| **TRUST BOARD IN PUBLIC** | **Date: 18ᵗʰ December 2014** |
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| | **Agenda Item: 2.3** |
| **REPORT TITLE:** | 15 STEPS CHALLENGE REPORT |
| **EXECUTIVE SPONSOR:** | Fiona Allsop<br>Chief Nurse |
| **REPORT AUTHOR:** | Lynn Sanders<br>Clinical Informatics Matron |
| **REPORT DISCUSSED PREVIOUSLY:**<br>(name of sub-committee/group & date) | N/A |

| Action Required: | | |
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| **Approval** | **Discussion** | **Assurance (√)** |

**Summary of Key Issues**

The is the first report to the Board which shares the outcomes of the 15 Step Challenge reviews which have been undertaken in the Trust.

The 15 Steps Challenge is a tool to help staff, patients and others to work together to identify improvements that can be made to enhance the patient experience. The Challenge takes place in the ward environment. This tool can also help trusts understand and identify the key components of high quality care that are important to patients and carers from their first contact with a ward.

The Board is asked to note the report and to discuss progress so far and the plans to bring a quarterly update on progress which will include feedback from the Divisions on the actions taken as a result of the 15 step challenge reviews.

**Relationship to Trust Strategic Objectives & Assurance Framework:**

**SO1**: Safe -Deliver safe services and be in the top 20% against our peers
**SO2:** Effective - Deliver effective and sustainable clinical services within the local health economy
**SO3:** Caring – Ensure patients are cared for and feel cared about
**SO4:** Responsive – Become the secondary care provider and employer of choice our catchment population

**Corporate Impact Assessment:**

| **Legal and regulatory implications** | N/A |
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| **Financial implications** | N/A |
| **Patient Experience/Engagement** | Highlights observations of current levels of and improvements to patient experience. |
| **Risk & Performance Management** | Identifies possible future risks. |
| **NHS Constitution/Equality & Diversity/Communication** | Relevant to the NHS Constitution and compliance with Equality Legislation. Each report is shared with the relevant division. |

**Attachments: 15 Step Challenge Templates x 5**

**TRUST BOARD REPORT – 18<sup>th</sup> December 2014**
**15 STEPS CHALLENGE REPORT**

## 1.    Introduction

The 15 Steps Challenge is a tool to help staff, patients and others to work together to identify improvements that can be made to enhance the patient experience. The Challenge takes place in the ward environment. This tool can also help trusts understand and identify the key components of high quality care that are important to patients and carers from their first contact with a ward.

At an NHS Institute patient engagement workshop, a mother described how she could tell what kind of care her chronically ill daughter is going to get within 15 steps of walking on to a ward.   This sparked the development of "The 15 Steps Challenge", a toolkit to help look at hospital care through the eyes of patients and relatives, helping to hear what good looks like.

The programme is designed to help trusts on their continuous improvement journey. By enabling the patient's voice to be heard clearly, the tool can be used to highlight what is working well and what might be done to increase patient confidence.

**Strategic Alignments - The NHS Outcomes Framework 2012/13**

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| **Domain 1** | **Preventing people from dying prematurely;** |
| **Domain 2** | **Enhancing quality of life for people with long-term conditions;** |
| **Domain 3** | **Helping people to recover from episodes of ill health or following injury;** |
| **Domain 4** | **Ensuring that people have a positive experience of care; and** |
| **Domain 5** | **Treating and caring for people in a safe environment; and protecting them from avoidable harm.** |

A SASH 15 Steps Challenge team, consisting of a Non- Executive Director, a clinical and non-clinical staff member and a patient representative or a volunteer, walk onto a ward or department and take note of their first impressions. The idea is to see the ward through a patient's eyes.

The Challenge tool contains a guide to help the team structure their observations, this is underpinned by the Care Quality Commission's essential standards. After the ward walk around, the 15 Steps Challenge team feeds back to the nurse in charge on the ward. This feedback is then shared with the divisions and wider senior nursing team.  Feedback focuses on good practice to share, and areas for improvement. The Challenge is repeated on a monthly basis, to cover all ward areas and to ensure that improvements are being progressed.

The 15 steps challenge can:

- be used to help trusts to hear how patients view their wards and care, bringing a stronger patient voice into the care that we provide
- identify areas for improvement from a patient perspective will support better patient experience
- identify issues in advance of CQC and PEAT inspections
- support continuous improvement.


The first challenge took place in September 2014, and three subsequent challenges have taken place. The ward areas visited covered Medicine, Care of Elderly, Surgery, Maternity and Paediatrics. Four non-executive directors participated, with support from the 15 steps team comprising from a variety of different staff backgrounds from finance to health and safety.

The ward visits were welcomed by the staff in the areas, and engagement was openly visible. The areas identified for improvement were outlined in the feedback, and the themes were as follows:

- Signage
- Storage
- General decoration
- Patient information

All of the areas were commended on the welcome that the team received and it was noted that patient care and satisfaction was positive whilst the team observed the clinical area.

The improvements recommended by the challenge teams have been circulated to the divisional leads and actions following improvements will be reported back to the programme leads for presentation to the Board.


**Fiona Allsop**
**Chief Nurse**
**18th December 2014**