



Better Communication promotes Better Healthcare: The introduction of a Patient Pager System in Outpatients, Manchester Royal Eye Hospital

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Background to the initiative

- Hospitals Outpatient departments are well recognised as a front door service and often patients experience our Hospital and Trust through these departments alone.
- 250,000 outpatient and 25,000 Emergency Eye Care Centre attendances to Manchester Royal Eye Hospital (MREH) between 2014-2015.
- Patient experience feedback specifically related to long waiting times after the patients stated appointment time.



What has driven the change?

- Established Patient Experience Group meets on a monthly basis to discuss and prioritise areas of improvement across all outpatient services.
- Based on patient and staff feedback, MREH outpatient department had been highlighted as a high priority, specifically patient waiting times.
- How we keep patients informed & provide them with the ability to leave the clinic environment without the fear of missing their appointment.

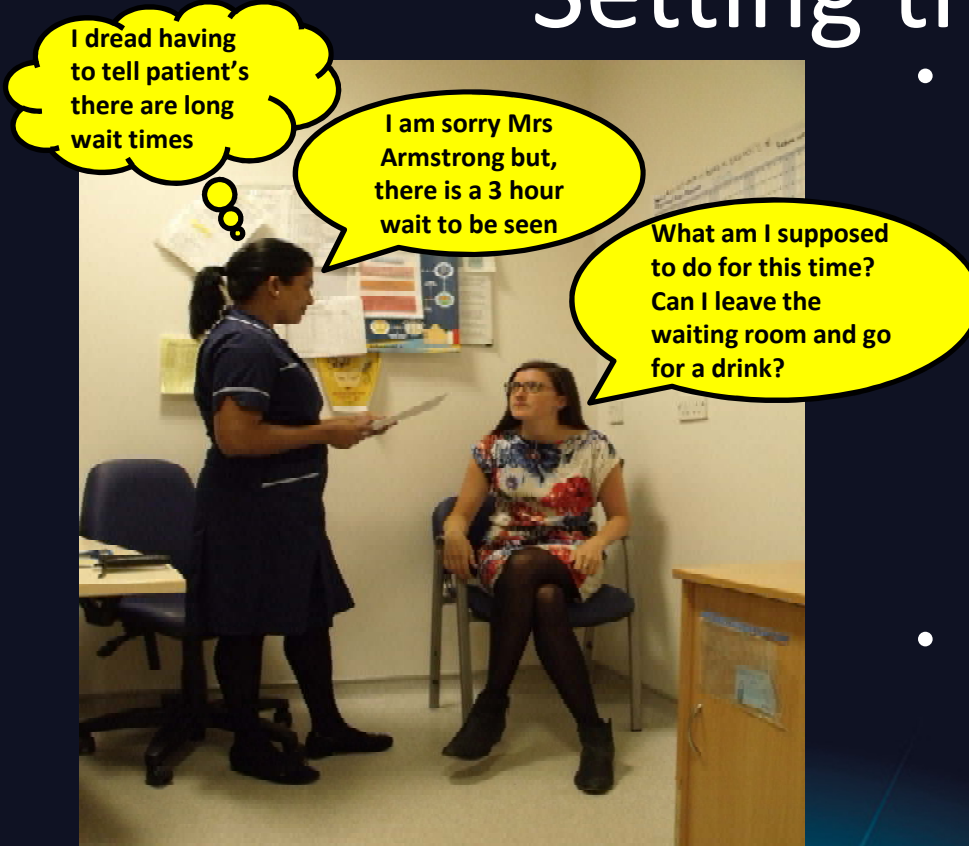


What were the project aims?

- To allow patients and their carer/family the freedom to leave the clinic environment without fear of missing their appointment.
- Improve the patient experience when attending clinic appointments; appointments can be lengthy & often on a frequent basis.
- To support staff when informing patients on waiting times by adopting a standardised approach supported by the pagers.



Setting the scene



- You are the triage nurse working in a busy department and there is a 3 hour wait to be seen.

There are already 20 patients waiting to be seen and the waiting area is standing room only.

- How would you feel having to tell patients how long the wait is?



