



Strictly Best Experience



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Background

- Consolidate Patient and Staff feedback

**‘The more engaged staff are, the better the
outcomes for patients and the organisation’**

(Michael West et al (2003), NHS Staff Management and Health Service Quality)

- Newly appointed Patient Experience Manager
- Newly appointed Deputy Director Of Nursing
- To do something different
- Develop ideas in response to the **patient and staff feedback**

Patient and Staff Experience Event

June 2014 - Objectives

- Showcase the successes from across the organisation
- Share both the patient and staff survey results
- Generate ideas from **both the staff and patients**

Patient and Staff Experience Event

June 2014 - Format

- Market place with poster displays representing all clinical areas and workforce development relating to patient experience



- Presentation by Patient Experience Manager –
Types of patient feedback, importance of patient feedback,
national inpatient survey results and Friends and Family Test

Patient and Staff Experience Event June 2014 - Format

- Presentation by Director of Workforce and Development – Staff survey results
- Formal presentations from clinical teams showcasing their work to improve the patient experience
- Delegates split in to groups to generate ideas



Patient and Staff Experience Event June 2014 - Workshop



- Event attended by over 100 delegates
- Key Survey Themes
 - **Communicating with each other*
 - **Attitude and Behaviour*
 - **Nursing/Medical Care*
 - **Patient and Staff Environment*
- Dot democracy approach used to prioritise ideas
- Devised bottom up approach action plan to ensure buy in from the teams

Patient and Staff Experience Event

December 2014 - Objectives

- The event to be led by the clinical teams
- Provide staff and patients an update on the key items identified in the action plan
- Wanted something very different

Patient and Staff Experience Event

December 2014 - Format

- Taking the *'Strictly Come Dancing'* theme, named this event ***'Strictly... Best Experience'***
- Clinical divisions asked to provide update on actions from the June event
- Include a reward system to recognise the work by the teams

Strictly... Best Experience



Judging Panel

- Staff Representative
- Patient's Relative
- Richmond Healthwatch
- Volunteer

Strictly...
Best Experience
League Table

| Team | Staff Representative | Patient's Relative | Richmond Healthwatch | Volunteer | Total |
|----------------------|----------------------|--------------------|----------------------|-----------|-------|
| The Best of the Best | 6 | 7 | 8 | 7 | 28 |
| The Best of the Best | 7 | 10 | 10 | 8 | 35 |
| The Best of the Best | 9 | 9 | 9 | 9 | 36 |

Event Chaired by the Trust Chairman



Staff and Patient Entertainment

- Local resident / service user performed a 'jive' dance
- Student nurse performed two 'ballet' pieces during break



Winning Team...



Any Questions ?