

# Patient Experience Team of the Year

**Paul Brooks**, Director of Patient Experience & Facilities  
Management

**Sarah Todd**, Patient Experience Manager

**Debbie Furness**, Patient Experience Manager

**Judith Moore**, Patient & Public Engagement Manager

**Parminder Johal**, Data Entry Support Officer

**@DerbyHospitals**





## Meet the team

Paul Brooks, aged 51 today!! (big party held last year!)

- Committed Derby County fan
- Devoted hubby to Alison & 'parent' of Bertie their lovely Cavalier Spaniel!
- Often known as “Mr. Derby Hospital” as he’s been around since he was 16!
- Known for just getting things done and often seen biking or swimming around England for charity!



## Meet the team

Debbie Furness, aged 60 years young

- The 'mother hen' of the team as well as mother of 3 and Grandmother of 3
- Loves a chat and always has a funny story to tell!
- Worked for the NHS for 27 years and still loves it!
- Known for her caring nature!



## Meet the team

Sarah Todd, aged 32

- Mother of two little monsters
- Nickname “Miss Numbers” for her love of stats and figures
- Worked for the NHS for 4 years
- Known for her analytical mind!





## Meet the team

Judith Moore, aged 53

- Mother of Ashton
- Fan of 90s Brit Pop band Pulp
- Exceptional tea maker (but gives away all our chocolates to charity!)
- Known for organising events, community networking and running up and down mountains!



## Meet the team

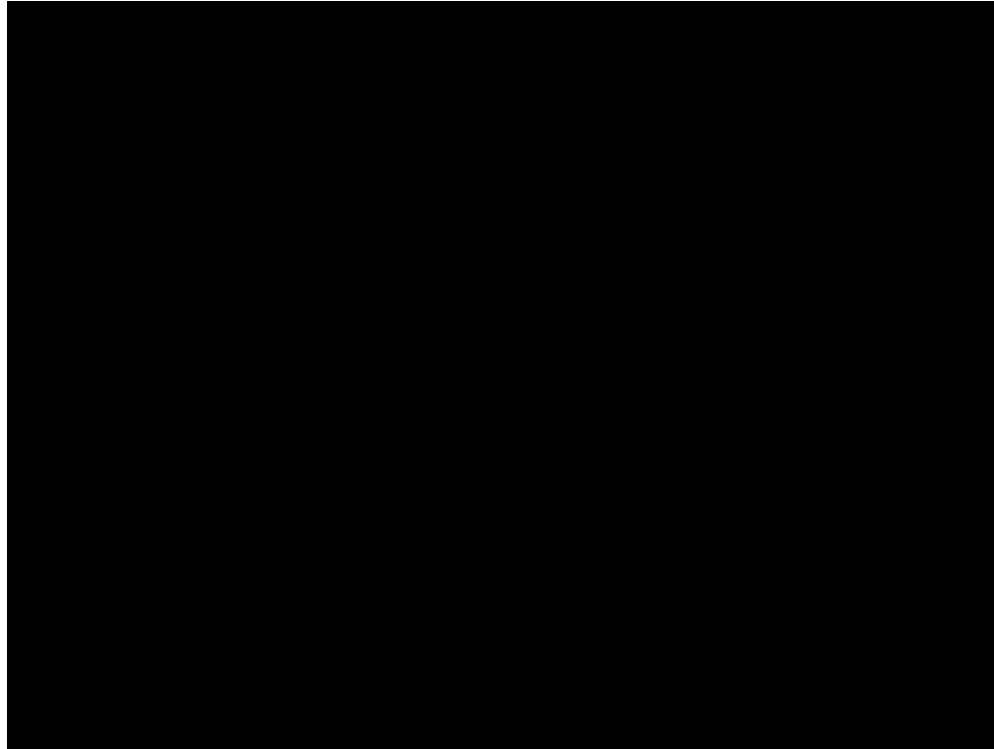
Pam Johal, aged 29

- Mother of one little monster and soon to have another!
- The little 'Brummie' of the team – coming home today!
- Brightens everyone's day with her giggles and pretty smiley face!
- Known for being helpful and also her speedy work!



