

Webinar

Spotlighting excellence in patient experience

Shortlisted PENNA Projects and Initiatives



 Picker



Spotlighting excellence in patient experience

Housekeeping

1. The webinar will be recorded and published on the Picker and PEN websites; by attending this webinar, we are assuming you provide permission to be recorded.
2. You can choose to share your camera images, but all attendees have been muted.
3. All questions should be saved for the Q&A session, please submit your questions via the Chat function, which will be managed by Jenny, who will ask the questions of our panel.
4. For those questions we do not have time to discuss, we will collate them and add them to the webpage where the recording will be published.

Spotlighting excellence in patient experience

Welcome & Introductions

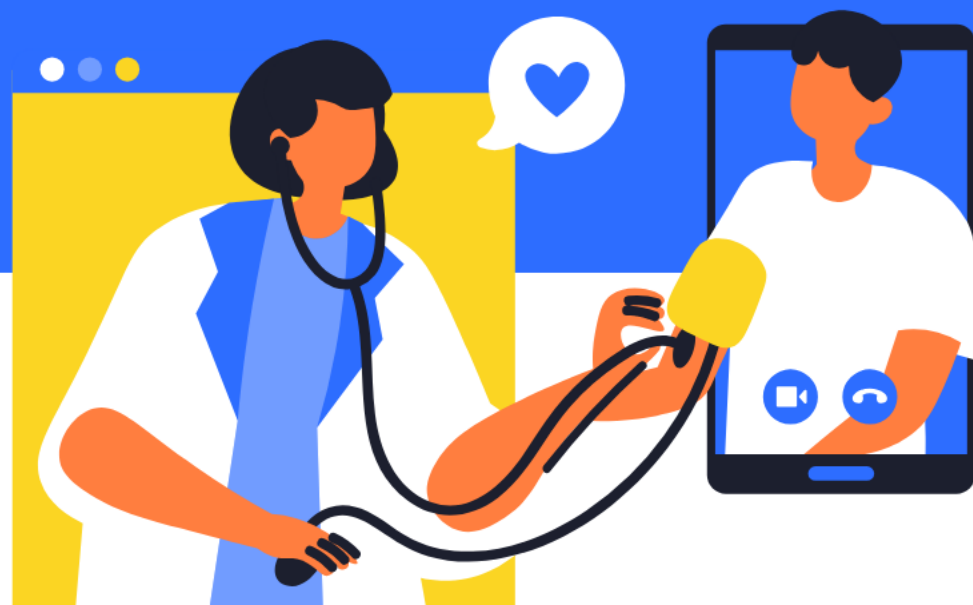
Jenny King, Picker



Spotlighting excellence in patient experience

Introducing PEN & PENNA

Ruth Evans,
Patient Experience Network



Spotlighting excellence in patient experience

Welcome & Introductions

Jenny King, Picker



Spotlighting excellence in patient experience

Patient Contribution – Showcasing an outstanding Patient Partner

Sara Turle, Patient Partner



Spotlighting excellence in patient experience

Engaging and Championing the Public – Listening to sign language users – improving access to how experience can be shared

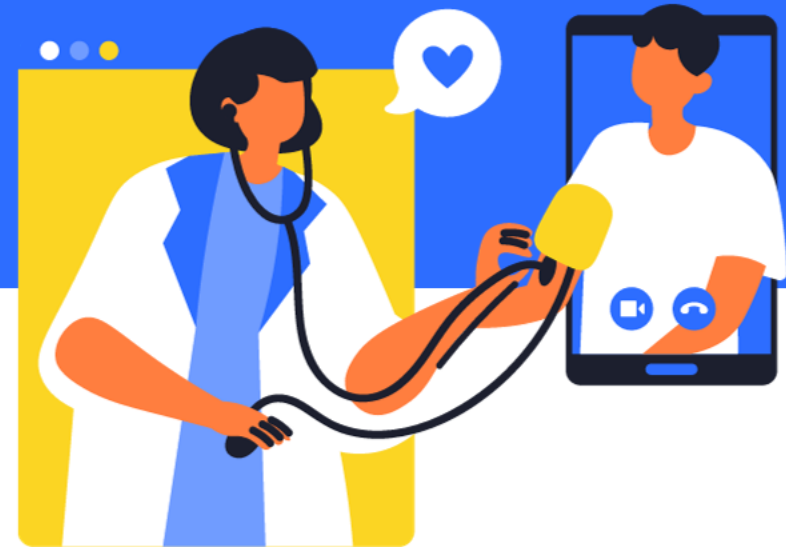
Linda Craig, Public Health Agency



Spotlighting excellence in
patient experience

Strengthening the Foundation – Experience of Care Network

Laura Elliott, Dáša Farmer, and Nick Rogers,
Wakefield District Health & Care
Partnership





