Patient Experience Champions
Improving Patient Experience through Staff Engagement

Dr. Sarah Todd, Patient Experience Manager
A bit of history...

- Pre-2014 Derby Hospitals didn’t have a Patient Experience Team or lead for improving patient experience.
- 2014-15 – team set up and began making connections with staff.
- First major engagement task was FFT rollout to children’s, outpatients and day case services.
What we learned

• Having to implement something linked to a national target was disengaging
• Relying on hierarchical dissemination was problematic
• We realised a bottom-up approach was needed
Launch

• The concept of ‘Patient Experience Champions’ was launched as part of Patient Experience Week April 2016

• **NO** role-description was made

• Instead, staff are encouraged to sign up for networking, sharing best practice, and getting early access to support such as our Go For It! Fund
Post-merger

- Burton Hospitals and Derby Teaching Hospitals merged 1st July 2018 to become University Hospitals of Derby & Burton NHS Foundation Trust (UHDB)
- Staff engagement has been essential
- Champions recruitment has continued to grow – there are now over 1,000 across all five sites, plus growing recruitment on our satellite/new sites
Who are our Champions?

- Charge Nurses/Sisters: 10%
- Medical staff: 6%
- Nurses: 10%
- Students: 6%
- Volunteers: 5%
- Therapists: 6%
- Receptionists & Administrators: 13%
- Pathology Services: 2%
- Pharmacy staff: 2%
- Research and Teaching Staff: 3%
- Specialists Nurses: 2%
- Apprentices: 2%
- Chaplaincy/Bereavement Services: 0%
- Cleaners, Porters & Hostesses: 2%
- Directors/Senior Management: 2%
- Discharge Support Officers: 2%
- Estates & Facilities: 3%
- Healthcare Assistants/Clinical Support Workers: 11%
- Housekeepers: 1%
- Imaging Services: 2%
- Matrons: 1%
- Midwives: 1%
- Mental Health: 0%
- Specialised Nurses: 2%
- Volunteers: 5%
- Research and Teaching Staff: 3%
- Specialised Nurses: 2%
- Theatres Staff/Practitioners: 2%
I am the Patient Experience
What we do

• Every other month, either a formal workshop or an informal ‘Ideas Café’ is held
• Rotate round the sites
• Formal workshops include guest speakers – specialist topics such as dementia, prisoner health, mental health, transition, etc.
What we do (cont’d)

• Early invites to Patient Experience Week events and Go For It! Fund

• Quarterly newsletters

• Tweets and Facebook posts to keep them updated

• Regular emails about initiatives they can get involved in
Queen's Hospital Youth Forum had a great time visiting our Pharmacy Manufacturing Unit on Tuesday evening. Many thanks to Dave and Farhan @UHDBTrust.

Saw Jonny in action today @UHDBTrust - brilliant 😊🎶

Fantastic live entertainment with vintage singer Johnny / Vintage singer Johnny is very popular and you’ll catch him at Royal Daffy Hospital between 12.30 - 1.30 today @UHDBTrust @MiniCuts & Singing Vintage singer.

These are our Go For It! Fund winners Autumn 2019. If they inspire you to submit an application, you’ll get your chance early next year in time for Patient Experience Week in April #iamthepatientexperience

We will be distributing these as part of Patient Experience Week April 2020 🌼

Calling all staff poets & poems that celebrate Florence and stories of nurses & midwives. Selected poems will be illustrated and published in a booklet. Please send poems to info@airarts by 24 Feb. @UHDBTrust @hull_karenhill @CHOEngland @runkeybent #YearoftheNurseandMidwife.

Staff Poetry Competition

Colour Me Read Me (Edition 4)

Whether you’re a published poet, secret writer or amateur writer, from 30 words to 300 we would love to read your verses about Florence Nightingale or your life as a nurse or midwife.
A movement...

• We believe we’ve started a movement at UHDB
• Increasing contact from staff of all roles, asking for support with patient involvement and improvement initiatives
• Increasing attendance at workshops and Ideas Cafés
• Increasing followers on social media
Top tips

• Key learning points:
  – Don’t give them list of tasks or role description – keep it flexible
  – Have range of venues for meetings and workshops
  – Make sure to provide the basics! (e.g. refreshments)
Future plans

- Rollout of Engagement Framework
  - Carers Passport
  - Information & Support Hubs
- Engagement Toolkit
- Patient Leaders recruitment
- Increase how we share patient feedback