

Making

Your



moment

Matter

Local



Paul Brooks

Associate Director of FM and Patient Experience

Megan Roworth

Patient Experience Manager

Debbie Furness

Project co-ordinator

Judith Moore

Patient and Public Engagement Manager

 *Taking pride in caring*



Campaign Aims & Objectives

Aims

- To have an understanding of how our performance and behaviour affects people who use our service throughout their patient journey.
- To build on the Trust's 5 MYMM pledges, and focus on the challenges and successes that your area face.

Objectives

- To develop your own action plan to tackle any challenges, and maintain your successes in your patients' experience in your area, and establish what you require to achieve this.
- To nurture a culture of compassion & caring towards patients and each other.

Our Trust's pledges

- *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 treatment
- *We will* understand your needs by listening, empathising with you, and keeping you informed.
- *We will* make the place you are treated in clean, safe caring .
- *We will* give you information in a way that you can understand, to help make decisions about your care.

We need to have an understanding of how our performance and behaviour affects people who use our services throughout their patient journey.

- Your Views Matter (Friends & Family Test)
- PALS and Complaints
- Staff Survey

Derby Teaching Hospital NHS Foundation Trust

| Patient Experience Friends and Family Test (FFT) Data | | | | Complaints Data | | | | Staff FFT Data | | |
|---|---|---------------------|--------------------|--|--|--------------------|-------------------|-----------------|-------------------|--------------------------------|
| Communication/ Information score (95%) | Staff behaviours/ Attitudes score (95%) | Timeliness (95%) | Discharge (95%) | Communication/ Information score (6+) | Staff behaviours/ Attitudes score (6+) | Timeliness (6+) | Discharge (6+) | Morale (92%) | FFT Care (89%) | FFT Work- place (71%) |
| 97% | 99% | 92% | 97% | 90 | 67 | 48 | 31 | 91% | 89% | 71% |

What is patient experience?

