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What Matters To Me 'Patient Experience Programme' **Strengthening the Foundation**



@MFT_nhs, @MFT_Patient Experience







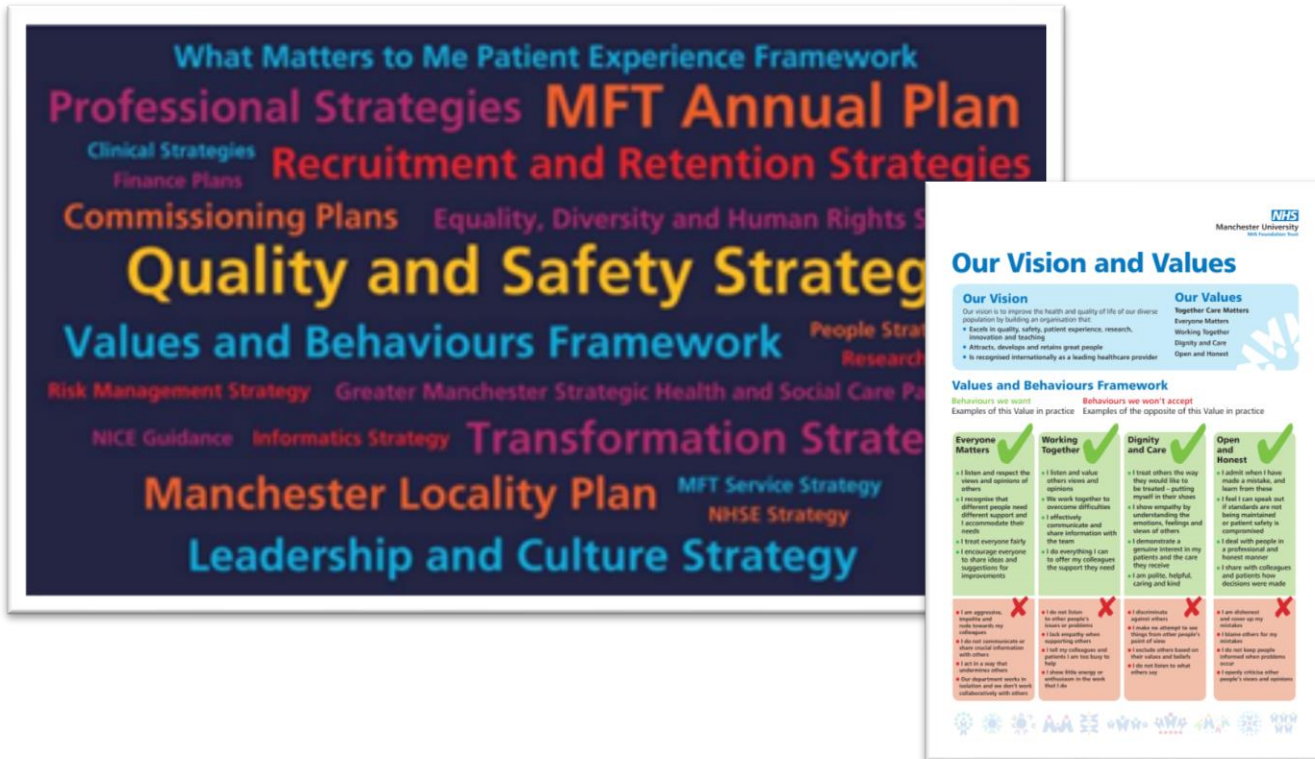


6 Overarching Themes

- Positive Communication
- Environment
- Organisational culture
- Professional Excellence
- Leadership
- Employee Wellbeing



WMTM embedded in Practice



What Matters to Me Patient Experience Framework

Professional Strategies **MFT Annual Plan**

Clinical Strategies Finance Plans **Recruitment and Retention Strategies**

Commissioning Plans Equality, Diversity and Human Rights Strategy

Quality and Safety Strategy

Values and Behaviours Framework

Risk Management Strategy Greater Manchester Strategic Health and Social Care Plan

NICE Guidance Informatics Strategy Transformation Strategy

Manchester Locality Plan MFT Service Strategy NHSE Strategy

Leadership and Culture Strategy

Our Vision and Values

Our Vision
Our vision is to improve the health and quality of life of our diverse population by building an organisation that:
• Excels in quality, safety, patient experience, research, innovation and teaching
• Attracts, develops and retains great people
• Is recognised internationally as a leading healthcare provider

Our Values
Together Care Matters
Everyone Matters
Sticking Together
Dignity and Care
Open and Honest

Values and Behaviours Framework
Behaviours we want
Examples of this Value in practice

