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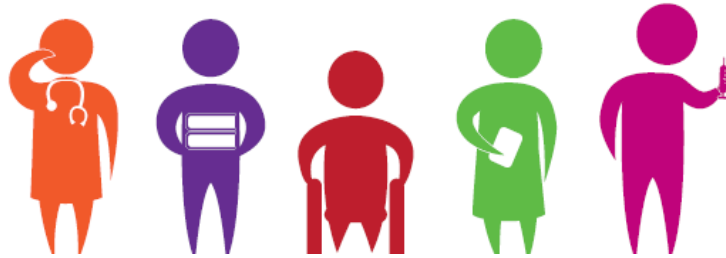
What Matters To Me 'Patient Experience Programme' Strengthening the Foundation



@MFT_nhs, @MFT_Patient Experience











6 Overarching Themes

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





WMTM embedded in Practice



Manchester University
NHS Foundation Trust

What Matters to Me Patient Experience Framework

Professional Strategies **MFT Annual Plan**

Clinical Strategies **Recruitment and Retention Strategies**

Finance Plans **Commissioning Plans** Equality, Diversity and Human Rights S

Quality and Safety Strategy

Values and Behaviours Framework **People Strat**

Risk Management Strategy **Greater Manchester Strategic Health and Social Care Pa**

NICE Guidance **Informatics Strategy Transformation Strate**

Manchester Locality Plan **MFT Service Strategy**

Leadership and Culture Strategy **NHSE 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
Working 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 talk towards my colleagues I do not communicate or share crucial information with others I do not help that undermines effort I am 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 talk negatively when supporting others I do not respect colleagues and patients I am too busy to help I show little energy or enthusiasm 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 help people informed when problems arise I openly criticise other people's views and opinions