Patient Experience



Barriers to communication

**MOST PEOPLE
DO NOT LISTEN
WITH THE INTENT
TO UNDERSTAND;
THEY LISTEN
WITH THE INTENT
TO REPLY**



Too little information



Find out how we're supporting the

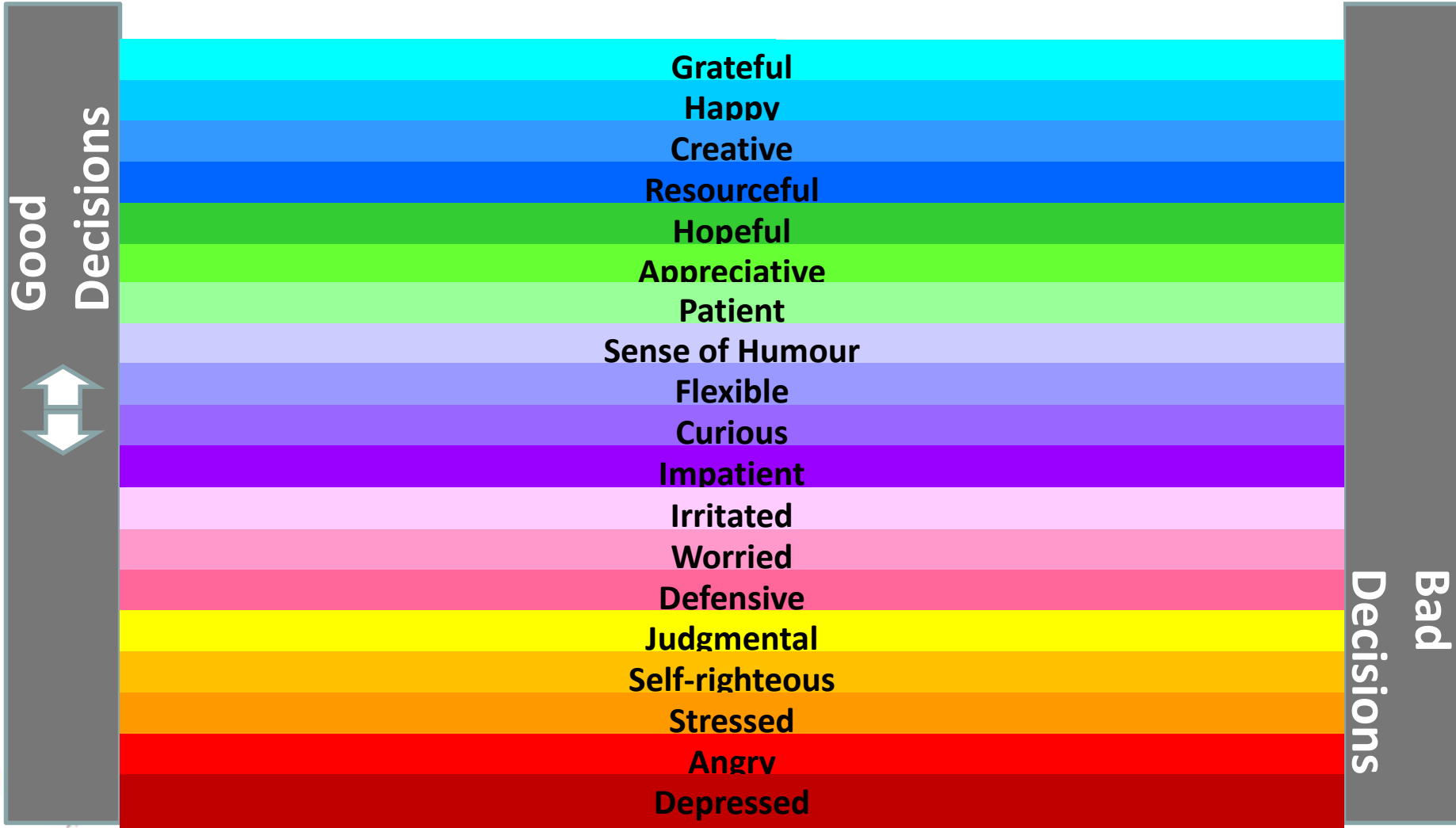
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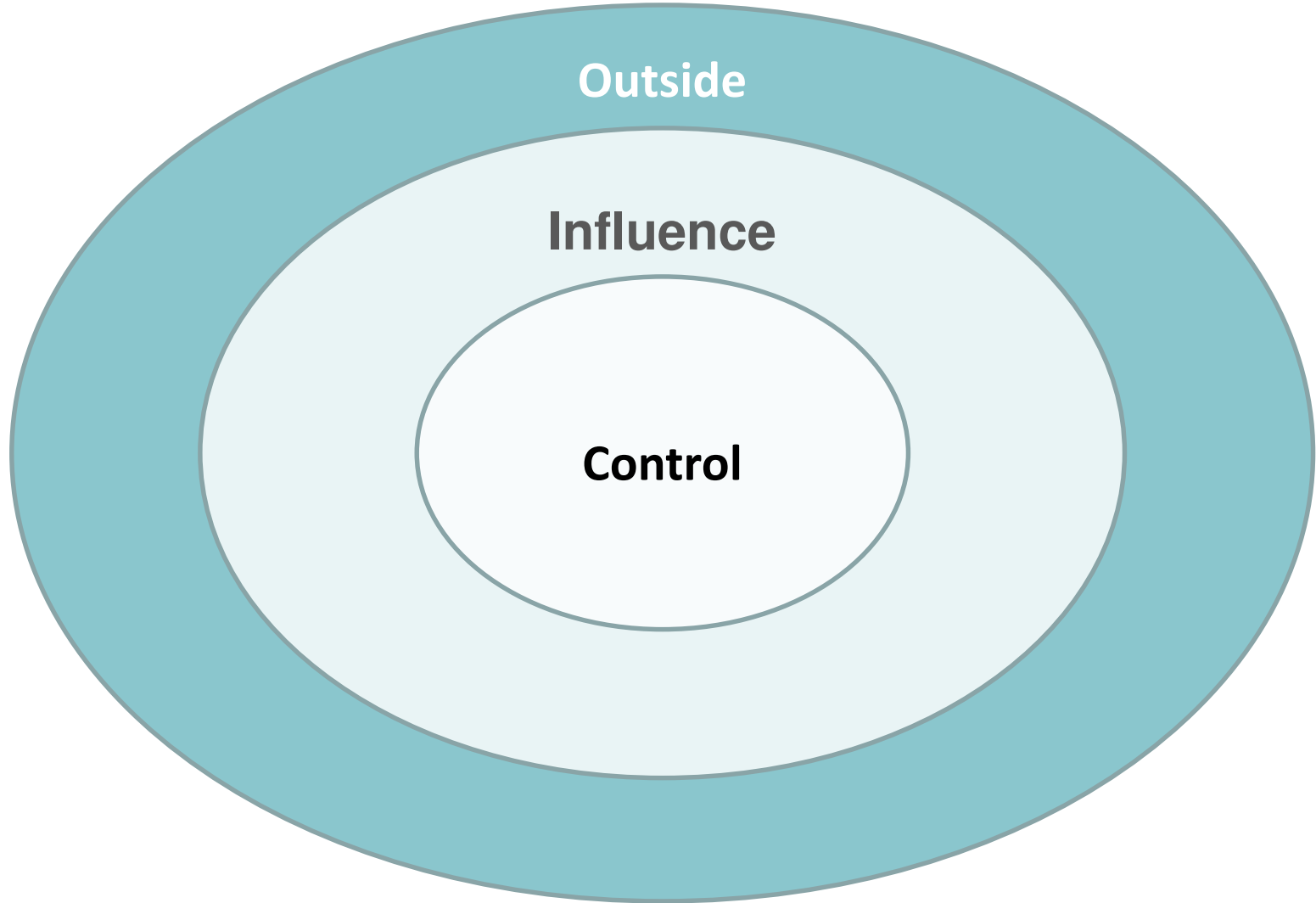
Introducing yourself can greatly improve patient experience.
It's the small things that make the biggest difference to patients and carers.

