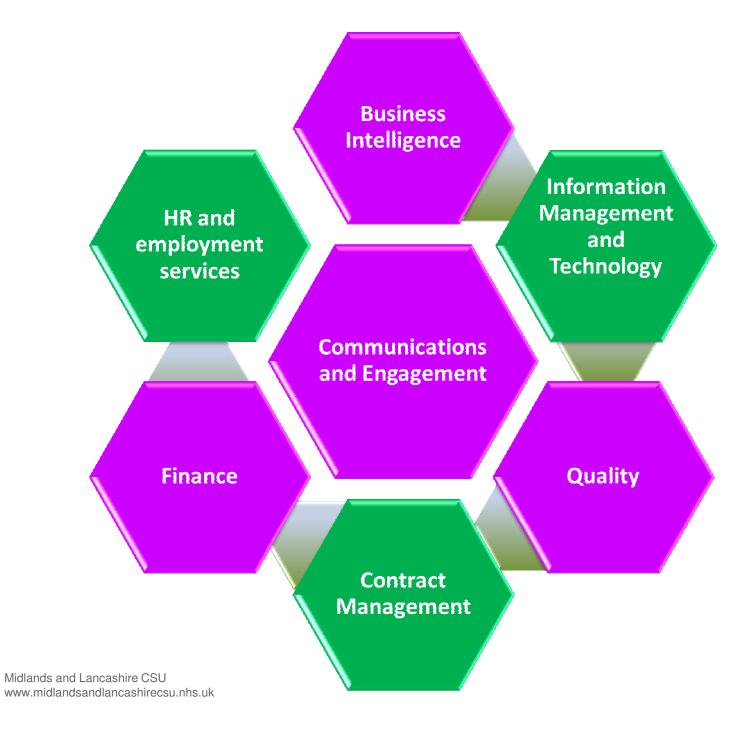


Midlands and Lancashire Commissioning Support Unit

Partnership Working to Improve the Experience

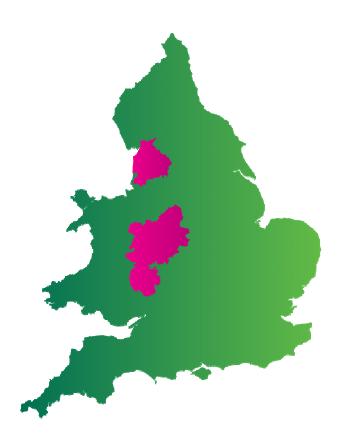
Lesley Goodburn
Senior Partner
Insight & Involvement

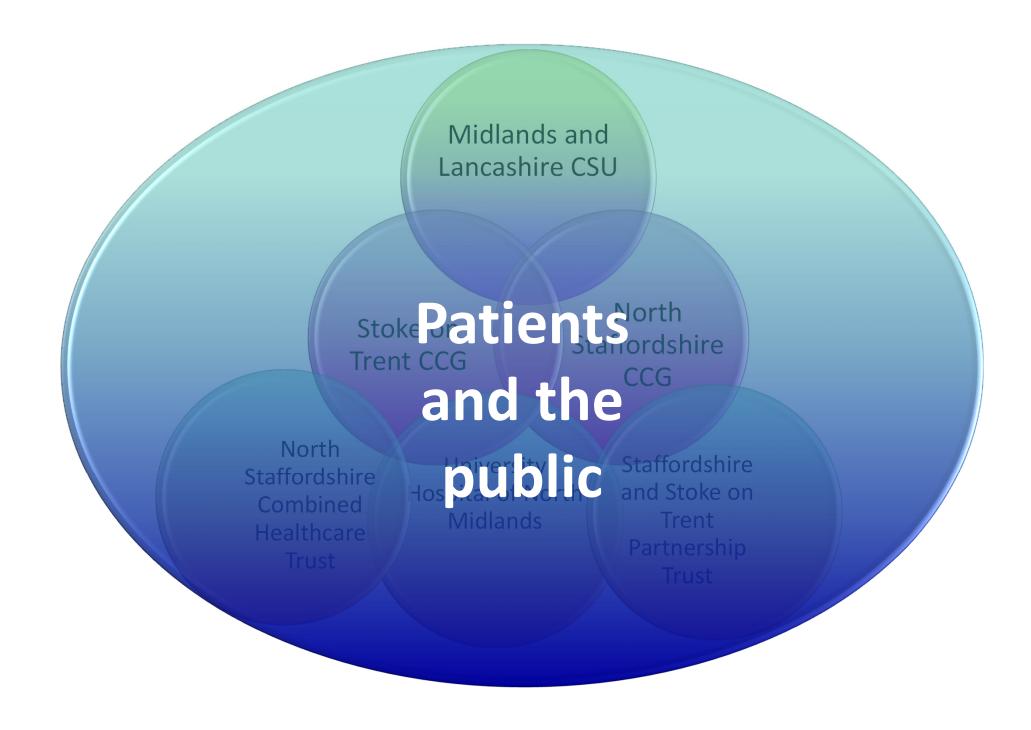




Genesis

- Staffordshire Francis Report
- Systems Leadership
- Sharing data
- Better experience
- Better outcomes
- Evidence base for change
- Coalition of the willing
- Scale and pace
- Facilitative leadership
- Patient in the middle of the thinking better outcomes and saves money too





