

Patient Experience

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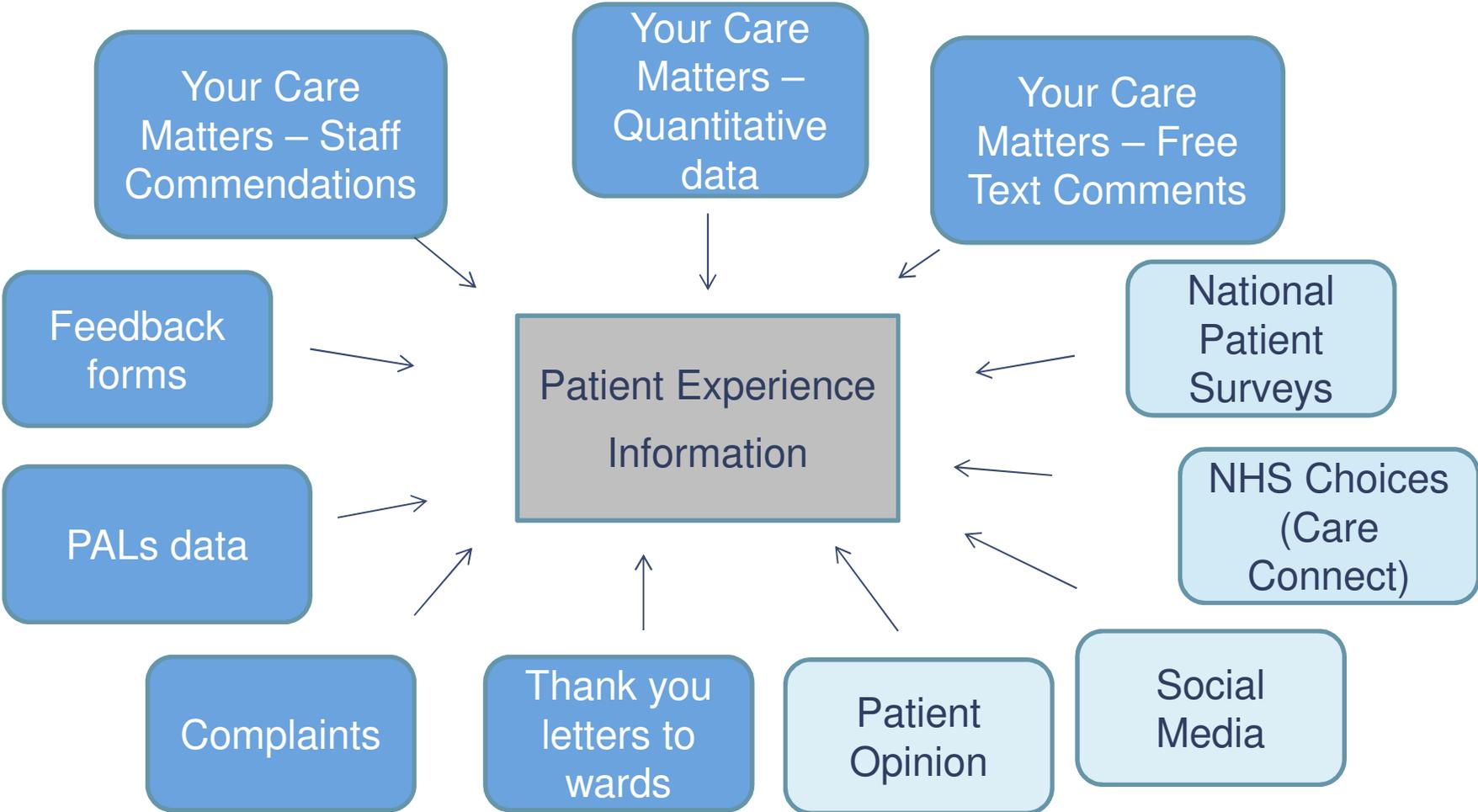


