



Northumbria Healthcare
NHS Foundation Trust

Using Patient Experience Data for Service Improvement

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Background

- Part of an Oxford University Research Programme
- Focus – how frontline staff use patient experience data for local improvement
- Well established ‘Real Time’ programme on our inpatient wards
- Identified Ward 23 - Elderly Rehab Ward, North Tyneside General Hospital
- Aim was to jointly identify key areas for improvement with patients and staff
- Sought genuine co-production

First Steps

- Appointed an 'Activities & Wellbeing' Coordinator
- Analysed existing 'real time' data
- Staff diaries
- Ward observations
- 1-1 patient interviews

Staff Diaries and Observations

Oxford Project

Staff Diary - At the end of 3 of your shifts between 12th Sept- 3rd October please take 10 minutes to answer the following questions

Date - 19.9.16
Time - 16:00

What has happened today? (for example did anything significant happen, was your shift busy)

Shift was busy this morning, nothing significant happened.

1 discharge to arrange.

Only 5 staff on the early but 2 NCA's came into work earlier to help the early shift - example of good team work.

What was good and/or bad about today?

Despite short staffing the staff on shift remained upbeat and positive

Bad - patients had to wait longer to be ax out of bed + to be with D. we couldn't make beds as we went along so made ward look a little untidy and less organised

How do you feel about what has happened today, about how your shift has gone?

Shift went ok and went over very quickly.

I noticed that 1 member of staff doesn't work so well as part of a team and tends to do her own thing despite what's going on around her.

Note - This diary is for the purpose of the Oxford co-design project and is purposely being used for the project and it's evaluation only.

Oxford Project

Staff Observation - Please spend 40 minutes sitting observing what's happening around you and how you feel about it

Date - 5/10/16
Time - 11:10 AM.

Location on ward J Bed bay - female

What's happening around round? (for example a particular activity, is it lunch time; is there a ward round being undertaken)

Ward round, patients sitting by their beds, Physiotherapist visiting
Some patients to take them to the gym, nurses taking some patients to toilet. No TV. No radio. Domestic cleaning the room.

What's good? -

Domestic chatting to patients as they clean. Addressing concerns and getting help from nurses as required as they go.
Staff respectful to patients in all cases / interventions.. Organised / clear control

What's bad? -

Outside room - lots of noise - buzzer has been going all the time / People talking / equipment noise - up and down corridor.
Staff are rushed - always looking toward

How do you feel about what you are observing? -

Relaxed when sat in the bay / Agitated or unsettled by noise and busyness outside the bay.

'Said' - no interaction between patients observed.
Patients only interacting when spoken to or have care need.
Poor concentration → patients not focused mind to present time / day
→ felt as if it could be easy to drift off and disengage with the environment

Any other comments -

Note - This observation is for the purpose of the Oxford co-design project and is purposely being used for the project and it's evaluation only.

