Observe and Act

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

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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.”
“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