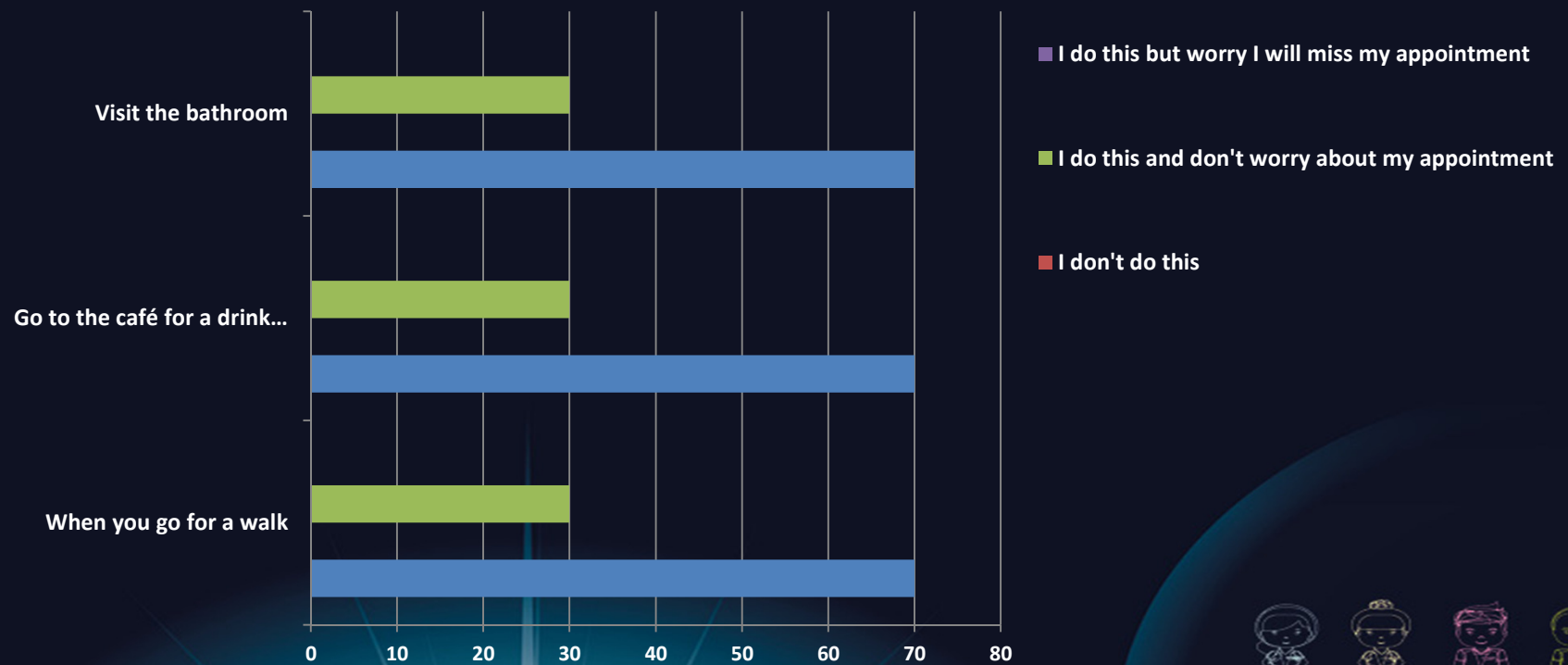
Model of approach

- Registration of the project with the Patient Experience Team.
- Method of data collection for the project included a survey and face to face interviews.
- Initial survey conducted across various clinics with NO mention of pagers.
- Following introduction of the pagers an evaluation was undertaken to determine the initial impact on patient and staff experience.



