

SETTING THE STAGE – SUPPORT FOR CAREGIVERS, STAFF AND FAMILY AWARD

Hospital's disabled sport partnership with Premier League giants wins major patient experience award

FOR IMMEDIATE RELEASE: Thursday 7 February 2013

An innovative partnership between a leading NHS hospital and a Premier League football club – providing much-needed support to disabled children and their parents – has been formally recognised by the UK's leading patient experience awards.

Alder Hey Children's NHS Foundation Trust, based in Liverpool, received the *Setting the Stage – Support for Caregivers, Staff and Family Award* on 6 February at the finals of the Patient Experience Network National Awards (PENNA) in Birmingham. They were also voted Overall Winners by Judges and delegates.

Alder Hey's winning entry focused on the work it has been doing with Everton FC (Everton in the Community) and Woodlands Beauty Spa during the last 12 months, which has so far helped more than 1,500 young children enjoy playing football under the expert direction of the club's coaching staff – while their parents relax using the facilities of a leading spa and leisure club.

"This is a wonderful example of the commitment and hard work being delivered at Alder Hey, that is helping the people who matter most – the patients and their families," commented Ruth Evans, Director of the Patient Experience Network.

"The work being done with Everton is having a tremendous impact on the lives of many young people living in the Liverpool area. Alder Hey is a very worthy winner of this award."

The simplicity of the scheme, and the benefits it has delivered to youngsters and parents alike struck a strong chord with PENNA judges. This lends itself to being replicated in other hospital environments, enabling NHS Trusts to build similar relationships with professional sports organisations based in their localities.

"The beauty of this entry was its simplicity," added Ruth Evans. "Our awards are very much about promoting best practice and learning in the NHS, and what the judges really liked was the way in which any health organisation could adopt what has been achieved at Alder Hey and plant its principles and structure elsewhere."

Gill Core, Alder Hey's Director of Nursing, said: "We are delighted to have received this award. It demonstrates to colleagues and members of the public alike that we are committed to finding ways of helping patients and their families, so their experience hospital is positive."

Alder Hey was also a finalist in three other PENNA categories – *Access to Information*; *Communicating Effectively With Patients and Families*; and *Personalisation of Care*.

More than 150 people and 30 finalists – drawn from NHS Trusts, Clinical Commissioning Groups and private healthcare providers – attended the PENNA finals, which were held at the Birmingham and Midland Institute for the second successive year.

SETTING THE STAGE – STRENGTHENING THE FOUNDATION

ACCESS TO INFORMATION

ENVIRONMENT OF CARE AWARD

Manchester NHS staff scoop three top awards for improving the experiences of patients and families

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NHS staff in Manchester have had their hard work officially recognised after they received three major awards for delivering improved patient experiences to more than a million people who use the city's five hospitals every year.

Central Manchester NHS Foundation Trust received the *Setting the Stage – Strengthening the Foundation*, *Access to Information* and *Environment of Care* awards on 6 February at the finals of the Patient Experience Network National Awards (PENNA) in Birmingham.

“These are wonderful examples of the commitment and hard work being delivered by Central Manchester, in areas that are very sensitive, emotive and important,” commented Ruth Evans, Director of the Patient Experience Network.

“I congratulate everyone at Central Manchester who has contributed to this outstanding work. By collaborating so effectively, they have made a real difference to the hospital experiences of many people.”

The Trust's winning *Setting the Stage – Strengthening the Foundation* entry showcased the outstanding work it has been carrying out with the families of the 2,400 people who die while they are at hospital, or who die in the local community and use Central Manchester's mortuary services before being assigned to an undertaker.

At its heart is a commitment to deliver dignified, sensitive and consistent standards of care to the families of deceased people who use its mortuary services.

New staff policies have been established in recent months, which have transformed and standardised the way members of staff now deal with the relatives of a deceased person. The changes were adopted after a review of the Trust's after-death Standards of Care identified inconsistencies within its many clinical areas.

The Trust received the *Access to Information* award after developing an online learning system that has helped patients identify and choose appropriate medicines for their treatment once they have been discharged from hospital.

The initiative has heightened collaboration between nursing and pharmacy staff – and made a very positive contribution to the overall patient experience enjoyed by many local people.

Meanwhile, the Trust's charitable arm – which raises millions of pounds annually, provides vital equipment and pays for research into life saving treatments – has won the *Environment of Care Award* for the refreshing approach it adopted while transforming the Therapy and Dietetic Unit at its highly regarded Children's Hospital.

