



Making best use of technology to collect, report and use feedback to improve services

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About the Trust...

- We're big!!!!
 - 75 inpatient wards
 - 207 community teams
 - In excess of 6,500 staff
 - Located across a wide geographical spread of coastal, rural and industrial areas



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Our services...



Adults



**Children and Young
People**



Older People



Learning disabilities



Forensic and Secure


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Where we were....

- 
- Manually download survey responses from devices across the whole of the trust and upload onto the managed system.


- **3 staff – 2 working days**

- 
- Manually process (cut and paste) and sentiment code and categorise in excess of 2,000 narrative comments per month.

- **1.5 staff – 2 working days**

- 
- Access in excess of 800 pie chart reports from an external shared folder and copy them onto the Trust shared area (all teams had at least 2 reports).

- **1 staff – 2 working days**

- 
- Total of **11 working days**
 - Delay in reporting and making results available – always a month behind on all Trust reports



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What we
wanted.....

Real time
reporting

Automated
alerting

Dissemination of
good practice

Customised views of
information

Action
planning

CQC/Commissioning
evidence

**DRIVE
IMPROVEMENT**

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What we did...

- Procured the **Meridian System** provided by **Optimum Health Technology**.
- **Meridian** is an internet-based, technological approach that enables the use of feedback to improve services through its data collection, dissemination, reporting and action planning functions.
- The system went live on 01 April 2017 after five months of planning.



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How we did it...

● Set up a Steering Group

- PaCE Team
- Meridian team
- Trust IT staff
- Service representatives
- Input from staff and service users

● Communication

- Virtual Lead Network
- Key Message Bulletins
- Trust E-bulletin
- Face to Face Training
- Briefings to management meetings, wards & teams


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Where we are now....

- 
- Results from electronic devices/SMS text & e-mail upload automatically onto the new system

- **0 staff – 0 working days**

- 
- Results from completed paper surveys are available within 2 days of receipt.

- **0 staff – 0 working days**

- 
- Narrative comments are accessed direct on the system, sentiment coded and categorised on a daily basis.

- **1 staff – 45 minutes per day**

- 
- Total of **2 working days**

- Instant access to results, real-time reporting/feedback



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Impact on service users and staff




- A wide range of surveys and collection methodologies to support service user preference



- Easy access for ward & team managers to their “live” results



- Easy access to results for Heads of Service/Locality Leads to see what is happening across their area of responsibility



- An improved patient & carer experience as staff can act on poor feedback much quicker



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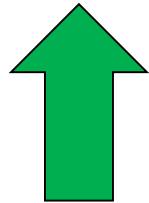
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Between April 17-Jan 18

17,442

Patients and parent-carers completed
the **Friends & Family** test survey

15,318



14%



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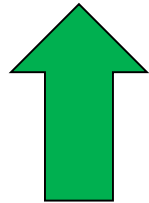
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In April – Dec 17

19,714

Comments/suggestions for improvement
were left by patients and carers

12,460



58%



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And.....

TEWV has had the highest number of FFT returns nationally in the mental health category every month (bar 2) since reporting commenced in January 2015.



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Any Questions?



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