An Associated University Hospital of
Brighton and Sussex Medical School

Agenda

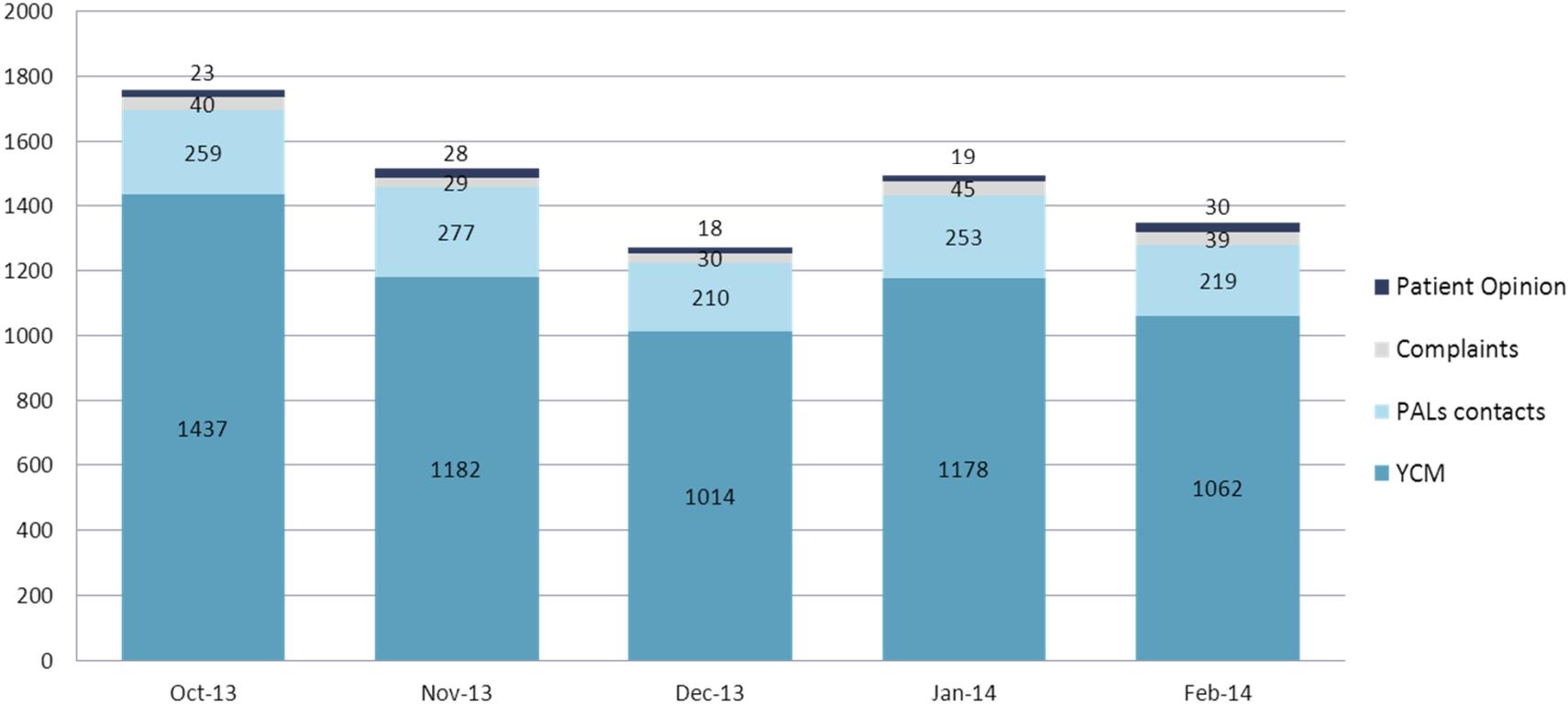
- Sources of patient feedback
- Outputs
- Shared learning
- Communication
- Progress
- Next steps

Sources of Detailed Patient Feedback



Relative Contribution of Each Source

Contribution of Each Source



Outputs

- Monthly Friends and Family Test scores and response rates – to benchmark performance
- Patient Opinion posts by patients and responses from staff
- Your Care Matters:
 - SenSaSHional commendations
 - Additional comment reports
 - Monthly dashboards
- Based on the monthly Additional Comment reports and dashboards changes are being made
- Staff engagement in the process is key and continues to improve

