

A large, light blue circular logo in the background. It features the text 'PATIENT EXPERIENCE' at the top and 'PATIENT ENGAGEMENT' at the bottom. In the center, there are stylized icons of people and a speech bubble.

# Keep Connected

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**@NGHRLovesy**

**#NGHKeepConnected**

# Who are we?

- Acute district general hospital based in the town centre
- Around 4500 staff provide a full range of acute services to a local population of 380,000
- 830 beds including Inpatients, Maternity and Paediatrics
- Currently building a new 60 urgent care assessment unit



Northampton General Hospital  
NHS Trust



# Background to initiative

- FFT only real time measure within the hospital
- Unable to 'predict' national Inpatient Survey results – What is happening 'Now'?!
- Unable to continuously monitor improvements
- Innovative 'Survey Team'



# How did we overcome it?

## Introducing our Keep Connected team!

- Head of Patient Experience & Engagement
- Head of Volunteer Services
- Head of PALS
- Head of Complaints
- Infection Prevention Matron
- Dementia Liaison Nurse
- Patient Experience Coordinator
- Falls Prevention Lead



# Keep Connected

*(Ke-ep Con-nec-ted)*

VERB

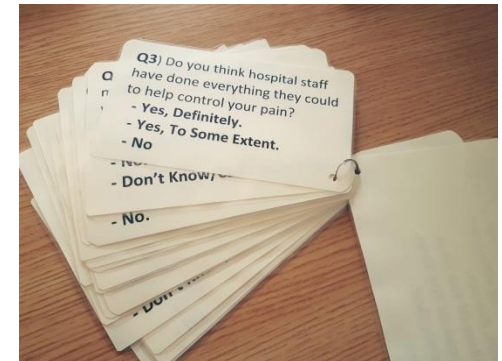
*‘To maintain a connection between healthcare staff and the wider experience of patients within an Inpatient Setting’*

# Keep Connected – the beginnings

- The Senior Corporate Nursing Team invited to be part of the team
- 5 staff trained to undertake the Real Time Survey on a 1:1 with patients
- Each member assigned a ward to survey each month
- Supported to complete their own report for their ward

# Unexpected Benefits

- Filling a gap where our Mini-National Survey does not reach
- Quality – **cost neutral?**
- Ensuring Inclusivity
- Supporting our Elderly patients to give feedback
- 1:1 conversations
- Overcoming the disconnect between feedback and the patient, for staff
- Positives for the Team itself
- **Individual skills and experience of the Keep Connected team**



# From then - to now

- **\*\*3 New recruits!\*\*** Falls Prevention Lead, Dementia Liaison Nurse & Patient Experience Coordinator
- Ward swap - now within our wards that receive little feedback from other sources
- Incorporating carers and families
- Planned review of the questions ask with feedback from the Keep Connected team





Lisa Cooper,  
Head of  
Complaints

“I have thoroughly enjoyed completing the Real Time survey as I feel that this does *‘make experiences count’*, which is how the NHS Complaints Procedure was initially meant to be. It is a privilege to sit with patients, some of whom have been very unwell or had surgery, who are willing to share information with us. I also find that this keeps us in touch with patients in the here and now and also shows good visibility for us on the wards, in areas where we are not seen that often any more. It also effects swift change.”

“I absolutely love undertaking the survey. I enjoy talking with the patients, especially in elderly medicine as they are so pleased to see you and they give you some of their life background which is extremely interesting. I find that it is a privilege to talk and get feedback from patients.”



Wendy Foster,  
Infection  
Prevention  
Matron



Emma Wimpres,  
Head of Volunteer  
Services

“It is so interesting being able to talk to patients on the wards about their experiences and get an understanding of how it feels to be a patient in hospital. The patients are really grateful to have somebody talk to them about how things are going and how their care has been. It has also helped me to consider where volunteers could be best placed to support patients whilst they are on the ward.”

# Overcoming Challenges

- Not without it's difficulties
- Finding time is the biggest challenge
- Winter pressures
- All about the contingency
- Support of the Patient Experience Team
- Making sure it is not onerous



# The impact of the survey

**Patients are able to see first-hand the improvements that are made as a result of the feedback that they have given to one of the ‘Keep Connected’ team;**

- **Talbot Butler Ward:** Patients who had been in the side rooms stated that they were struggling with being able to read as the overhead lights were so bright. *That same day the ward ordered lamps for each of the rooms to allow for patients to lay and read in comfort.*
- **Abington Ward:** Over the period of 2 months patients were mentioning the noise coming from a particular door on the ward. *The ward was able to work with estates to improve this and enable patients to sleep.*
- **Creaton Ward:** Patients were stating they were unable to sleep and didn’t know what a sleep well pack (eye mask and ear plugs) was. *Creaton introduced sleep well packs into their welcome packs and a patient experience shift sheet which prompts staff to ask patients how they slept the next morning.*

# What next?



- We want to expand! – Recruiting now
  - Patient & Family Partners
- Tailored training from Dementia Liaison Nurse for all members
  - Continue to learn from each other

# Thank you for listening!

## Any questions?

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