

Observe and Act

A Brief Overview- Using Insight For Improvement
(NHS Funded Services Category) PENNA Awards

Three thick, wavy lines in blue, green, and purple colors that sweep across the bottom half of the slide.

© Shropshire Community NHS Trust

Observe and Act was developed By

Shropshire Community Health NHS Trust



The Purpose:

“To examine a person’s total experience of a service from the service user/ carer perspective, learn from it, share good practice and where necessary act to make improvements. ”



Community Trust Feedback



Patient stories



Real Time & FFT



Focus groups



Observe & Act



Surveys

“NHS accountable to public communities & patients....people have rights to be involved” (NHS Constitution)






What we did

Developed an observation tool that considers the patient/ service users journey through a service called - **Observe and Act**

Observe and Act Process:

- **Arrange to Observe:** select service or part of the service, to look at the service delivery or just a small part of it, from the viewpoint of the patient.
 - **Feedback and Lessons Learned:** Good things about the service will be identified. Areas for development will also be identified and fed back to the service manager, with whom time will have been booked.
 - **Next Steps and Plan:** An agreed, timed development plan will be negotiated and implemented.
- 

The five themes (plus supplements) that cover the journey

- Environment
- Communication
- Person Centred Care
- Food & Drink
- Safety

Each theme is subdivided to provide detail for the observation

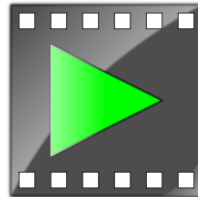


Key Points

- Flexible : Trusts / Organisations / Services
- Immediate Feedback
- Evidence of Regular Review of Service
- Another Layer of Evidence – What Service Users View as Important
- Not an Inspection “In it Together”.
- Join the Loop
- NHSE / NHSI and University
- Network

Video Link

- Video Link : <https://youtu.be/UvxG8mCFCUg>



A large graphic featuring the letters 'O', 'A', and '&' in a stylized font. The 'O' is dark blue, the 'A' is pink, and the '&' is light blue. They are arranged with the 'O' at the top, the 'A' below it, and the '&' behind the 'A'.

OBSERVE

And

ACT[©]