Shared Learning

- Changes at ward/dept. level collated to provide a learning and evidence tool
- In process of expanding this to include PALS and Complaints lessons learnt to create a single source
- Developing a toolbox to assist in sharing ideas and good practice resulting from YCM, PALS concerns and Complaints
- Will include other material such as film clips
- Available on Intranet for all staff to refer to

Communication

- Essential that we can demonstrate that not only do we listen, we act
- Ways we are communicating with our patients and visitors:
 - Posters on wards
 - You said so we have
 - The monthly ward FFT score
 - Ward staff commendations
 - Digital screens around the hospital
 - The Trust FFT score in month
 - Changes we have made
 - Your Care Matters film
 - SenSaSHional commendations
 - Screens to raise awareness of FFT and YCM
 - Patient newsletter in wards and public areas

Communicating Our Performance

The Friends and Family Test

All Trusts are required to ask inpatients a simple question when they are discharged:

How likely are you to recommend our ward to friends and family if they needed similar care or treatment?

Our January Friends and Family Test score for Buckland Ward was +90* out of a possible 100. This is based on 49 responses from 109 discharges (a response rate of 45%)

The Trust score for all our inpatient wards was +76*

The point where amber turns to green is the national average score for the previous month

*The proportion of patients who are extremely likely to recommend minus those who are unlikely to recommend, or who are indifferent.

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The Friends and Family Test

Your care matters

We value feedback from our patients and their families. This gives us the opportunity to improve the service we offer by hearing what we could do better.

In on Abinger Ward

You said

So we have

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‘You said So we have’ posters are also in many other clinical areas

We Listen....

Recently as a result of feedback from our patients we have:

- ✓ Improved the quality, style and supply of pyjamas
- ✓ Applied for Planning Permission to increase the number of parking spaces that we have on site
- ✓ Increased our use of fresh herbs and seasonings in recipes
- ✓ Put a team together to develop a way to better inform patients of approximate waiting times (Emergency Department)
- ✓ Ensured that our nurse regularly updates patients on any delays (Endoscopy)
- ✓ Reviewed low fat menu options (Brook Ward)
- ✓ Provided greater detail in patient information about diet, how to contact us after discharge, after care (Endoscopy, Coronary care, Ophthalmology)
- ✓ Created new offices to reduce noise on the ward (Buckland Ward)

