Walsall Healthcare NHS Trust

“Making Magic with Bubbles and Butterflies”
Doing What Matters!

(Turning it Around)

Ward 2 Patient Experience Improvement Story

Aaron Bate – Ward Manager AMU
Katie Follows – Ward Manager Ward 2
Luke Smith Nursing Associate
Rabina Mohammed - Clinical Support Worker

Ward2 – @WardManor
Walsall Healthcare NHS Trust - WalsallHcareNHS

Patient Experience Network National Awards 2019

Caring for Walsall together

Safe, high quality care | Care at home | Partners | Value colleagues | Resources | Respect Compassion Professionalism Teamwork

Why we did it….. Where we were?

Poor Friends and Family Test scores.

Frequent use of 1-1 patient observations.

High number of complaints/concerns from relatives.

11 RN vacancies.

Not managing needs of people with dementia well.

Low staff morale/ high sickness.

Named as a ‘worry’ ward by CCG and CQC.

***Where** the change started…..*

New change of leadership for the ward **-** Trust took a risk and appointed a mental health nurse as ward manager for an acute medical ward.

New ways of thinking- The core value of the ward was agreed as “the patient is the centre of everything we do” and *that the most important quality indicator was how someone “felt” about being on the ward.*

Shared Leadership- Not top down management, leadership at all levels, 25 of the staff team completed Edward Jenner Award (NHS leadership academy). All staff empowered to lead new projects and implement own ideas.

What matters .....

"What's the matter with you?"
"What matters to you?"

- Ask what matters
- Listen to what matters
- Do what matters

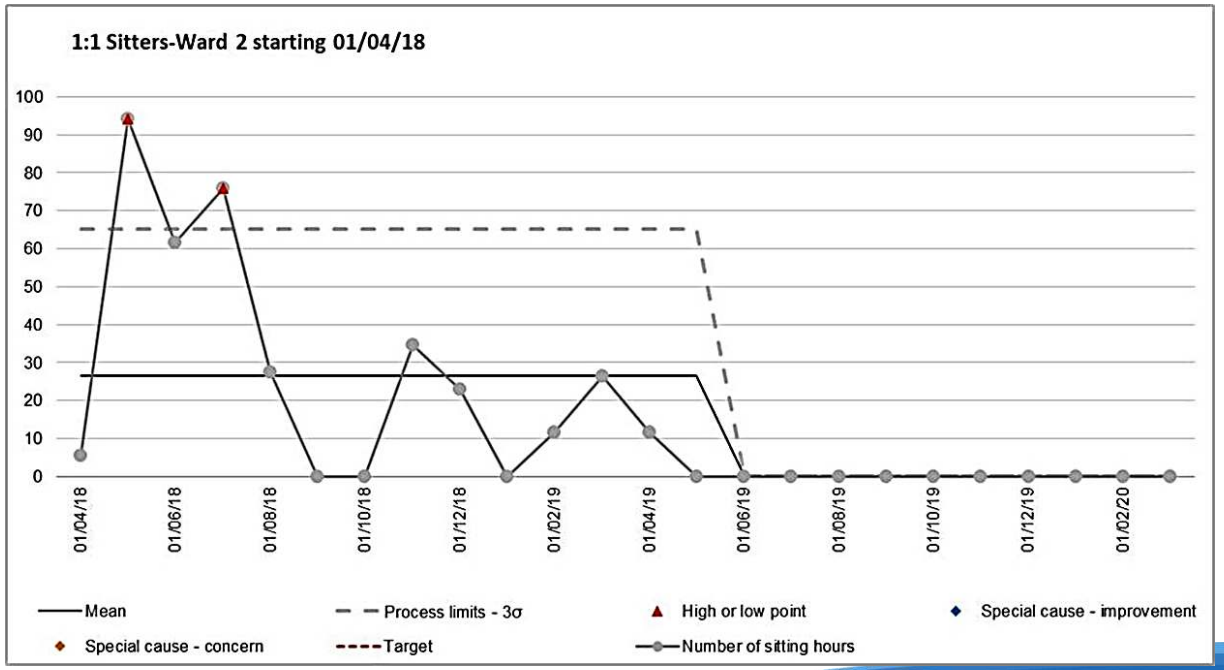
.... looks like this.