**Wakefield District
Health & Care
Partnership**

Wakefield District Experience of Care Network

Creating a vibrant community of interest with people with a passion for improving experience of care

Dáša Farmer, Senior Engagement Manager and Laura Elliott, Head of Quality (West Yorkshire ICB)

Nick Rogers, Operations Manager (Healthwatch Wakefield)

Wednesday 22 November 2023



About Wakefield District

FACTS ABOUT THE HEALTH OF PEOPLE IN WAKEFIELD DISTRICT

- People are living longer with more illness than ever before
- People living in the most well-off areas of the district live (on average) 8 years longer than those living in the poorest areas
- Cancer and cardiovascular disease are increasing in people aged over 75
- Less than half of new-born babies are breast fed
- Childhood obesity is rising faster than elsewhere in the country in all age groups
- More than half of children are growing up in low-income households
- One in five adults are smokers
- One in three people suffer from a mental illness





Wakefield District
Health & Care
Partnership

start well



age well



live well

We knew people's Experience of Care was ...

Collected and understood by individual providers and services

BUT people do not live in silos
– they experience care and support across many different services

Poor coordination of services and gaps in care often most affects those with the greatest needs and the poorest outcomes

[Understanding integration: how to listen to and learn from people and communities \(kingsfund.org.uk\)](http://kingsfund.org.uk)

Developing our Experience of Care Network

◆ We started with

- an **idea**
- an **open** invitation
- a **blank** sheet of paper
- some willing **volunteers**

◆ And created a

- **kind**, welcoming and **supportive** space
- focus on **pathways of care**
- **shared view** of experience of care for our population



Our co-designed aims and objectives



Aims

Improve **outcomes**

Utilise feedback to **influence strategic priorities**

Ensure **people's voice is influential** in our work

Collaborate – share information, insight and intelligence

Build - on our combined expertise, skills and resources

Be at the forefront of **innovation**



Objectives

Bring together colleagues with similar roles

Use feedback for **improvement, engagement** and **positive change**

Align priorities, explore new ideas and **share learning**

Create a **strong and cohesive team**

Develop a **consistent approach**

Consider the **wider determinants** of health



Our journey so far...

February 2022: Tested using experience of care insight about urgent care services



November 2021: Started with an idea and a blank piece of paper



September 2022: Focus on experience of being discharged from hospital



May and June 2022: Focus on experience of getting a GP appointment

March 2023: Developed an A-Z of sources of experience of care



November 2022: Celebrating our first year



October 2023. Focus on experience of community mental health services



September 2023: PENNA award win



June 2023: Focus on experience of waiting for planned care



Wakefield District HCP Experience of Care Network – June 2023

At our recent Experience of Care Network we discussed ‘What are people telling us about their experience of waiting for planned care?’

Key experience of care themes

- ◆ 64% feedback analysed from various sources had a negative sentiment
- ◆ Long waiting times for appointments
- ◆ Cancelled appointments (sometimes on multiple occasions)
- ◆ Long waiting lists for surgery and negative impact on people’s wellbeing while waiting
- ◆ Cancelled or delayed surgery
- ◆ Rejected referrals from gynaecology and ophthalmology
- ◆ People waiting for letters, or trying to contact the relevant department for information
- ◆ People not being kept informed about what is happening next with their care and treatment
- ◆ Issues with transfer of care to independent providers
- ◆ Positive experiences of planned care and treatment at Pontefract Hospital, particularly orthopaedics
- ◆ Good feedback about care and treatment at independent providers – community ophthalmology, musculoskeletal, endoscopy, dermatology and physiotherapy

