

# #hello my name is...

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# ICU patients and relatives are they really listened to?

*Providing opportunities for ICU patients in an Acute Trust to engage with the multi-disciplinary team to ensure they are truly heard and translating this into meaningful action.*



# Our Trust

- We are one of the biggest and busiest NHS Trusts in the country, serving the one million residents of Leicester, Leicestershire and Rutland – and increasingly specialist services over a much wider area. Our nationally and internationally-renowned specialist treatment and services in cardio-respiratory diseases, ECMO, cancer and renal disorders reach a further two to three million patients from the rest of the country.

One team shared values



# Our Trust

*Caring at its best*

- Spread over the General, Glenfield and Royal Infirmary hospitals, we also have our very own Children's Hospital and work closely with partners at the University of Leicester and De Montfort University providing world-class teaching to nurture and develop the next generation of doctors, nurses and other healthcare professionals.
- Our patients are at the heart of all we do and we believe that 'Caring at its Best' is not just about the treatments and services we provide, but about giving our patients the best possible experience.

One team shared values



# Our Intensive Care Units

*Caring at its best*



## *Leicester Royal Infirmary*

- 22 Bedded Unit.
- Caters to both elective and emergency admissions from a variety of specialties and services.

## *Glenfield General Hospital*

- 23 Bedded Unit.
- Provides specialist cardiac care and acts as one of only three ECMO centres across the UK.

## *Leicester General Hospital*

- 12 Bedded Unit.
- Treats elective level 2 & 3 patients and specialises in Renal Care.

One team shared values



# Using Patient Feedback

- We acknowledge that an admission to an Intensive Care Unit (ICU); via any pathway can be a daunting experience for patients and their loved ones. Collecting Friends and Family feedback at the point of an ICU discharge provides a good opportunity to assess the quality of our care and services but as a multi-disciplinary Team we were very aware that it is often after discharge and a period of reflection that both patients and families may have many questions and ideas that they wish to share.



*'Friends and Family Feedback Tree'*

One team shared values





## Patient User Days

The Patient User Days were an innovative response to this reality and were supported and created via our monthly CMG 'Patient Experience Group' meeting. To ensure that there was a balanced review of feedback we worked very closely with our Patient Partners. Patient Partners are members of the public who have been appointed by the University Hospitals of Leicester to provide a lay patient and public perspective on issues across all areas of the Trust and the Patient User days are led by the Patient Partners.



One team shared values



# Patient User Days

- The initiative came about because we wanted to make a real difference and develop actions that were led and directed by our patients.
- This initiative has enabled collaborative involvement with the users of our service and enabled a variety of opportunities for us as a Team to turn this listening into action.
- We also wanted to ensure that the many new staff that we have within the ICUs were given a real opportunity to see the value of patient feedback and to ensure as they progress through their careers that this is always of the highest priority.

One team shared values





# Patient User Days

- The Patient User days are predominantly organised by the Senior Sisters on the ICUs who have 'Patient experience' as part of their senior responsibilities with the involvement of our Patient Partners.
- We normally choose up to 50 patients at random from patients who have been on ICU for more than 48 hours.
- We apply via our charitable funds application scheme to provide light refreshments and free car parking passes for the attendees. An appropriate venue is sort by the Sisters and booked well in advance of the day.



One team shared values



# Objectives of the User Days:

- The main focus of the session is to gain feedback about the patients stay whilst they were in ICU and also explore the step down experience to their next area of care. This enables us to obtain their views on their wider hospital experience.
- To help explain / give answers to questions that arose utilising the ICU and ward teams that attend.
- To use the feedback to enhance the ICU/ward experience for future patients.



# Objectives of the User Days:

Our Patient Partners lead the session and focus on the following areas for patients to provide feedback:

- Pre-operative experience
- ICU stay experience
- Ward and discharge experience.
- The themes of communication, medical and nursing staff and environment are also discussed.



# How the day works

- The room is set out with tables, each with a member of staff on it to be able to discuss issues with the patients and then help feedback to the whole group: this approach has proven to work really well. The Patient Partners normally stand at the front and lead the questions and capture all feedback on flip charts. All of the feedback is then viewed by the ICU multi-disciplinary teams and Patient Partners to devise clear actions and feedback.
- At the end of the session we always invite the attendees to complete an evaluation form and to date these have always been rated as 'good' and 'very good'.

*Caring at its best*



One team shared values



# Impact & Results Achieved

The initiative has seen many positive changes to improve our patients and loved ones ICU experience. As a result of the feedback to name but a few, we have introduced the following



*Diaries for patients to keep post stay filled with entries regarding their treatment and helps memory gaps.*



*A walkthrough of a patient pathway through ICU to identify improvements that can be made to enhance the service user experience.*



*Cilla, our PAT (pets as therapy dog) who visits and spends time with our ICU patients.*

One team shared values





# Impact & Results Achieved

## ICU Memorial Afternoons

*Twice yearly, relatives and loved ones of patients that have passed away in critical care are invited to attend our cross site memorial afternoon. This is an opportunity for relatives to remember their loved ones and talk to the staff who were involved in their care giving the opportunity to answer any questions. The unit provides an afternoon tea and the Volunteer's Services kindly attend and offer hand massages and a listening ear. Relatives are also invited to write messages to their loved ones on our biodegradable tags to be displayed on our Memory Tree and balloons to be released.*

**One team shared values**





# Measuring Success

- We measure success of the initiative by monitoring our 'Friends and Family' Test scores monthly, direct feedback, message to Matron cards, feedback at follow up clinics and the all-important patient feedback following some of the improvements above.
- We have seen over the last 12 months an FFT score of between 97 – 100% of returns recommending our ICUs, we have seen few complaints and the promotion of our collaborative working with our Patients and Patient Partners has seen a positive impact on recruitment and retention, low turnover and all units being fully recruited to.





*Caring at its best*

## FFT Feedback

One team shared values



# What Makes This Initiative Stand Out?

*Caring at its best*

- The key elements to its success are the dedication of the MDT and Patient Partners to truly listen to their patients and have a dedication and passion to make improvements.
- The staff also feedback that the User Days really help them to define their roles and focus on success and improvement; be it the smallest things that are always often the most important to our patients and family.

One team shared values



# Key Learning Points

- Do not be fearful of holding such an event, remember all feedback is valuable and we learn from the positives and negatives.
- Quick wins are often those that we just never noticed!!!
- It is a big morale booster
- You must have dedicated leads to organise the User Days and always check the NHS spine to ensure no invite letters are sent to those patients that may have sadly passed away post discharge.
- Get your Patient Partners involved as they provide an independent lead.
- Provide an update on actions to those that attended.
- Use an evaluation sheet at the end of the session

One team shared values

