

How to communicate and engage with service users, carers, friends and families

It is important to inform and raise awareness of the use of Oxevision with patients and carers as well as patient and carer representative groups within an organisation.

Choose a suitable time to inform patients using the below:

- Patient and Carer Leaflet
- Poster
- A discussion

The manner by which service users and carers are engaged and informed should have multiple touchpoints. For example:

- Every service user should be informed about the use of Oxevision during the admission process and be provided with the relevant Patient and Carer Leaflet from the Resource Pack. Staff should also have a conversation with carers, friends and families where appropriate
- Individual conversations for service users, carers, friends and family with nurses and/or doctors where the use of Oxevision is revisited.
- Regular discussions during ward community meetings. Oxevision should form part of the standing agenda to allow service users and MDT members to have open discussions
- Regular discussions during MDT reviews
- Regular discussions within organisation's broader forums such as service and carer panels, groups and forums

Careful consideration must be paid to what and how information is provided to patients and carers, including the time and method of communication.

This is not a "one-size-fits-all" model and must take into account the local variation in services as well as individual service user preferences and choices.