Strategic challenges and actions

- ◆ Large and growing planned care waiting lists – pandemic recovery, ageing population with increasing number of chronic diseases/co-morbidities, inappropriate referrals to secondary care, fragmentation of services, and variation in outcomes
- ◆ Meeting NHS England’s 2023/24 Operating Plan key objectives for planned care – includes eliminating 65+ week waits by March 2024
- ◆ Planned Care Redesign Programme in place includes Prepared and Informed Care workstream which aims to empower people to take charge of their own health and keep patients well whilst they wait
- ◆ Waiting well pathway provides personalised holistic care for people waiting the longest. Social prescribing focused on wider issues of health like housing, welfare, financial, and wellbeing advice.
- ◆ By 31 May 70% of all patients waiting over 35 weeks have been contacted personally. Most people are effectively managing their wellbeing and were positive and appreciative of the additional support offered.
- ◆ Increasing utilisation of Patient Initiated Follow-Up (PIFU) - gives people flexibility to arrange their appointments as and when they need them is increasing
- ◆ Shared referral pathway (e-consultation) – collaboration between GPs and hospital Consultants providing clinical advice to reduce referrals
- ◆ Developing a central repository of local, condition-specific clinical pathways that support GPs and hospital clinicians to make informed decisions with the patient
- ◆ MY Planned Care website provides information for patients waiting for clinical opinion, treatment or surgery
- ◆ Patient Knows Best (PKB) portal allows people to view their appointment letters and test results

Actions for Network members

- ◆ Share information about waiting well and waiting list reduction initiatives within our own organisations (including Healthwatch staff and volunteers) and across our networks to help spread the message
- ◆ Discuss opportunities to replicate waiting well initiative to support people waiting in other areas, for example, mental health
- ◆ Arrange attendance at People Panel to give assurance about the support for people waiting the longest for planned care
- ◆ Provide input to help embed quality, experience of care and involvement in the wider planned care redesign programme
- ◆ Share key points from the presentation with independent providers of planned care
- ◆ Promote PKB with care homes confirming staff can access portal on patients behalf with appropriate permissions
- ◆ Planned care leads to share progress at future Network

Achievements:



Mutual and shared understanding of local issues and promoted and facilitated closer working among partners

16

8 organisations came along to the first session – membership had doubled by June 2023



A greater positive sentiment in experience of care feedback - Q1 2022/23 19% positive sentiment increased to 31% in Q1 2023/24.

Other positive outcomes

- ◆ Promoted and facilitated **closer working** among partners
- ◆ **Mutual** and **shared understanding** of local issues
- ◆ Developed an **A-Z listing** of experience of care data sources and contacts
- ◆ Senior leaders are regularly talking about the **value and outputs** of the Network
- ◆ Supporting **health inequalities programme** for our Primary Care Networks (PCNs) - diverse range of feedback and insight from the network has informed PCN plans and overall approach.
- ◆ Our approach will help us **meet the recommendations** of the National Quality Board guidance on *Improving experience of care for health and care systems*



What do our members think?

That we have input from a broad range of services capturing information about the patient/service user voice from across the pathway.

Learning from others, feeling part of a team, improving knowledge of what goes on in other organisations /team.

Great to see people actively making links across organisations as we go

Learning of things that are going on across the whole district and not just health.

That we are focussed on the services from a user perspective.

That all colleagues who are in the network are passionate about experience of care and patients / service users.

Staff pledges during Experience of Care Week

SP

PRUS, Sally (NHS WEST YORKSHIRE ICB - 03R) 13:33

I aim to champion the voices of the citizens and patients of Wakefield and ensure they continue to be heard throughout our priority programmes



LO

O'LONE, Lucy (NHS WEST YORKSHIRE ICB - 03R) 13:33

I pledge to keep people's experience and voice at the centre of my work.



KNOWLES, Natalie (NHS WEST YORKSHIRE ICB - 03R) 13:35

KNOWLES, Natalie (NHS WEST YORKSHIRE ICB - 03R) 13:35

I pledge to continue working on improving access and listening to service users experiencing health inequalities and health inclusion groups



In summary - Our Experience of Care Network


- ◆ gives the Health and Care Partnership a **single shared view** of experience of care for our population
- ◆ ensures the **lived experience of our population** is at the forefront of planning, decisions and service delivery.
- ◆ **data-driven** with a focus on **emerging challenges and themes** to deliver against **what matters to people**.
- ◆ is **innovative and unique** as it is the first such network for the local area and the only one we are aware of in Yorkshire and the Humber.
- ◆ is **inclusive** and has been **co-produced, jointly led** with Healthwatch Wakefield playing a key role promoting people's voice.
- ◆ has a range of partners **far broader** than just traditional healthcare.
- ◆ is starting to see an **improved experience of care** from insight and feedback gathered from various sources.



What's happened since PENNA?