Making
Moment Matter

[Click here for more information](#)

“More feedback could be supplied to the patient to keep him/her up to speed with progress and to keep them “in the loop” and limit the stress of feeling abandoned and not part of the process.”

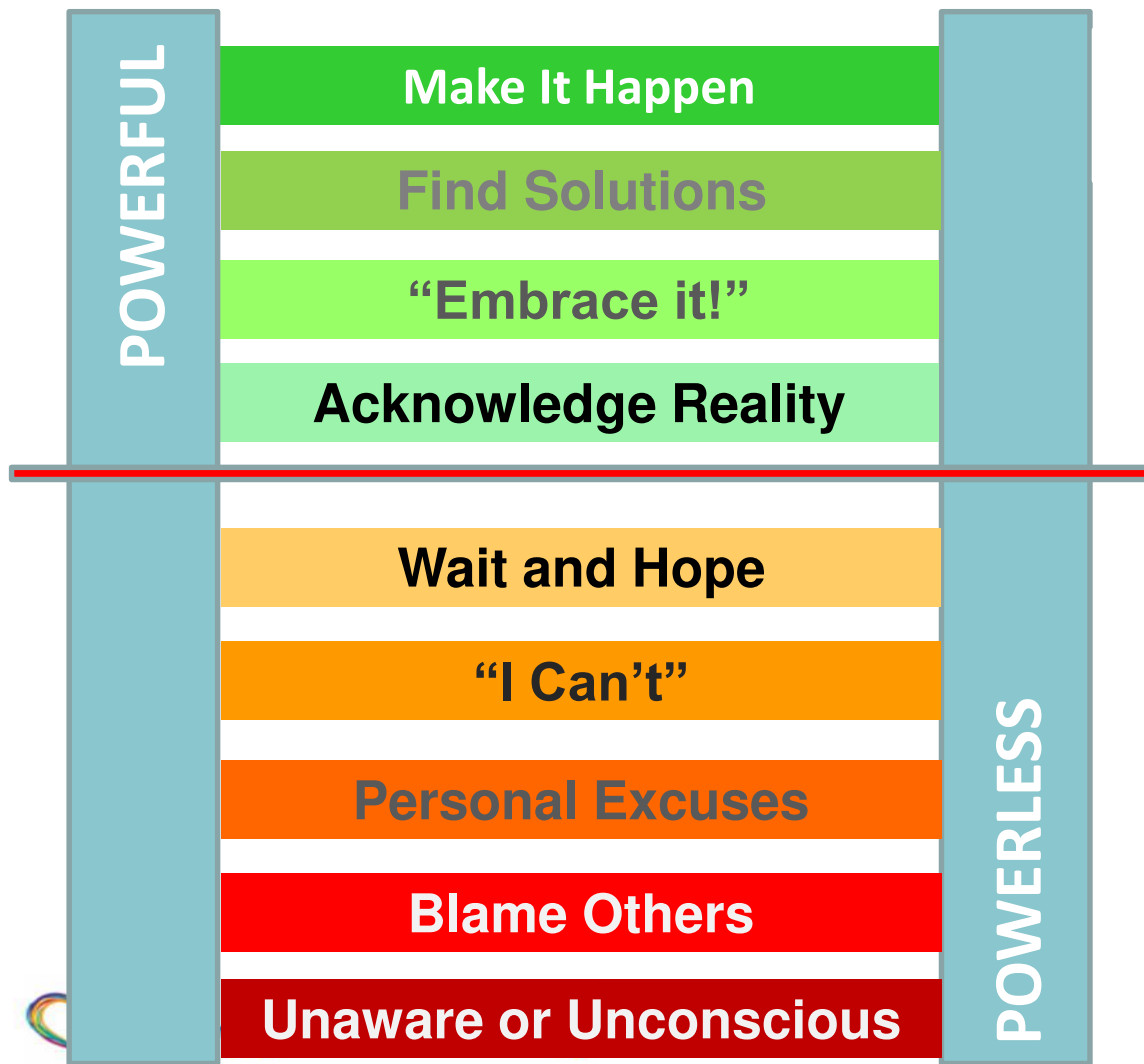




Outside

Influence

Control

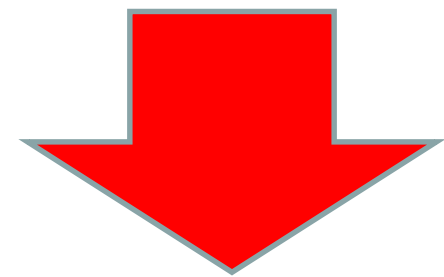


“Accountable Behaviours”

**Things that happen
Because of you**

“Victim Behaviours”

**Things that happen
to you**



- Think about what the pledges mean to you?
- So HOW are YOU going to help make this happen ?

Always remember

- “Small changes, make a big difference”
- It’s the little things that matter and makes the biggest difference to our patients.

Patient Experience Week April 24th – 28th 2017