Walsall Healthcare NHS
NHS Trust

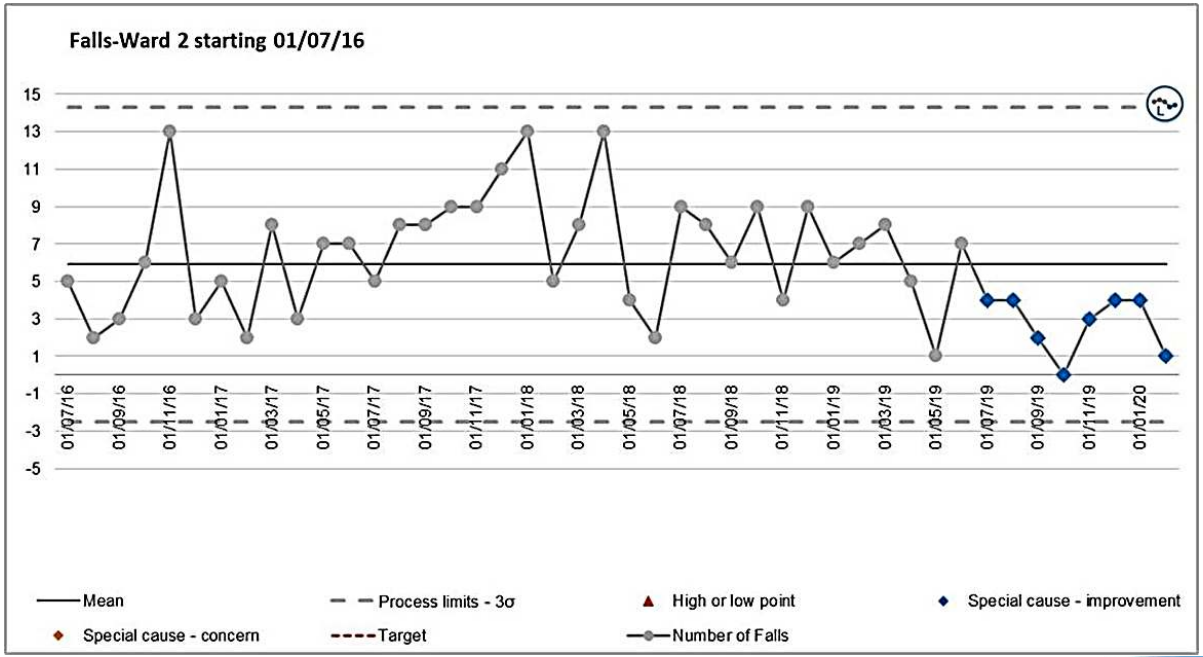
More than a whiteboard….

What *mattered to David….*

Ward 2 - 1:1 Sitters



Ward 2 - Falls


Falls-Ward 2 starting 01/07/16
15
13
11
9
7
5
3
1
-1
-3
-5
01/07/16
01/09/16
01/11/16
01/01/17
01/03/17
01/05/17
01/07/17
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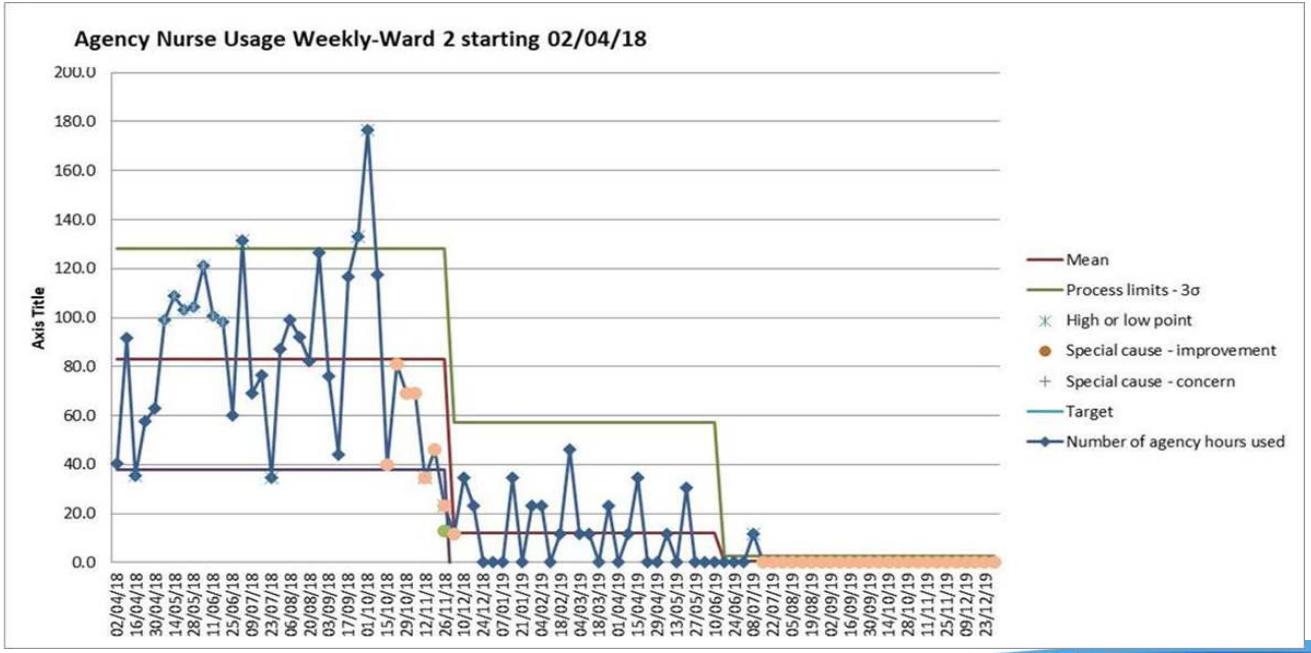
01/01/20
Mean
Process limits - 3σ
High or low point
Special cause - improvement
Special cause - concern
Target
Number of Falls

Ward 2 – Agency Nurse Usage



Thank you