# This is what Patient Experience means to us...

Derby Teaching Hospitals  
NHS Foundation Trust

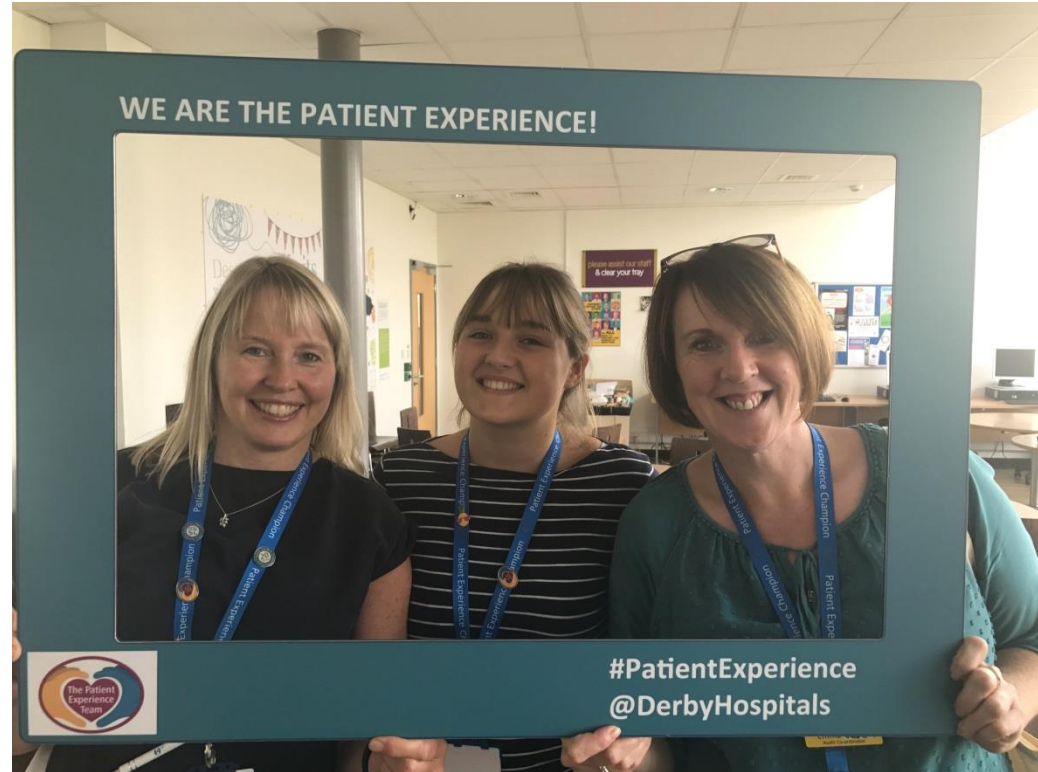




## Achievements

Recruited over 230 champions in less than a year:

- 80 nurses, midwives & HCAs
- 22 doctors, scientists & ACPs
- 15 Therapists & AHPs
- 35 managers
- 59 admin & clerical staff
- 10 facilities staff



## Achievements

Launched 'Making Your Moment Matter' pledges in 2013 and developed training programme (runner up in last year's PENNA). Our pledges are:

- **We will treat you as a person, not just a patient, with dignity and respect at all times**
- **We will do everything we can to give you the best possible treatment**
- **We will give you information in a way you can understand, so you can make decisions about your care**
- **We will make the place you are treated in clean, safe and caring**
- **We will understand your needs by listening, empathising with you and keeping you informed**



# Making Your Moment Matter



You've told us it's the small things that make a big difference to the care you receive.

- We will treat you as a person, not just a patient, with dignity and respect at all times



Taking pride in caring

## Making Your Moment Matter



You've told us it's the small things that make a big difference to the care you receive.

- We will do everything we can to give you the best treatment



Taking pride in caring

# Making Your Moment Matter



You've told us it's the small things that make a big difference to the care you receive.

- We will give you information in a way you can understand, so you can make decisions about your care



## Making Your Moment Matter



You've told us it's the small things that make a big difference to the care you receive.

- We will understand your needs by listening, empathising with you, and keeping you informed



Taking pride in caring

# Making Your Moment Matter



You've told us it's the small things that make a big difference to the care you receive.