The unit was very stark and clinical and as this unit can often be the first experience a child has of hospital treatment, staff wanted to offer an environment that created a feeling of wellbeing, calm and fun. To achieve this goal, staff used artwork that focused on core senses like sound, light, colour and touch to enhance the overall therapeutic experience.

Central Manchester University Hospitals is one of the biggest NHS Trust's in the north. It is located in Manchester city centre and comprises five specialist hospitals that provide a wide range of healthcare services to a diverse population.

PENNA 2012: winner press releases

It was also a finalist in PENNA's *Setting the Stage – Measuring, Reporting and Acting* category.

More than 150 people and 30 finalists – drawn from NHS Trusts, Clinical Commissioning Groups and private healthcare providers – attended the PENNA finals, which were held at the Birmingham and Midland Institute for the second successive year.

East Yorkshire's first online sexual health clinic scoops top national patient experience award

FOR IMMEDIATE RELEASE: Thursday 7 February 2013

The work of the first sexual online health clinic to be founded in East Yorkshire has been formally recognised by the UK's leading patient experience awards.

City Healthcare Partnership, based in Hull, received the *Communicating Effectively With Patients and Families Award* at the finals of the Patient Experience Network National Awards (PENNA) in Birmingham.

The winning entry focused on the work City Healthcare Partnership has been undertaking with thousands of people in the region remotely – without the need for potentially embarrassing face-to-face interaction.

The virtual service is offered free to users, who are able to discuss issues and problems confidentially with trained specialist nurse and then direct them to an appropriate care service. It also carries out an initial assessment for sexual and reproductive healthcare and offers a next day appointment for any clients requiring a physical consultation at its Wilberforce Health Centre.

“This is a wonderful example of the commitment and hard work being delivered in Hull and East Yorkshire by the City Healthcare Partnership,” commented Ruth Evans, Director of the Patient Experience Network.

“The work being done in this sensitive area is having a positive impact on the lives of many people living in the Hull area. City Healthcare Partnership is a very worthy winner of this award.”

The use of digital technology to access core services, and seek specialist advice, struck a strong chord with PENNA judges.

“The beauty of this entry was its approach to hard to reach groups on a very sensitive subject,” added Ruth Evans. “Our awards are very much about promoting best practice and learning in the NHS, and what the judges really liked was the way in which any health organisation could adopt what has been achieved at City Healthcare Partnership and plant its principles and structure elsewhere.”

City Healthcare Partnership was also a finalist in the *Continuity of Care Award* category.

More than 150 people and 30 finalists – drawn from NHS Trusts, Clinical Commissioning Groups and private healthcare providers – attended the PENNA finals, which were held at the Birmingham and Midland Institute for the second successive year.

Helping youngsters in care receive effective dental hygiene gains NHS staff top national health award

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An initiative that has boosted dental hygiene and care among children living with foster parents and care homes in North Tyneside has secured NHS staff in the region a top patient experience award.

Northumbria Healthcare NHS Foundation Trust, which caters for the needs of more than 500,000 people in the region, received the *Continuity of Care Award* at the finals of the Patient Experience Network National Awards (PENNA) in Birmingham.

The Trust's *Meeting the Needs of Looked After Children* project, which collaborated extensively with a range of organisations, has helped young people who live in the care system take their dental health seriously – ensuring the barriers and obstacles preventing many youngsters from looking after their teeth were removed.

This included:

- Removing the reliance on carers to provide feedback about a child's attendance at the dentist
- Creating a mechanism enabling appropriate consent for dental treatment to be obtained
- Making it easier for foster carers to access NHS dental care
- Undertaking oral health promotion activities with children, young people and their carers
- Eliminating the reluctance of some general dental practitioners to provide care for children/young people with emotional and behavioral issues

“This is a wonderful example of the commitment and hard work being delivered by Northumbria Healthcare, that is really helping health professionals tackle a problem that has existed for a long time with some groups of children and young people,” commented Ruth Evans, Director of the Patient Experience Network.

“Collaboration is at the heart of the work the Northumbria team has been doing. So too has been the determination of the project team to really make a difference in North Tyneside. That is why this entry is a worthy winner of our *Continuity of Care Award*.”

Researchers from Cardiff University are currently writing research papers for publication in health and social care journals, with the aim of sharing good practice and raising the profile of the importance of positive oral health experiences for this group of children and young people.

