

Patient Experience Network National Awards 2017

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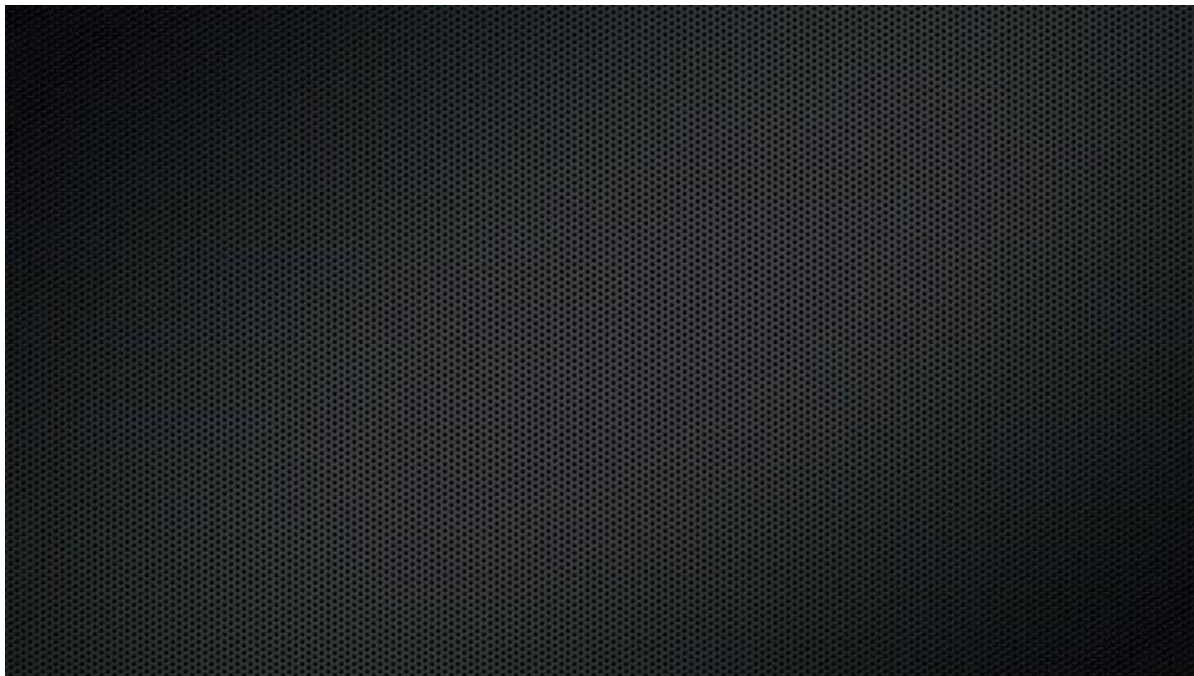
@walsallHcareNHS

Innovative use of Technology

Informed is Empowered

Becoming your partners for first class integrated care





Becoming your partners for first class integrated care



Safe, high
quality care



Care at home



Partners



Value
colleagues



Resources

Why did we do it?

The **idea** for the app came about as a result of **listening** to a child's mother whilst undertaking a patient shadowing exercise.

We wanted the patients and their families to feel **welcomed** and **empower** them to look after themselves in hospital

We wanted to make it **easier** for staff to deliver the best care and get **feedback** on how they did.



An App that's *different*

- It started with a *patient* and has patients at its *heart*
- It was created using *in-house* resources, and easily available web tools, incurring *minimal* start-up cost (£500).
- The content was developed with patients and staff, ensuring that it was fit for purpose and *user friendly*.
- An *agile* app platform meant changes could be done in *real time*



You and Me

- **Patients and Parents**

Co-production

- **Patient Experience Team**

App design and usage feedback from patients and carers

- **Communication Team**

Branding and promotion via social media

- **Wider Clinical Teams**

Collaboration and partnerships



Walsall Children's Healthcare App



Other *features*

Links to support organisations for young people, including Young Minds, The Mix, Child Line and MIND.

Large, colourful icons give access to information, games and music.

Facility to cancel appointments reducing number of DNA's.

Training schedules, clinical guidelines and supporting documentation for staff.

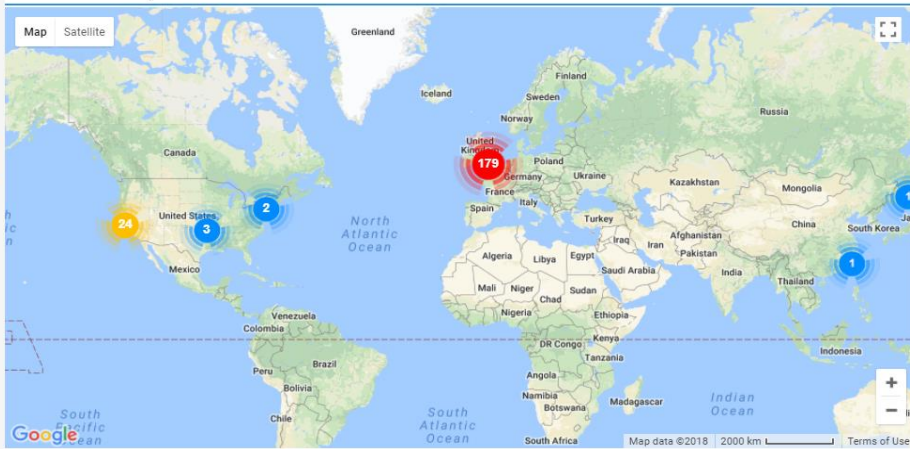
Patient Experience intelligence gathering.



Impact

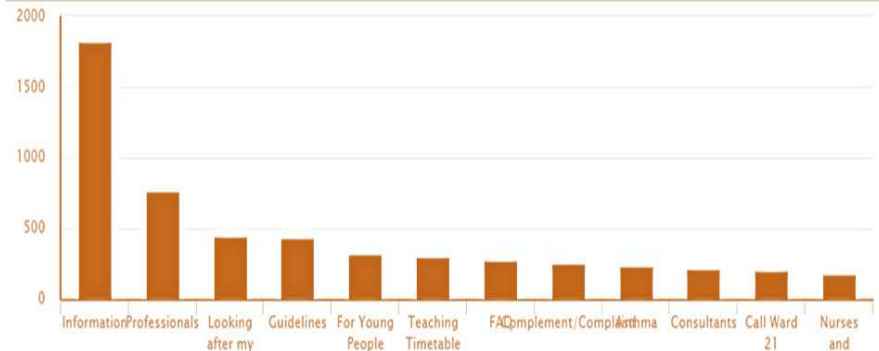
- The app has been well received with over 4000 views, nationally and internationally and this continues to increase.
- Incorporated into the Children's Ward orientation.

World Map



Popular Blocks

Total views



Becoming your partners for first class integrated care



Future plans

Extending this app to other departments that have input into children's care including GP surgeries, radiology, pharmacy community paediatrics, social care.

 through the app

Way finding (virtual reality tours)



Live help chat with a Paediatric Nurse

Thank you

Any questions?