Behaviours we won't accept
Examples of the opposite of this Value in practice

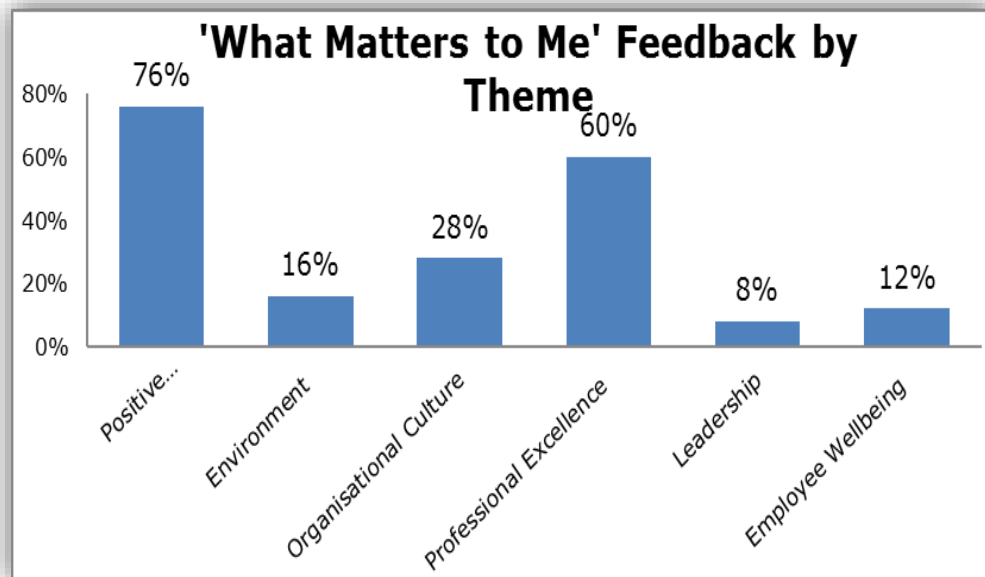
Everyone Matters	Working Together	Dignity and Care	Open and Honest
<ul style="list-style-type: none"> + I listen and respect the views and opinions of others + I recognise that different people need different support and I accommodate their needs + I treat everyone fairly + I encourage everyone to share ideas and suggestions for improvements 	<ul style="list-style-type: none"> + I listen and value others views and opinions + We work together to overcome difficulties + I effectively communicate and share information with the team + I do everything I can to offer my colleagues the support they need 	<ul style="list-style-type: none"> + I treat others the way they would like to be treated - putting myself in their shoes + I show empathy by understanding the emotions, feelings and views of others + I demonstrate a genuine interest in my patients and the care they receive + I am polite, helpful, caring and kind 	<ul style="list-style-type: none"> + I admit when I have made a mistake, and learn from these + I feel I can speak out if standards are not being maintained or patient safety is compromised + I deal with people in a professional and honest manner + I share with colleagues and patients how decisions were made
<ul style="list-style-type: none"> - I am aggressive and rude towards my colleagues - I do not communicate or share crucial information with others - I act in a way that undermines others - The department works in isolation and we don't work collaboratively with others 	<ul style="list-style-type: none"> - I do not listen to other people's views or problems - I lack empathy when supporting others - I fail my colleagues and patients I am too busy to help - I show little empathy or compassion in the work that I do 	<ul style="list-style-type: none"> - I discriminate against others - I make no attempt to see things from other people's point of view - I treat others based on their values and beliefs - I do not listen to what others say 	<ul style="list-style-type: none"> - I am dishonest and cover up my mistakes - I blame others for my mistakes - I do not keep people informed when problems arise - I spread criticism about other people's views and opinions

....Living the Values

- Embedded in key strategies, policies & MFT core values
- Included in key events, e.g. Bee Brilliant
- Recruitment , Trust Induction, CPD /Education
- Monitored through Quality indicators, Senior Leadership Walk Round, Accreditation process

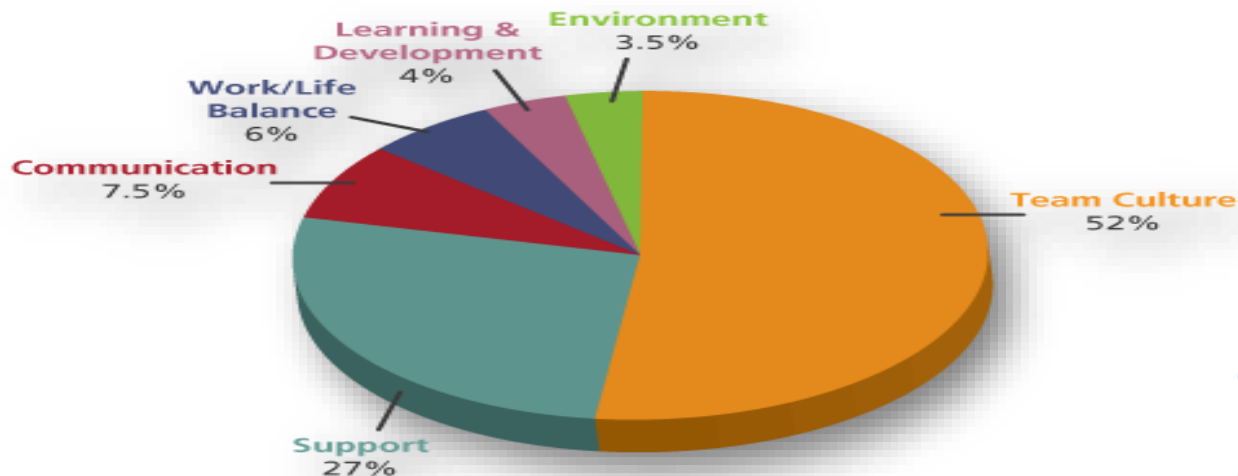


Impact results



% of patient & staff feedback mapped to each key theme

Employee Wellbeing' Themes



145 comments
75 comments
21 comments

17 comments
12 comments
10 comments

Total = 280 comments

WMTM Deliverables



Positive Learning

- Research Potential
- Development of First Impressions Course for A&C staff



Any Questions?.....