 Raised **profile of the network** locally in Wakefield district and across the West Yorkshire system

 Recruited **new members** to the Network

 Reviewed our **A-Z listing** and refreshed **our aims and objectives**

 Senior leaders are **talking even more** about the Network

 Planning our next year with a **further celebration event** in February 2024

 **And on a personal note**



Thank you for listening



Spotlighting excellence in
patient experience

Personalisation of Care – BAME Wig Project

Onyinye Enwezor, Nottingham
University Hospitals NHS Trust



 Picker



Spotlighting excellence in patient experience

Overall PENNA 2023 Winner – Little Voices.

Garry Perry, Walsall Healthcare NHS Trust



Communicating Effectively

Walsall Healthcare NHS Trust



'Little Voices'





HELLO MY NAME IS

Garry Perry
Associate Director
Patient Relations & Experience



HELLO MY NAME IS

Charlotte Yale
Divisional Director of Nursing
Children, Young People & Neonates





- Serves a population of 270,000
- 550 acute beds
- 24 hour Emergency Department recent £40m new build – PAU co-located
- 21 in-patient paediatric beds
- Level 1 Paediatric Critical Care
- UECC – 24 hr front door paediatrics. Separate day case location
- COPD
- CCN team with a Virtual Ward
- 15 cot, level 2 NNU
- CNS – Respiratory, Epilepsy & Diabetes





Feedback



- FFT
- Tops and Pants
- Ups and Downs
- Sharks and Dolphins
- Parent Support Group in NNU
- Patient Involvement Partners
- Increasing use of volunteers
- Mystery Patients



The Friends and Family Test

Your Feedback Matters To Us!



The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views on the treatment or care you have recently received.

TO TAKE PART, JUST SCAN THE QR CODE!

Listening to patient feedback

Here's how you can share your thoughts on the care you've received from Ward 11



MYSTERY PATIENT

LEARNING FROM PATIENT FEEDBACK

The **Mystery Patient Scheme** is your opportunity to share your experience of your recent visit and support us to improve the services we provide. You can tell us about any aspect of your recent visit from staff engagement to waiting times and delays. The scheme is anonymous enabling you to provide honest feedback about all areas of your visit.

TO TAKE PART, JUST SCAN THE QR CODE!

All feedback is 100% confidential and will not effect your ongoing care.



Who do I speak to if I have a concern?

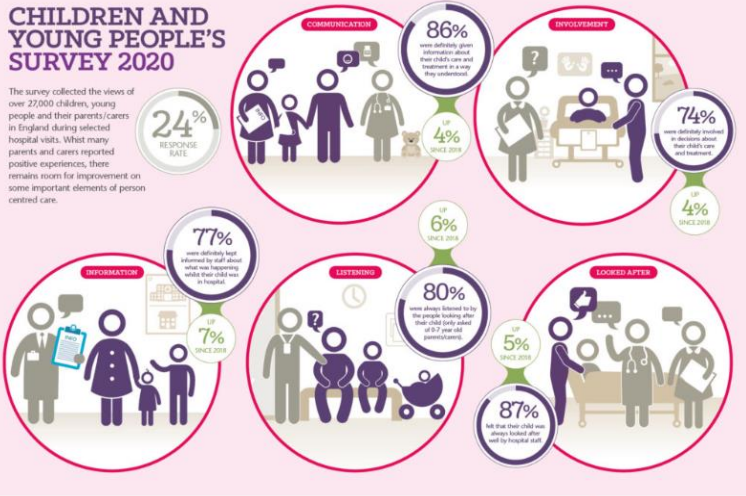
If you have any questions or concerns about any part of our service, you should talk to a member of staff such as a ward manager or senior nurse who will attempt to resolve your problem as quickly as possible. In other areas you can ask to speak with the person in charge.

If you have a concern the department have not been able to resolve, you can contact the Patient Relations Team who are available to offer you support and advice. The team are also happy to receive compliments about your experience and the care you have received.

'Little Voices' – the beginning

CHILDREN AND YOUNG PEOPLE'S SURVEY 2020

The survey collected the views of over 22,000 children, young people and their parents/carers in England during selected hospital visits. Whilst many parents and carers reported positive experiences, there remains room for improvement on some important elements of person centred care.