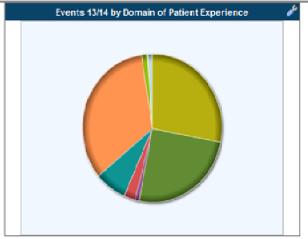
Customer Insight Complaints/IFRS PPI **Patient** Surveys **PALS Participation Public Outreach visits** consultations **Groups Events** Focus groups Talks Workshops **Awareness Sessions Deliberative events** Harder to reach **Mystery Shopper Programme Customer Service Team** Community **Membership Scheme members Engagement Monthly Focus Groups Patient Groups** Talks **Monthly surveys Training Sessions** Invitations to events & Health information **Voluntary sector** organisations

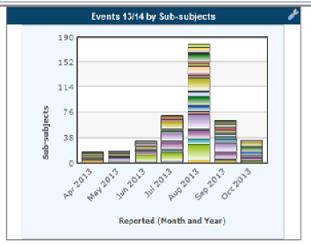


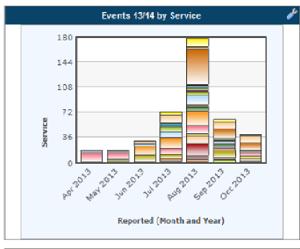
Reporting

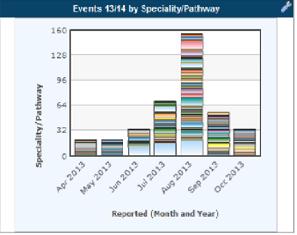
- 1. PPI, PALS, Complaints or all
- 2. Domain
- 3. Subject/sub subject
- 4. Organisation
- 5. Area primary, secondary, support
- 6. Division
- 7. Directorate
- 8. Service
- 9. Clinical/Admin
- 10.Person

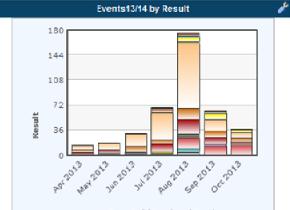
Events by CCG Monthly							
	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013
Staffordshire Commissioning Support Unit	0	0	1	0	10	2	0
Cannock Chase Clinical Commissioning Group	1	0	0	0	1	0	0
Hereford Clinical Commissioning Group	0	0	14	30	25	1	1
North Staffordshire Clinical Commissioning Group	0	0	0	0	1	2	1
Shropshire Clinical Commissioning Group	0	0	0	2	96	15	17
South East Staffordshire Clinical Commissioning Group	2	0	0	0	0	0	0
Stafford & Surrounds Clinical Commissioning Group	0	1	0	0	0	0	0
Stoke-on-Trent Clinical Commissioning Group	1	4	16	32	27	34	16
Telford & Wrekin CCG Clinical Commissioning Group	13	12	2	7	19	10	6
NHS England	0	1	1	1	1	0	0
Out of Area	0	0	0	0	1	1	1
Total	17	18	34	72	181	65	42





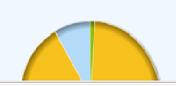












Quality



Patient Experience

Social media, media, complaints, PALS, workshops, surveys – any feedback



Clinical Effectiveness

GP concerns about secondary care and secondary care concerns about **GP** services



Safety - Incidents in primary care

Reach and Support

- Clinically led
- Staff engagement at practice level
- Reviewed by patients and clinicians together
- Debate and consensus
- Real time feedback to person who has initiated the report
- Multi site and organisations usage
- Governance process sub committee of quality committee with direct report to the governing body

3 providers





85 GP practices



Passion and Patients Growth and Sustainability Uniqueness



Passion, Practices and Patients



- 3 year process
- Patients voice
- Started as a small project
- Built business case and capacity
- Culture change
- Tenacity of team
- Improvements
- Clinical leadership
- Practice Managers are key

Uniqueness



- Holistic approach
- Only multiple organisational approach to insight and learning
- Health economy approach
- Patient experience, clinical effectiveness & safety
- Multi level configurable reporting in real time
- Standardised data sets
- Over million pieces of information



Results



Results

North Staffs CCG:

- Events, clinical effectiveness and safety - total number of records 813 from 06/08/12 to 02/12/15
- Outcome recorded 353 (44%)
- Action recorded 532 (65.4%)
- Feedback- patient experience total number of records 1988 from 13/3/12 to 2/12/15
- Outcome recorded 1951 (98.1%)

Stoke CCG

- Events Clinical effectiveness and safety - total 1563 records from 28/02/2013 to 01/12/2015
- Action recorded = 1207 (77.2%)
- Outcome recorded =966 (61.8%)
- Feedback total –patient experience 2425 records from 02/04/2012 to 30/11/2015
- All 2425 records have an outcome

Year on year increases in reporting numbers and actions

Changes

- Areas identified for improvement activities include
- Radiology
- Obstetrics and gynaecology
- District nursing
- Ear syringing in the community
- Implementation of gold faxes
- Changes to policies on missed appointment
- Referral issues
- Notification of patient deaths
- Changes to blood testing procedures
- Consistently the areas of reporting are emergency admission and discharges and the sub themes are medications, safe high quality care



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