Emotion Mapping

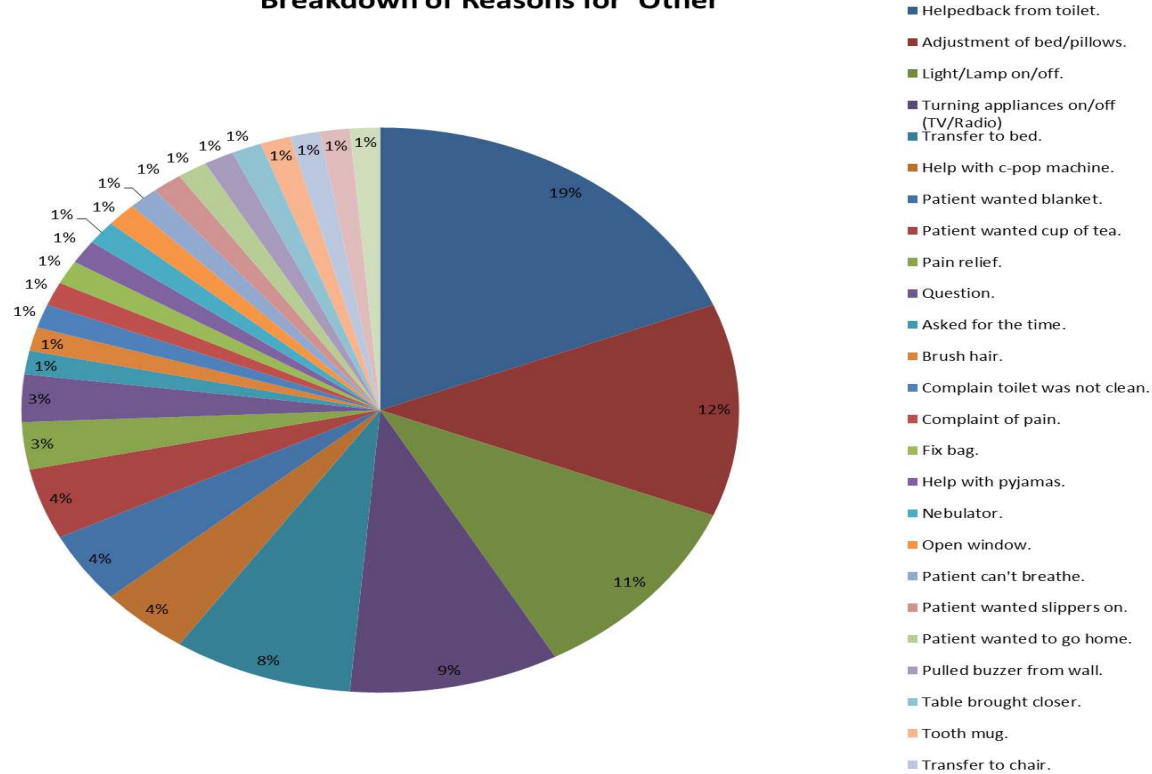


Key Focus

- Improving and increasing opportunities for social interaction on the ward
- Improving Communication and Information
- Reducing Waiting Times

Buzzer usage analysis – March to May 2017

Breakdown of Reasons for 'Other'



Initiatives

- Activities and wellbeing programme
- Campaign to reduce call bell wait times
- New methods of communication on the ward for patients and their families



Day Room Before

Compliments & Complaints

On the day of your discharge we would appreciate if you could complete a '2 Minutes of Your Time' questionnaire.

If you have found the care on Ward 23 to be particularly good or bad then you can either speak to the Ward Manager regarding this or contact PALS on 0800 0320202.

IF IT MATTERS TO YOU, IT MATTERS TO US.

0800 0320202
NHS 24: 111

Our Ward 23 Campaign

? Ask before you go

Please be sure to ask our staff if there is something they can do for you before they leave your bedside.

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Ward 23
North Tyneside General Hospital
Elderly Care
North Shields
NE26 3BN

E-mail: joyce.foggett@nhs.uk

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Welcome to Ward 23

North Tyneside General Hospital

WARD MANAGER: JOYCE FOGGETT
Telephone: 0191 293 4231



Day Room After



#hello my name is...



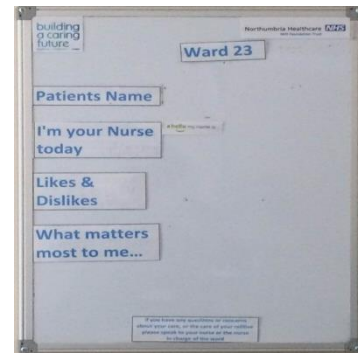
#hello my name is...



#hello my name is...



#hello my name is...



