

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

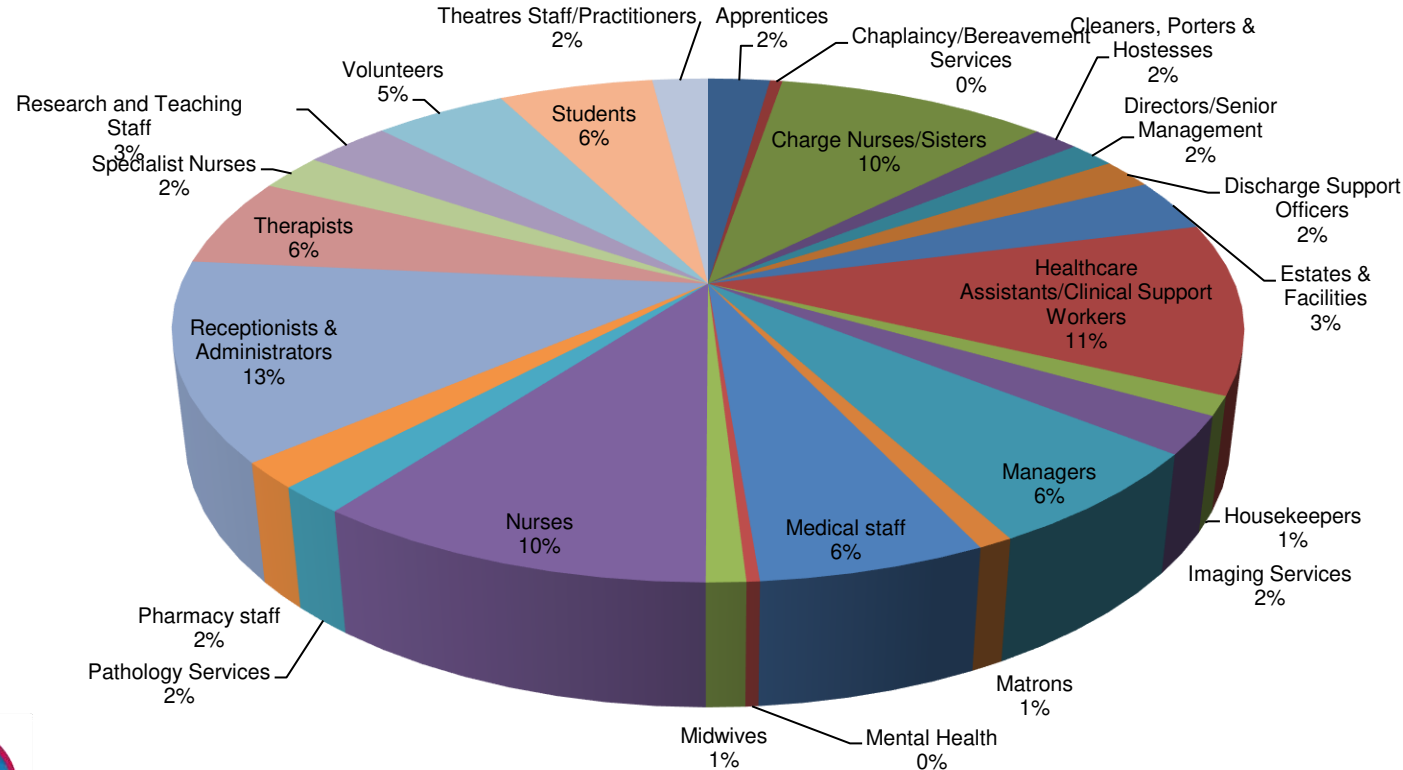


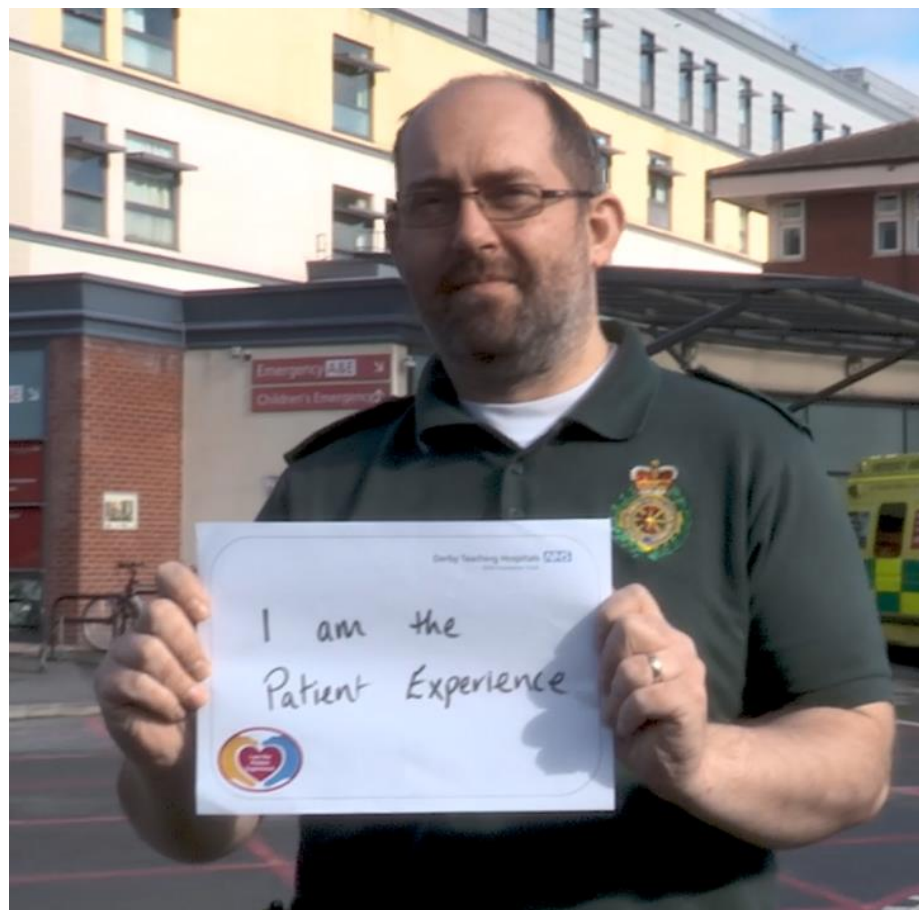
Post-merger

- 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?





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





University Hospitals of
Derby and Burton
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I AM THE PATIENT EXPERIENCE

Volume: 1, Issue 2
October - December 2019



MES... Patient Feedback System
PART OF THE MES GROUP

The new patient feedback system has now been live since 1st April 2019. If you are responsible for patient feedback in your area, and haven't got your login, please email whu.patientexperience@nhs.uk

Friends and Family Test (FFT)



You can now send applications for the next round of the 'Go For It!' fund.

Submit your applications via [FAS](#). The deadline for submissions is Friday 1st November 2019.

Patience Advice & Liaison Service (PALS)

There is a new PALS team in place from 1st April 2019. The new PALS team will be responsible for all patient advice and liaison services across the trust. The new PALS team will be working with the trust's patient experience team to ensure that all patients receive the best possible experience.

Compliments & Complaints

There is a new online system for submitting compliments and complaints. The new system will be available from 1st April 2019. The new system will be available from 1st April 2019.

Recent Compliments...

Thank you to the staff who have been so helpful and kind. I have been very impressed with the care and attention I have received. I have been very impressed with the care and attention I have received.

GET IN TOUCH...

Patience Team:
PALS
Compliments
Reassurance Services:

01332 758325
01332 758326
01332 758327
01332 758328

whu.patientexperience@nhs.uk
whu.pals@nhs.uk
whu.compliments@nhs.uk
whu.reassurance@nhs.uk

[Advice & Support](#)

E-News

1020 - Patient Experience Week Special Edition

Issue 3

Volume: 1, Issue 3

March 2020 - Special Edition - Patient Experience Week

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Patient Experience Team