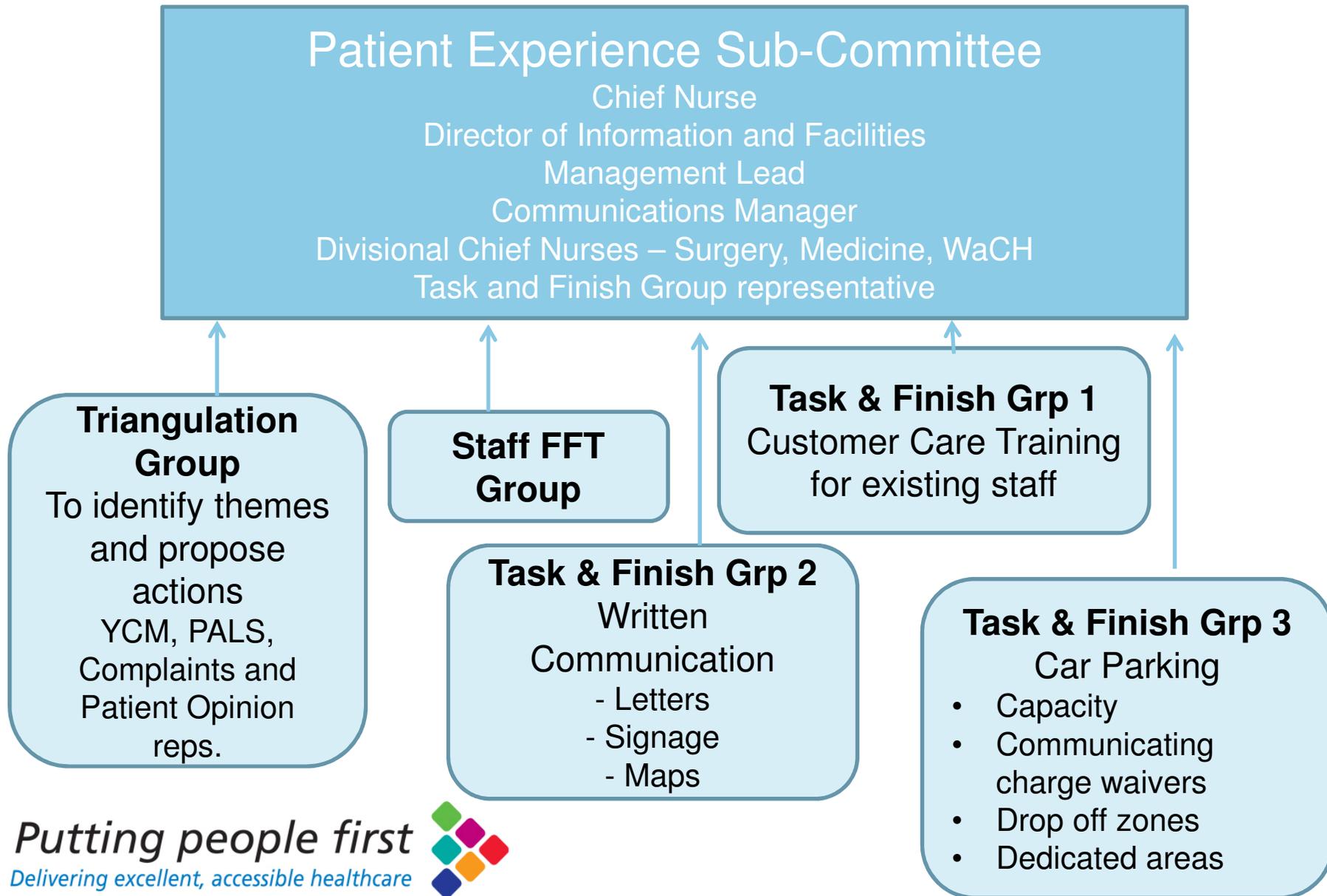
All these improvements have come from listening to what our patients say

Patient Experience Workshop

- Held in January 2014 – 35 staff across broad spectrum
- Guest speakers from NHS Elect and Empathica
- Identified five key themes of patient experience:
 - Attitudes and behaviour
 - Communication
 - Processes
 - Leadership
 - Environment
- Specific issues identified under each theme
- Issues set out in Patient Experience Strategy, along with timescales
- Strategy which will be monitored through the Patient Experience Committee

Patient Experience Committee Structure

Surrey and Sussex
Healthcare NHS Trust



External Review

- One of 10 case studies selected for Friends and Family Test review conducted by IPSOS MORI – Feb. 2014
- Met and discussed approach with TDA in early April 2014
- Presented to:
 - East Surrey CCG Patient Reference Group – Feb. 2014
 - Government Today Conference – Dec. 2013
 - NHS Best Practice Network – Dec. 2013

Task & Finish Group Progress

- Customer Care Training pilot
 - Will train 75 reception staff in May/June
 - Review training and develop plan to phase roll out to all frontline staff
- Written Communications
 - Reviewing Cerner generated letters to improve consistency across letters and with signage and maps
 - Will move on to other written communications
- Car Parking
 - Monitor patient and visitor feedback post expansion

Target Areas for 2014/2015

- Expanding YCM to cover remaining pathways:
 - Diagnostic Imaging
 - Therapies
 - Paediatrics
- Consultant re-validation as part of YCM
- Qualitative research into the full surgical pathway – mini focus groups among recent patients
- Build on responding to feedback, sharing good practice and communicating changes