The highest quality person centred care for all, always.
This survey was designed and coordinated by Picker for NHS England and NHS Improvement: <https://www.nhs.uk/healthcareimprovement>



outside

'Little Voices' The team



Freya

Tommy

Alfie

Kayden

Melody

Molly



'Little Voices' Pre-inspection visit

Pre-visit Monday 24 April
2023 @ 10:00am - Pelsall
Village School

Setting expectations:

- Who we are
- What we do
- What to expect
- How to use the toolkit
- What to look for
- Confidentiality
- Infection Control



Hand Cleaning Observation Sheet

Please Help us - put a tick ✓ or cross ✗ in the box every time you see staff carry out hand hygiene

	Observation	Hand Hygiene	Comments
Name			
Specialist Nurse / Senior Lecturer			
Department			
Specialist			
Specialist			
Specialist			
Specialist			
Specialist			
Specialist			

Thank you for your help!
If someone doesn't clean their hands please tell a member of staff or ask to speak to the nurse in charge



'Little Voices' – Little Steps (15 steps visit)

Is the ward welcoming?



Questions to ask yourself	Your notes
Did I have to wait long to enter the ward?	No, people noticed us very quickly
What can I see, hear, and smell?	cleaning products, smell fresh, machines, 'beeping'
What made me feel welcome?	smiling staff, waving, saying hi, explained things
Is the ward welcoming for children of my age?	yes, very clean & tidy, and lots of room
What is the atmosphere like?	good, feels like a nice place, calm
What is the environment like?	clean, no clutter, felt fresh and airy
Is there an information board, what does it have on it?	yes, we saw lots of information - up & down's, feedback

Things to look out for



Please tick what you can see

- A welcoming and comfortable space to wait that isn't cramped and has things to do
- Staff smiling at you
- The ward is bright and clean
- Welcome signs and information suitable for all ages
- A board saying who everyone is

Is the ward a safe area?



Questions to ask yourself	Your notes
Does the area make me feel safe? Why or why not?	Yes, lots of nice staff - reassuring & explain things
Are staff easy to recognise?	Yes, yellow name badges & uniforms can be seen
Are medicines/liquids left out on the ward?	No did not see any-chain on medicines trolley in resus
Are the playrooms/teenage rooms etc safe for children on the ward?	Yes, no room re: mirror in sensory room

Things to look out for

Please tick what you can see

- Are entrance and exit doors always looked for safety?
- Lots of hand sanitizer available for staff to wash their hands
- Staff ID badges are clearly visible
- Confidentiality is respected
- Can you see any medicines on the ward?
- Fire doors are kept shut



Will this ward care for and involve me?



Questions to ask yourself	Your notes
How have staff made me feel?	Welcoming and made us feel happy
Is the ward private? (Curtains pulled round the beds etc.)	Yes, we saw curtains pulled when staff entering
Are staff friendly and polite when talking to patients and families?	yes, smiling, introducing themselves, kind staff
Is there any patient feedback displayed on the ward?	yes, could do with more colour and more things on wall
Do staff work well as a team?	yes, they help each other

Can you see information on the following? If yes please tick what you can see

- Information on Patient Groups
- Information on making a complaint
- Other Need a children's poster version

Things to look out for

Please tick what you can see

- Staff talk to children not just parents/adults
- There are some activities suitable for all ages on the ward
- Staff check on patients regularly
- People are given information on their treatment in ways they can access (e.g., leaflets, online)
- Staff are communicating in a positive way
- Patient feedback is displayed openly for everyone to see

Is this ward well organised and calm?



Questions to ask yourself	Your notes
Is this a good space for children and young people?	yes, we saw play room being refurbished
Does the ward feel calm even though it may be busy?	yes, calm and quiet
Do staff put away equipment when they have finished?	yes, saw this lots of times
Do the beds have basic patient information above?	some do some don't, 'about me' boards being installed
Can I see into other rooms (e.g., stock/linen cupboard, staff room or kitchen)? Do they look organised, clean, and uncluttered?	No medicine left out, all areas clean and tidy

Things to look out for

Please tick what you can see

- The area is clean
- Clear signage to toilets etc.
- There is space for activities and games, or quiet time away from the ward beds
- There is space – the ward and beds aren't cramped
- Organised areas



'Little Voices' – Little Steps 15 visit

Lunch

Tell us about your lunch



1. Portion Size

Too Small 6 Just Right Too Big

2. How hot was your food?

Too Hot 6 Just Right Too Cold Chips cold

3. How full are you?

So Hungry 1 Satisfied 5 Full Busting

4. How did your food taste?

Bad Ok Nice 3 Very Nice 3 Amazing

The date today is _____
 The nurse looking after me today is _____
 I am on Wed 21 / PMU (please circle)