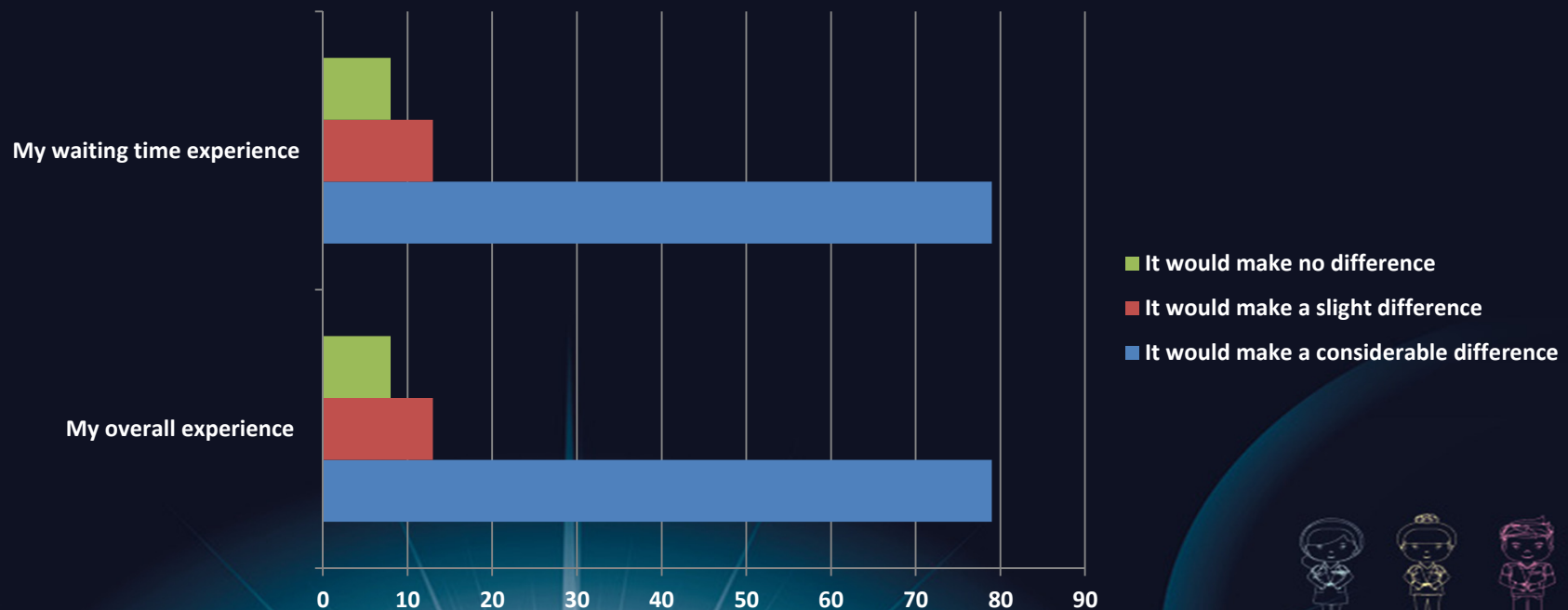
Survey findings

Do you worry about missing your appointment?



Survey findings

If there was a way that you could leave the waiting area so you could, for example visit the onsite cafes and shops, go for a walk etc, and be guaranteed not to miss your appointment how much would this be helpful?



What did we achieve?

- If there was a way that patients could leave the waiting area and be guaranteed to not miss their appointment, can you say how much you think this would improve their experience?
- An overwhelming 100% of staff surveyed felt it would make a considerable difference to the waiting time and overall experience.
- Support staff to improve the patient experience for patients attending MREH outpatient department.




Delivering the best patient care



- Staff feel able to communicate more confidently with patients about waiting times & feel they are supported in this process.
- Staff are listening & responding to meet the patients needs, with compassion & empathy.
- Working together as change agents in delivering the best patient care.



What impact has this had?



Fantastic what a wonderful idea! I can wait without fear of missing my appointment.

- Offer and support a service in which people with sight loss can fully participate.
- Supports staff who are often at the frontline of apologising for waiting times.
- Enthusiasm of patients and the nursing and medical team to try something 'New'
- Overwhelming positive feedback.



'Going from Good to Great'

- First Division within CMFT to introduce patient pagers.
- Following a successful trial within outpatients additional units purchased.
- 240 pagers available across 9 departments.
- Shared learning across divisions keen to embrace the change.



Questions