@UHDB_PatientExp

★Vote for our lovely Pets as Therapy dog Lottie★ who's been shortlisted to the final 6!!! We're very proud of Lottie for getting this far, keep your fingers crossed for her @UHDBTrust Get Voting- petsastherapy.org

Lottie



Lottie, who was rescued from life as a street dog in Romania, has been nominated by a hospital and day hospice. A senior sister at the hospital she visits said: "When Lottie recently visited two particularly ill patients, we saw them smile for the first time." Meanwhile, at the hospice where many guests have limited mobility, they love Lottie so much.

Patient Experience Team
@UHDB_PatientExp

Queen's Hospital Youth Forum had a great time visiting our Pharmacy Manufacturing Unit on Tuesday evening. Many thanks to Dave and Farhan @UHDBTrust



Patient Experience Team
@UHDB_PatientExp

Saw Jonny in action today @UHDBTrust - brilliant 🎵🎵🎵

Air Arts @AirArtsUHDB · Jan 12
Fantastic live entertainment with vintage singer Johnny Victory! Johnny is very popular and you'll catch him at Royal Derby Hospital between 12.30 -1.30 today @UHDBTrust @MIHCUK #Singing #vintagesinger



Patient Experience Team
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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

University Hospitals of Derby an... · Dec 12, 2019
Congratulations to #TeamUHDB colleagues Dr Vanessa Cox and Rebecca Sage, who have been named as our latest Go For It! Fund winners. Both have been awarded funding to bring their projects to life to improve the care we provide. Find out more here: uhdb.nhs.uk/latest-news/va...



Patient Experience Team
@UHDB_PatientExp

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

Air Arts @AirArtsUHDB · Feb 10
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 @hill_karenhill3 @CNOEngland @dunkleybent #YearoftheNurseandMidwife

Staff Poetry Competition

Colour Me Read Me (Edition 4)

Whether you're a published poet, secret scribe or wannabe writer, from 30 words to 300 we would love to read your poems 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