Northumbria Healthcare was a finalist in two other PENNA categories – *Setting the Scene – Strengthening the Foundation* and the *Setting the Scene – Support for Caregivers, Staff and Families* awards.

More than 150 people and 30 finalists – drawn from NHS Trusts, Clinical Commissioning Groups and private healthcare providers – attended the PENNA finals, which were held at the Birmingham and Midland Institute for the second successive year.

Stroke detection and prevention at the heart of innovative project that scoops top health award

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An innovative project that has boosted awareness of how to detect and prevent strokes in vulnerable people has won a top award from the organisers of the UK's leading patient experience awards.

Durham, Dales, Easington and Sedgfield Clinical Commissioning Group, comprising 41 GP practices, received the *Personalisation of Care Award* at the finals of the Patient Experience Network National Awards (PENNA) in Birmingham.

The success of the project have left healthcare professionals believing they now have the ingredients to support a national stroke prevention programme – a factor that struck a chord with PENNA's panel of judges.

The winning entry offered significant on several fronts including:

- Helping families and 'vulnerable patients' reduce their risk of suffering a stroke
- Implementing a screening programme that focuses on the needs of high risk people
- Creating and coordinating a network of support groups and volunteers for people already suffering from conditions such as hypertension, diabetes and cardio vascular disease
- Developing exercise programmes for people most at risk of suffering a stroke – and their spouses
- Ensuring Pharmacists are better informed
- Working with carers so they empathise with people and better understand how stroke prevention impacts on family lives
- Educating GP receptionists and A&E staff, so they are more aware of stroke symptoms – and are able to accelerate access to diagnosis and treatment

“This is a wonderful example of a team of health professionals working together effectively and collaboratively – helping a group of people who are extremely vulnerable,” commented Ruth Evans, Director of the Patient Experience Network.

“There continues to be a lack of understanding about stroke prevention and detection among many people. The work of the Durham, Dales, Easington and Sedgfield Clinical Commissioning Group is really helping in this regard and having a big impact at a local level.”

Two third parties – Boehringer Ingelheim Limited and social business GCA Limited – have been supporting Durham, Dales, Easington and Sedgfield Clinical Commissioning Group in the delivery of this work since January 2012. More than 148 people and organisations were consulted about the scope and range of services to be offered.

More than 150 people and 30 finalists – drawn from NHS Trusts, Clinical Commissioning Groups and private healthcare providers – attended the PENNA finals, which were held at the Birmingham and Midland Institute for the second successive year.

Chief Executive's patient-led approach is rewarded as NHS Trust scoops top national health award

FOR IMMEDIATE RELEASE: Thursday 7 February 2013

An innovative way of obtaining the views and opinions of patients – which sees the chief executive of a major NHS Trust call people directly and talk to them about their hospital experiences – has received a top health award.

Luton and Dunstable University Hospitals NHS Foundation Trust received the *Setting the Stage – Measuring, Reporting and Acting Award* at the finals of the Patient Experience Network National Awards (PENNA) in Birmingham.

During the last 12 months, the Trust has reinvented the way it gains feedback from patients about the health services it offers to 350,000 people who live in south Bedfordshire and north Hertfordshire. This followed a review by senior managers, which concluded that enough work in this important area wasn't being done.

As a result, a new process was introduced that saw members of staff take the lead in calling patients, thereby allowing them to hear patient experiences first hand and empowering them to make the real changes that the hospital wanted to see.

As part of this new system, chief executive, Pauline Philip, attends a daily Monitor meeting and then makes a series of calls to patients 24 hours later.

"This is a wonderful example of the commitment and hard work being delivered at Luton and Dunstable," commented Ruth Evans, Director of the Patient Experience Network. "I commend the Trust for embracing the Patient Experience so wholeheartedly and using feedback as way to empower patients and staff.

"The NHS is desperate for strong leaders – and what is happening at the Trust is a great example of the CEO and her senior managers taking their responsibilities seriously and acting accordingly."

In order to achieve its goals, the Trust chose to deliver the new initiative in-house – without buying-in the services of a third-party call centre, or consultancy.

"That's a brave decision to make," added Ruth Evans. "But by engaging with colleagues effectively – particularly those who may have had reservations about such an exercise – Luton and Dunstable is now making real headway."

More than 150 people and 30 finalists – drawn from NHS Trusts, Clinical Commissioning Groups and private healthcare providers – attended the PENNA finals, which were held at the Birmingham and Midland Institute for the second successive year.