</b>	Rural and coastal Adult emotional health and wellbeing

	<p><b>programme(s) is it best aligned to? (delete those that don't apply)</b></p>	<p>Children and young people  Integrated Neighbourhood Teams  Workforce  <b>Inclusion groups</b>  Bridlington place-based health  Intermediate care and rehabilitation  <b>Communications, engagement and insight</b></p>
<p><b>15.</b></p>	<p><b>Uploaded to JSNA database</b></p>	<p>Yes/no  date</p>