



East London
NHS Foundation Trust

Collect. Review. Do.

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East London NHS Foundation Trust

@nhs_elft

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Background

- Mental and community health services
 - East London
 - Luton
 - Bedfordshire
- Collect an average of 1200 responses per month from over 200 services
- Culture of continuous improvement in the team
 - Improve response rates
 - Improve demographic representation
 - Improve methods of sense-making and evidence dissemination

Aim

- Reduce time taken by staff to fulfil the process
 - Remove need manual inputting of data
- Reduce time taken by central team to ‘crunch’ and report on data
 - Automate the process
- Encourage ownership and action across the organisation
 - Ability to tailor data
 - Make data transparent
 - Make data useful
- Encourage action from feedback
 - Facilitate tracked actions from patient feedback

Actions

- Replaced paper-based methods by introducing tablets
- Automated data reporting via dashboards
- Enable smart action
- Encourage ownership
 - Statistical Process/Run Charts
 - Ability to break data down by organisation/directorate/service
 - Automated data reporting
- Promote action from feedback



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Q&A