HAND CLEANING OBSERVATION SHEET

Please help us - put a tick ✓ or cross ✗ in the box every time you see staff carry out hand hygiene

	Checked hands	Did not clean hands	Comments
Nurse (Blue uniform)	<input type="checkbox"/>	<input type="checkbox"/>	
Student nurse (White Uniform)	<input type="checkbox"/>	<input type="checkbox"/>	
Day surgery	<input type="checkbox"/>	<input type="checkbox"/>	
Doctor	<input type="checkbox"/>	<input type="checkbox"/>	
Surgeon	<input type="checkbox"/>	<input type="checkbox"/>	
Play Specialist	<input type="checkbox"/>	<input type="checkbox"/>	
Therapist	<input type="checkbox"/>	<input type="checkbox"/>	
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	

Thank you for your help!

If someone doesn't clean their hands please tell a member of staff or ask to speak to the nurse in charge.

Your Day

Tell us about your day

Best part of the day

- Seeing Children/Babies
- Observation monitoring
- Sensory Room
- Special Recliner

What was "TOPS"

- Nurses
- Equipment
- Technical equipment
- Play specialist / activity

What was "PANTS"

- Nothing—we enjoyed our visit!



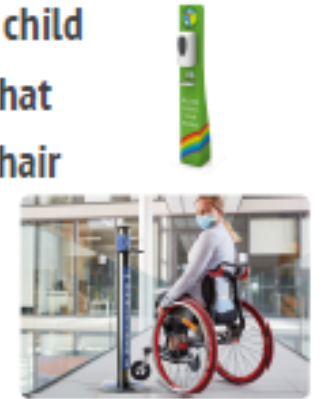
'They said'



What could improve



- More toys in the childrens waiting room in the Emergency Department (ED)
- There is a scribble wall - but no pens (ED)
- Hand Gel Dispensers - child friendly and a height that small children/wheelchair users can reach

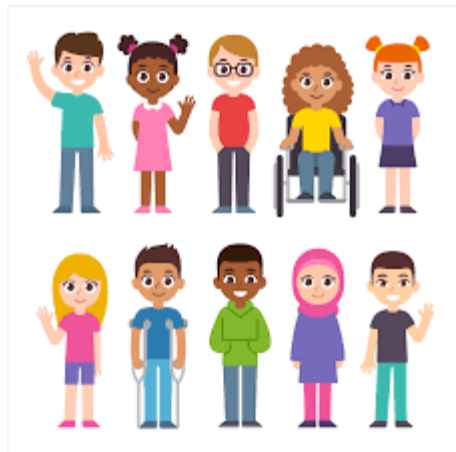


- More colour/pictures on walls
- Need a picture of a football in named bay in PAU
- Kid's themed pillows/linen
- Mirror is dangerous in sensory room can walk into - remove?
- Toilet signs so children can see where they are

Did you see something else?



- Toilet/Hand hygiene poster produced
- Refurbished play room opened
- Play volunteer role descriptor progressed (4 EWE volunteers now in place)
- Hand gel dispenser – bespoke design in progress, reduced height for children/wheelchair users



'We did'



Walsall Healthcare NHS Trust

Volunteer Role Profile Paediatric Play Volunteer

Purpose of the role

This role will support our young patients across the Paediatric wards and clinics by offering craft and play activities plus storytelling in waiting areas and inpatient wards including the Paediatric A&E. Volunteers use a variety of toys, books, craft materials and their own creative ideas to engage young people through play to support them whilst they wait to be seen by clinical staff. 121 activities are provided at the bedside whilst small groups are hosted in the well-stocked playrooms. By providing this service, our volunteers distract young patients using play, free up time for the clinical staff, develop new skills, and deepen their understanding of the role of the Paediatric Play Specialist Team. This role is a very special opportunity to support young people and their families throughout a difficult time, providing fun opportunities and truly making a difference.