Successes

- Generated ownership and pride
- Patients benefited from ward activities and better communication
- Significant decrease in number of negative patient comments
- Reduction in call bell wait times

Patient Comments



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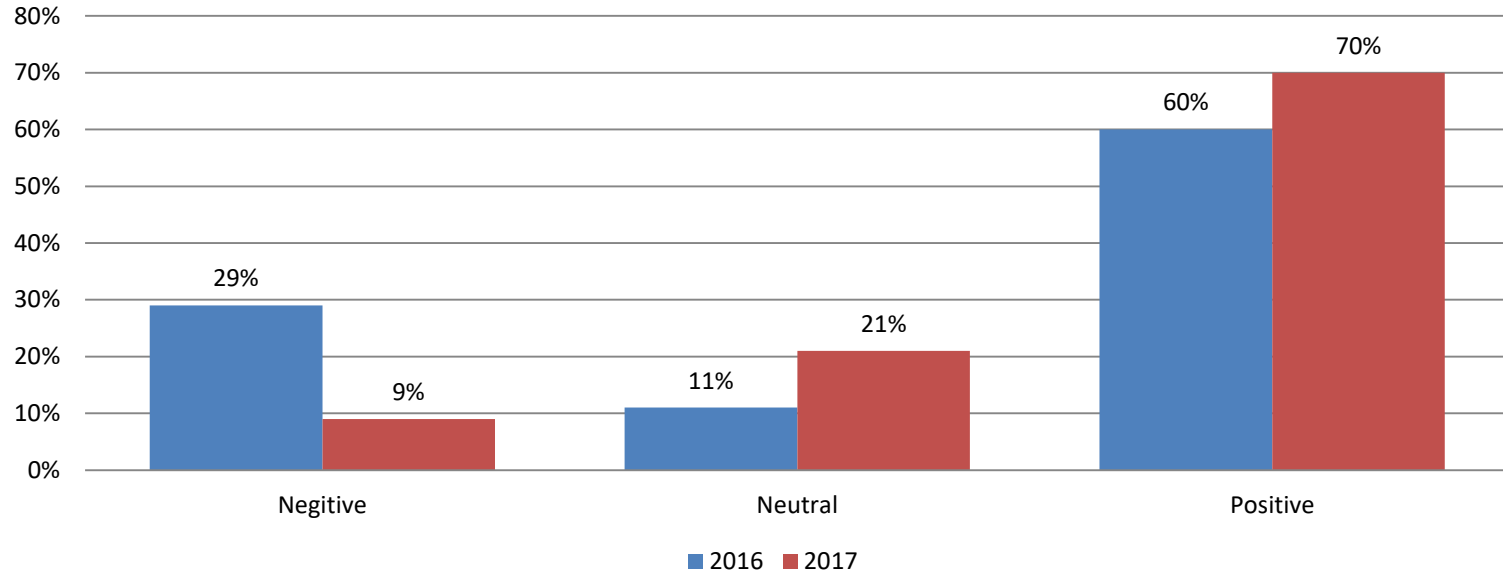
“Terry’s terrific and brings a sparkle to the ward- I’ve had some good chats with him.”

“Audrey did my hair, gave me a hand massage and put nail varnish on for me. While I’ve been on this ward I’ve also been to the day room to have coffee with other patients and made a doll out of clothes pegs which I really enjoyed.”

“Michael is in charge of the arts and crafts, and it’s a big, positive step forward. He organised a coffee morning yesterday in the day room and we made Easter hats”

“The activities are a luxury, and a very welcome idea on a ward like this where people are just waiting for discharge.”

Overall Comments Ward 23 NTGH Jan - June 2016 v Jan - June 2017



Key Learning

- The involvement and enthusiasm of the staff and patients was integral to the success of this project
- Capitalise on existing skills
- Focus on measures which can be implemented easily
- Keep the momentum going; hold regular progress meetings – celebrate often and thank people regularly
- Build in planning for corporate support

What makes it stand out

- A willing and enthusiastic ward team
- A dedicated wellbeing and activities coordinator
- Existing comprehensive data from our Real Time programme
- A belief in the importance of a collaborative approach



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Thank You

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