



**East London**  
NHS Foundation Trust

# Collect. Review. Do.

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# Background

- Mental and community health services
  - East London
  - Luton
  - Bedfordshire
- Collect an average of 1200 responses per month from over 200 services
- Culture of continuous improvement in the team
  - Improve response rates
  - Improve demographic representation
  - Improve methods of sense-making and evidence dissemination

# Aim

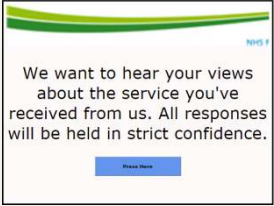
- Reduce time taken by staff to fulfil the process
  - Remove need manual inputting of data
- Reduce time taken by central team to ‘crunch’ and report on data
  - Automate the process
- Encourage ownership and action across the organisation
  - Ability to tailor data
  - Make data transparent
  - Make data useful
- Encourage action from feedback
  - Facilitate tracked actions from patient feedback

# Actions

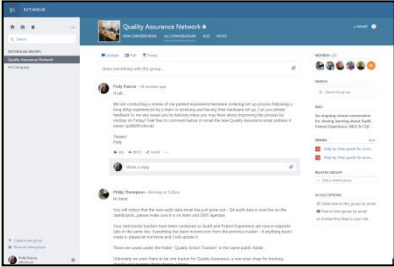
- Replaced paper-based methods by introducing tablets
- Automated data reporting via dashboards
- Enable smart action
- Encourage ownership
  - Statistical Process/Run Charts
  - Ability to break data down by organisation/directorate/service
  - Automated data reporting
- Promote action from feedback

# Results

## Real-time tablet feedback collection



## QA Network



## Interactive dashboards



## Tracked actions

Area	Defining the problem	Why this matters	Appraisal	Intervention	Timeline	Impact	Owner
Trust-Wide	Reduce patient waiting times	Reduce patient waiting times	Review waiting times across all services	Implement a waiting list management system	Q3 2016	10% reduction	Trust-Wide Project Lead
Trust-Wide	Improve staff communication	Improve staff communication	Staff communication training	Implement a communication training program	Q1 2017	85% staff trained	Trust-Wide Project Lead



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**Q&A**