

The Ipswich Hospital NHS Trust

Adopt A Ward

Patient Leaders Getting Underneath the Data to Learn and Improve
Measuring, Reporting and Acting

Gill Orves – IHUG Chair - @Gillian_Orves

Richard Wall - IHUG Joint Vice Chair

Sarah Higson – Patient Experience Lead - @sarah_higson

@IpswichHosp



Respect

Kindness

Listen and
involve

Professional

Efficient

Improving
together

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Our Passion, Your Care.

What is IHUG?



- Chairs from 15 User Groups
- Meets every 6 weeks with NED/CEO/DoN/Chair of the Board + Healthwatch Suffolk, Suffolk Family Carers, CCG lay rep/engagement lead
- **Main Objective?** – work **together** to improve patient/carer experience



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Where did AAW idea come from?

- IHUG hosted interactive workshop, facilitated by King's Fund Patient Leadership Associate, Mark Doughty
- 30+ attendees – 50:50 staff : patient leaders (IHUG)
- Several ideas - **AAW** suggested as a different way of accruing 'soft intelligence' by utilising members of IHUG



Pilot started Sept 2015



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How does AAW work?

'It's the small things'

'Good, bad, indifferent'

'We build relationships with staff'

'Gets into the detail – beyond FFT'

'We listen and engage'

'Feedback is real-time and non-judgemental'

'Lots of compliments'

'Action can be taken immediately'

'It's a relaxed chat – not an interview'

'Weaving key questions into the chat'

AAW in Practice

- Soft intelligence – encourage feedback
- Improve patient experience at point of care delivery
- Pinpoint specific areas difficult to quantify in other patient surveys
- Patients and staff working collaboratively to improve patient experience
- Extremely flexible and transferable
- Empowers positive change

AAW Feedback/Action

Feedback

- Noise at night
- The need to improve patient notices
- Lighting too bright
- Staff role confusion
- Nowhere for family /carers to get a drink etc

Actions

- Provided clarity/earplugs
- Updated ward notices
- Installed dimmer switches
- Lanyards for agency staff
- Family/carers kitchen on Lavenham



18 Months On

- Turned into so much more than we ever imagined
- Pilot started with 2 wards and 2 people. We now cover 10 wards and 1 outpatient department with 4 people
- Given us a greater understanding of the hospital, which allows us to be more effective as patient leaders
- Staff now share new initiatives with us and request our input
- AAW viewed as an asset by ward staff
- Given us a unique position – we move across many different areas and can act as conduits with sharing ideas/useful information
- Quote from senior member of ward staff from one of our pilot wards "We appreciate you as our team colleagues"



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