- We will make the place you are treated in clean, safe and caring



Taking pride in caring

## Achievements

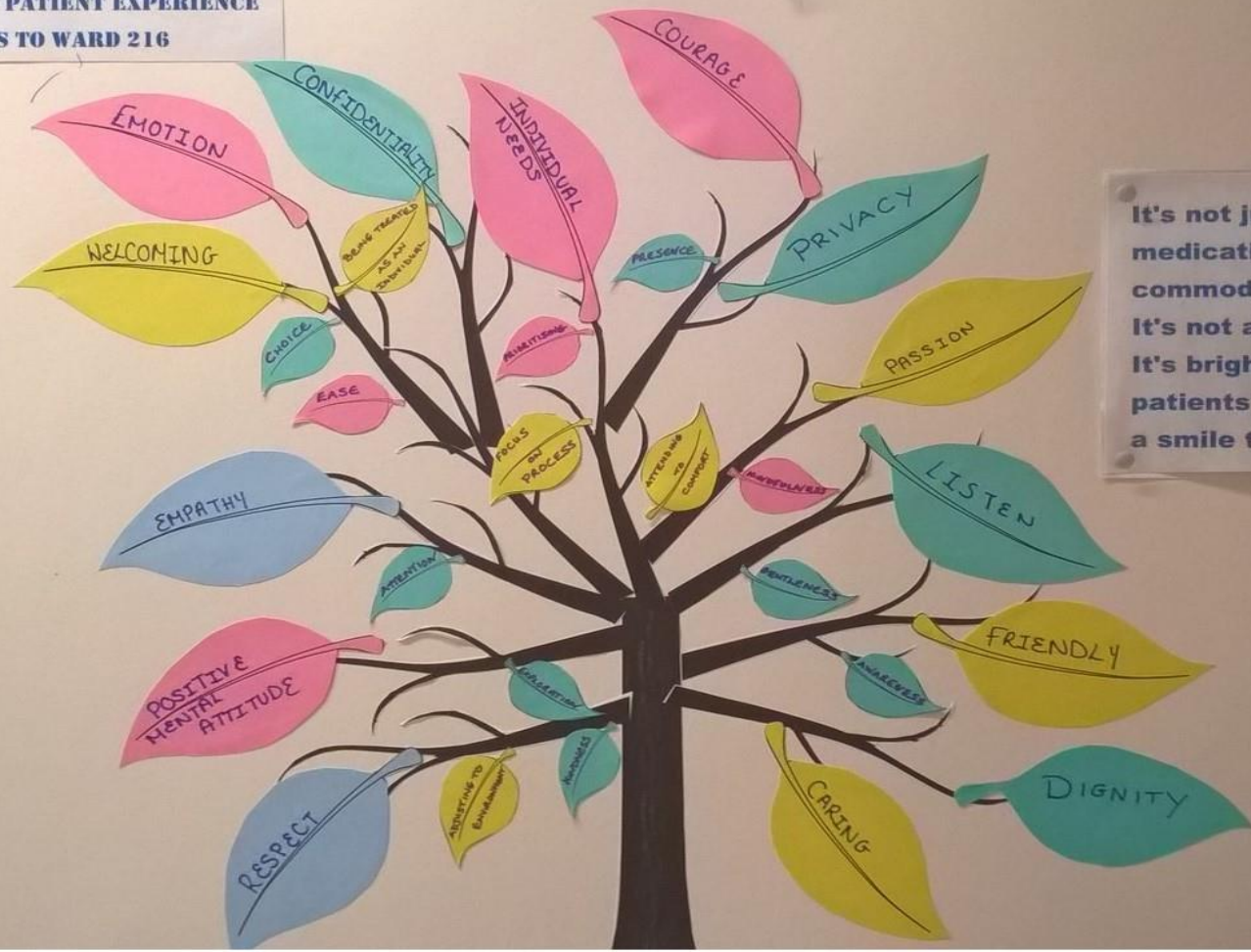
Held first ever Patient Experience Week event in April 2017

Activities included:

- Best Patient Experience board (example next slide)
- Best Patient Experience Improvement Idea (£1,000 prize)
- Runners up received 'Survival Hampers' (tea, coffee, etc.)
- Colour Me, Read Me Books (stories written by staff with colouring pages – handed out, with crayons, on wards for patients)



**WHAT PATIENT EXPERIENCE  
MEANS TO WARD 216**



**It's not just about the medication, bedpans, commodes and dressings. It's not about clean floors. It's brightening the patients' day and bringing a smile to their faces.**





## Achievements



Developed a range of accessible methods for the FFT survey, winning NHS England's 'Best FFT Accessibility Initiative' at the FFT Awards 2016

- 10 languages and Easy Read formats
- Online, postcard, SMS, landline and kiosks
- Child-friendly card and online versions

## Achievements



Launched a new “Go For It!” fund in October 2017 for staff to access to fund their ideas for improving patient experience. Two projects funded so far:

- Trial of digital voice enhancers for hard-of-hearing patients to hear more clearly what health professionals are telling them
- Trial of community-based Hepatitis testing to reach vulnerable homeless people

## What's our secret to success?

- No real secret – we just care a lot about improving our patient experience and inspiring our staff!
- But we also care a lot about each other – we look after each other!
- We make space and time to talk – weekly catch ups that often don't even cover work but all of life's trials and tribulations!

**Thank you for listening**  
**#iamthepatientexperience**

