



Inpatient Survey Review Measuring, Reporting and Acting

James Holland
Inclusion & Engagement Team Manager

Lara Harwood
Service Experience Lead



[@HPFT NHS](https://twitter.com/HPFT_NHS)

@LaraHarwood67



HPFT



- Mental health and learning disabilities
- Across Hertfordshire, Buckinghamshire, Norfolk and Essex
- 3,000 staff
- Foundation Trust since August 2007

What is Having Your Say?



- Main feedback mechanism
- Staff awareness
- FFT





Step 1 – Why review?



Step 2 – Research & co-production



Step 3 – Drafting the survey



Step 4 – Distribution and engagement

Step 1 – Why review?



- Ensuring feedback remains an effective indicator.
- Informing local work.
- Linking to other projects trust wide
- What do our service users think?
- What are our staff saying?
- Increasing use of technology.



Step 2 – Research & co-production



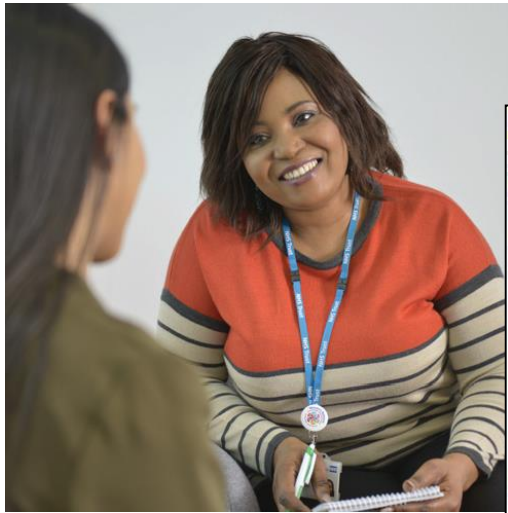
- Timeline
- Researching current national and local surveys
- HPFT performance targets
- HPFT “hot topics” – what do we want to know?
- Focus groups
- Staff engagement



Step 3 – Drafting the survey






- Targeting specific points in care
- 2 surveys to 1
- Reducing self-harm risks
- Trust values
- Technology



Positive – we want you to feel supported and included

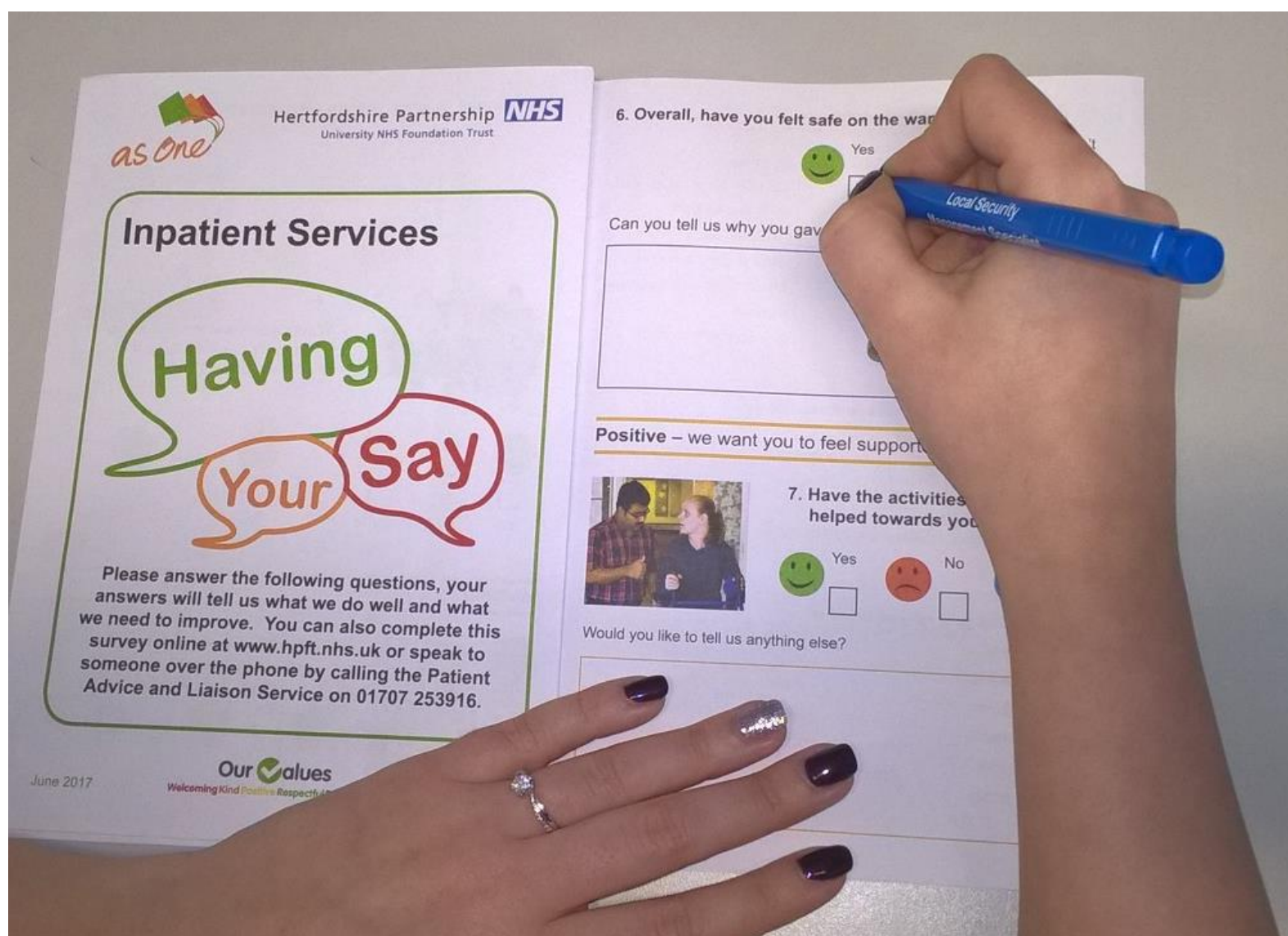
7. Have the activities on the unit helped towards your recovery?

 Yes ☐  No ☐  Don't Know ☐

Would you like to tell us anything else?



Step 4 – Distribution and engagement



- New guidance for staff
- Technology
- Distribution
- Removal of old surveys
- Staff dashboard training



Results and Reflections

- Positive feedback about survey
- Response rates
- Technology
- Discharge policy
- Automated “you said, we did” with values.
- Linking to Peer Experience Listening.
- Template for future reviews.



Any Questions?