Walsall Healthcare NHS Trust

All About Me

Things that are important to me

Name

Age

Weight

Consultant

Nurse

Allergies

Dietary Requirements

Questions I would like to ask

Top Toilet Tips

- Remember to flush the toilet
- Wash your hands thoroughly
- Throw away your paper towel



To deliver exceptional care together to improve the health and wellbeing of our communities



'we have'



NHS Walsall Healthcare NHS Trust

IT'S OK TO ASK

TIPS TO CLEAR HEALTH COMMUNICATION

- It's OK to ask again if you don't understand something. Don't feel rushed or embarrassed.
- It's OK to bring a friend or someone from your family.
- It's OK for them to ask questions and to help you.
- It's OK to make a list of things you want to talk about.
- It's OK to make a list of the medicines you are taking and take it with you.
- It's hard to remember all of the names.
- It's OK to ask at the pharmacy too. Remember, they are there to help you.

IT'S OK TO ASK

- What is my child's main concern?
- What do we need to do?
- Why is it important we do this?

Asking questions can help you to:

- Take care of your health
- Prepare for medical tests
- Take your medicines in the right way

#IPSAwards8 #IP2023Conf #IPW

IPS IMPACT AWARDS 2023

IPS Award for Patient Experience (Joint) Gold Award:

Ms Amy Boden, Mr Gerry Perry, & Ms Charlotte Hale



Patient Voice Report - Paediatrics

Issue: Aug-23

Ward 21

- True: 99
- STP: 94
- National: 93

Ward 28

- True: 100
- STP: 93
- National: 92

PAU

- True: 100
- STP: 94
- National: 94

Paed OPD

- True: 100
- STP: 0
- National: 0

Friends and Family Test (FFT)

Theme	W21	PAU	W28	OPD
Staff Attitude	74	63	12	0
Implementation of Care	0	0	0	0
Staff Attitude	0	0	0	0
Implementation of Care	0	0	0	0
Staff Attitude	0	0	0	0
Implementation of Care	0	0	0	0

Mystery Patient Feedback

Feedback received on a rolling 3 month basis

Question	Rating
Courtesy of the staff	3.3
Environment and hospital facilities	3.2
Treated with respect and dignity	3.2
Involvement in decisions about your care and treatment	3.1

Mystery Patient Free Text Comments

Great care for my child, nurses very good

Everything went really well. Was seen very quickly and nurse was friendly and supportive. Laura was very friendly and helped answer all questions. Thank you for good experience from baby and mum.

Nothing, brilliant support group always helpful and friendly

Remember:

- Patient's can be surveyed at any point during their care, this can be done by using the QR code on the bedside posters or by using a tablet
- Ensure that every bedside has the new updated version of the Mystery Patient / FFT

Patient Relations - Complaints, Concerns and Compliments

Month	Formal Complaints	Informal Concerns	Compliments
May	1	0	0
June	0	0	4
July	0	1	0

And finally.....



NHS Walsall Healthcare NHS Trust

You said **We listened**

You said... Lights need to be dimmed at night **20/10/23**

We listened! Light Switch remote control now in use 😊

You said... Reduced access to refreshments for Parents / carers **20/10/23**

We listened! Volunteers now supporting us with refreshments for Parents / carers

You said... Lack of Parent Information **20/10/23**

We listened! Parent Information boards now in place.





Why is sleep important?

All of us need to sleep. Sleep is important as it helps us in lots of different ways. Can you write in each of the bubbles why you think sleep is important.



To deliver exceptional care together to improve the health and wellbeing of our communities



- clean up toys
- go to the toilet
- have a wash
- brush teeth
- put on PJs
- bedtime story
- lights out



To deliver exceptional care together to improve the health and wellbeing of our communities



Sleep time matters

What matters to me



Why sleep matters for kids

Sleep recharges kids' bodies and brains so they can:

- Feel calm and refreshed
- Make good choices
- Pay attention in school
- Remember what you learned
- Feel more active



After 1 or 2 nights of less sleep, you may:

- Feel more disruptive
- Make poor choices
- Pay less attention
- Forget what you learned
- Feel less active
- Not wanting to participate



Kids who are sleep deprived:

- Feel sad, worried or anxious
- Have a less healthy weight
- Make risky choices

To deliver exceptional care together to improve the health and wellbeing of our communities



Brushing My Teeth

1

Put a small dot of toothpaste on my toothbrush.



2

Put water from the tap, on my toothbrush.



3

Brush my teeth: top teeth, bottom teeth, front teeth, outside of teeth, inside of teeth.



4

Spit the toothpaste in my mouth, into the sink.



5

Put away my toothbrush and smile with my clean teeth!





Spotlighting excellence in patient experience

Questions & Answers

Jenny King, Picker



Thank you for joining...

Spotlighting excellence in patient experience

