

'Back to Basics'

Improving Patient Experience in the Emergency Department

(Strengthening the Foundation/Using Insight for Improvement)

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Patient Experience Network National Awards 2018

Caring for Walsall together



Why did we do it?



Our FFT recommendation scores were amongst the **lowest** in the country

Waiting times, concerns and complaints were **high**

Analysis of qualitative feedback showed repetitive themes

Staff engagement and morale were **low**

Stress levels for staff, patients and carers were **high**

What did we do

Committed and *willing* leadership

Clinical and non-clinical staff *involvement* at all levels

Set *standards* and monitored

Developed an *Action Plan*

User involvement

Looked at the *bigger picture*



How we did it differently

- **Patients and Staff**

What matters to you, ED Volunteers, making improvements priority

- **Sharing and valuing**

Patient experience huddles, ED constitution, Colleague Commitment

- **Communication, Information and innovation**

A&E Journey map, Patient Charter 10,

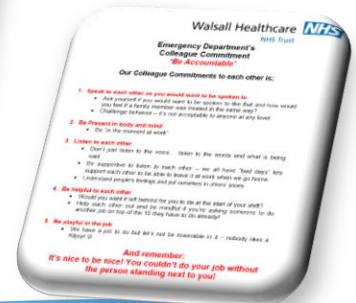
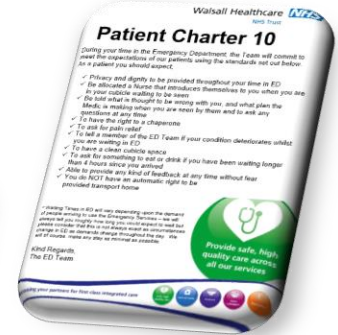
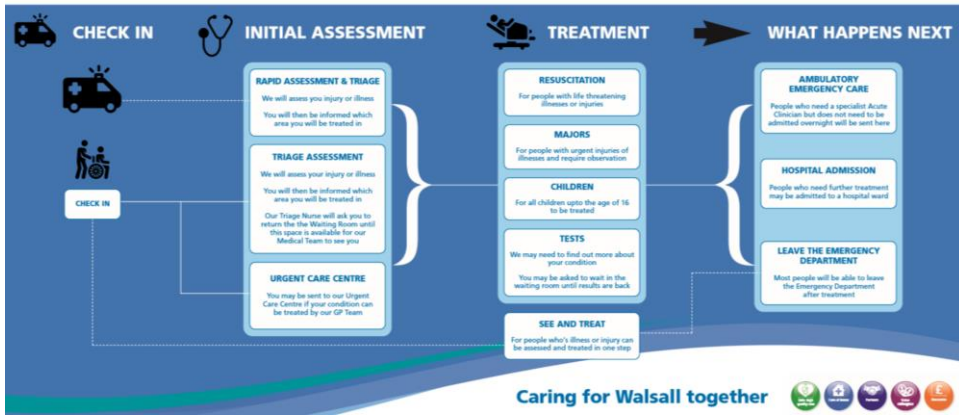
- **Collaboration and Partnerships**

What makes a Good Day/What gets in way of a Good Day



....still improving

Your journey through the Emergency Department



Other *key* elements

- Radiographer-led discharges trial - Cutting average patient journey times by *47 minutes*
- Process mapping and *collaboration* with other clinical teams
- ED *champions*
- Ensuring *Respect* and *Dignity*
- Discharge leaflets and *information*
- Increased awareness of *Mental health/Dementia* patients
- Review of *pain* management along pathway

How do We know we improved

- FFT recommendation scores moved from *71% to 86%*
- Marked *reduction* in number of (Moderate) severity *complaints*
- *Staff feedback* led to imaging training for Emergency Nurse Practitioners and imaging interpretation built into junior doctor's induction programme
- *Reduction* in Medico-legal claim *pay-outs*
- Marked *improvement* in Staff Experience – Shared via *'What matters to you'*

Future plans

- New £36m ED plans approved – Staff and User co-designing
- ‘Back to Basics’ - *Continuous improvement* through *QSIR* from QI Academy
- Patient and Carer *feedback ‘Soundbites’* at Patient Experience Huddles, Trust Board and local team meetings
- *Joint* Patient Experience and Safety Teams huddles in ED
- *Volunteers* in ED – Role enhancement and increasing numbers
- Success and best practice - *incorporate* into Paediatric ED and Maternity triage improvements
- A&E department *information video*

Thank you

Any questions?