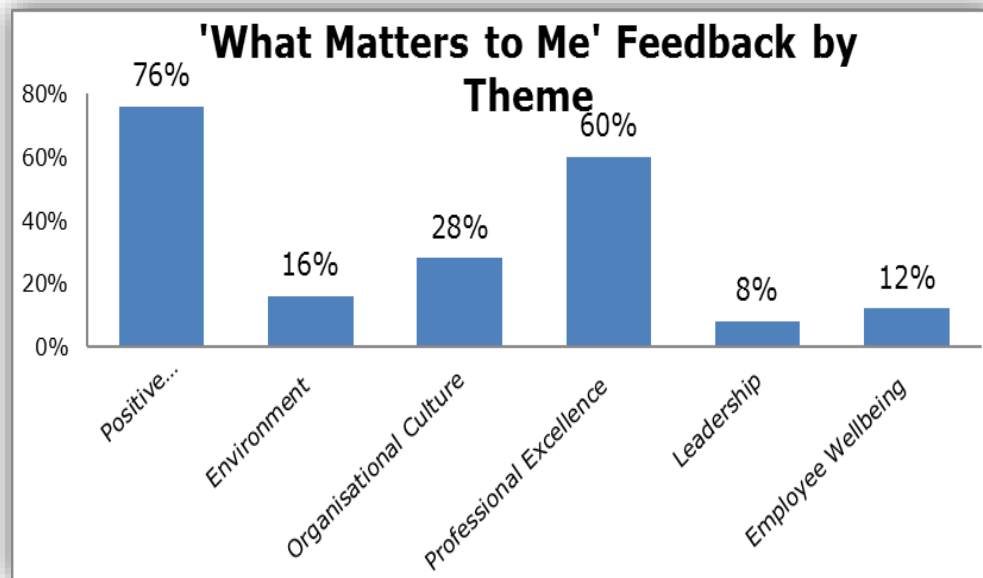


....Living the Values

- 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

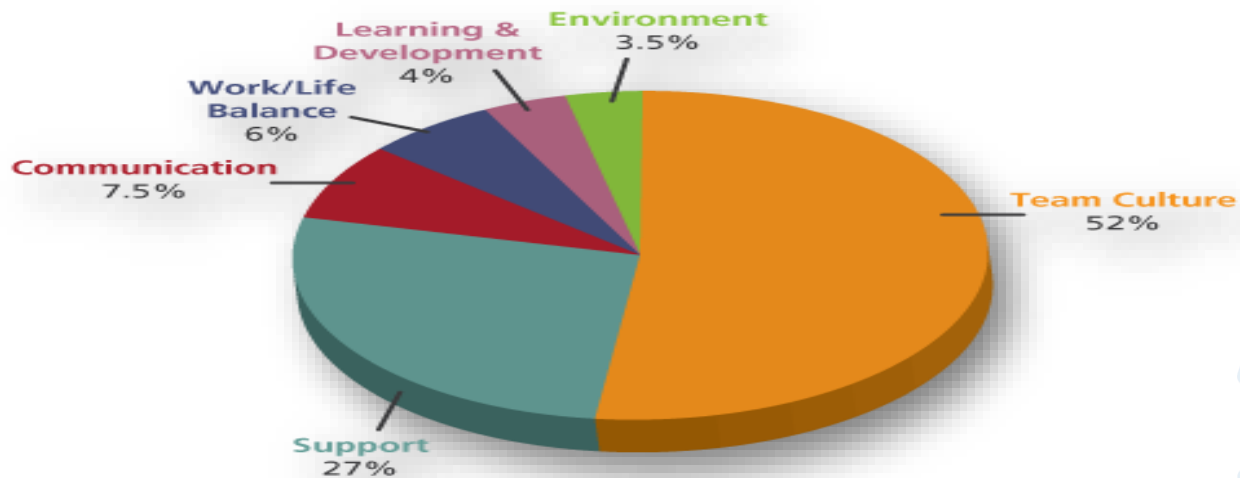


Impact results



% of patient & staff feedback mapped to each key theme

Employee Wellbeing' Themes



145 comments	17 comments
75 comments	12 comments
21 comments	10 comments

Total = 280 comments





WMTM Deliverables

First Impressions
Training for Frontline Administration & Clerical Staff

Manchester University
NHS Foundation Trust

Available via the MFT Learning Hub: learninghub.mft.nhs.uk
For further information contact: wmtm.training@mft.nhs.uk

YOU
NEVER GET A SECOND CHANCE
TO MAKE
A FIRST IMPRESSION
- WILL ROGERS

WMTM

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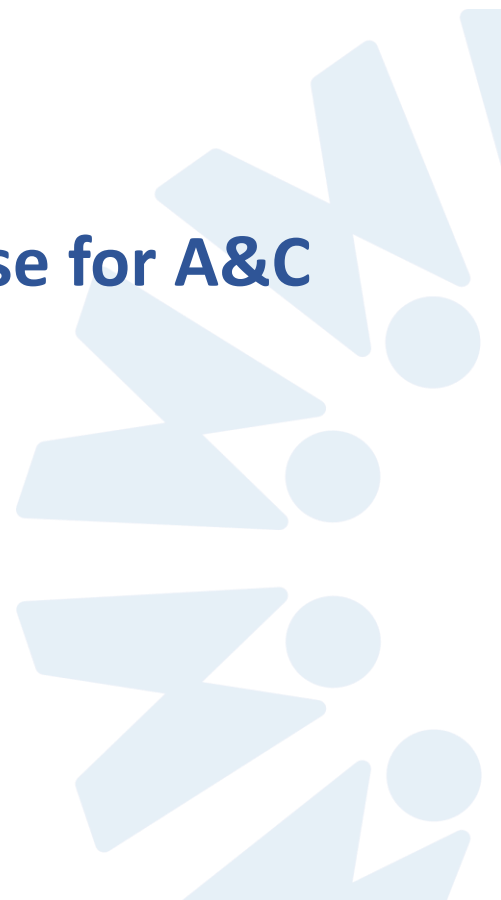
NEVER GET A SECOND CHANCE TO MAKE A FIRST IMPRESSION - WILL ROGERS

The poster features a row of seven stylized human figures in various colors (red, purple, pink, blue, orange) representing diverse people. The background is white with purple and pink accents.



Positive Learning

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



Any Questions?.....

