

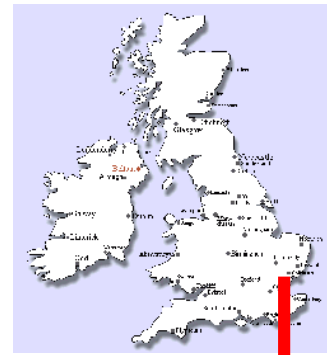
Colchester General Hospital

NHS

Tammy Diles

Head of Patient Experience





- ❑ **Two main sites in Essex:**
Colchester General Hospital
Essex County Hospital.
- ❑ Providing healthcare services to around 370,000 people from Colchester and the surrounding area of north east Essex and south Suffolk.
- ❑ 562 inpatient beds,
44 maternity beds
13 critical care beds.
- ❑ 4,500+ members of staff.



Our vision

Delivering great healthcare to every patient, every day

We are
kind

- Compassionate
- Respect dignity
- Respect privacy

We are
responsive

- Attentive
- Responsive and helpful
- Value your time

We are the
difference

- Positive outlook
- Take responsibility
- Speak up

Caring

We are
welcoming

- Welcoming
- Courteous
- Respect people as individuals

Communication

We are
involving

- Listen and hear
- Explain / inform
- Work as a team

Consistency

We are
safe

- Safe practice
- Reassuringly calm and professional
- High standards

**Acting in the
best interests
of every
patient,
every day**

**Supporting
our workforce
to look after
every patient,
every day**

**Achieving clinical,
operational and
financial resilience**



November 2015

PALS, Complaints and Chaplaincy service

- ☐ I initiated a programme of transformation across the service.
- ☐ I restructured the teams (not pictured!)
- ☐ I implemented new initiatives and training.
- ☐ Result: a well-trained, well-motivated service.



PALS to the forefront!

EADT24

❑ PALS office needed to be more accessible.

❑ Opened a PALS “pod” in the hospital front entrance January 2016

❑ A help point for patients, relatives and carers.

❑ Teamwork!

- Estates & Facilities Team
- Hospital management
- Charitable organisations



❑ To find out if results of diagnostic tests are available.

❑ For help if people are unable to resolve issues at ward level.

❑ For people unable to get through to a ward or department by phone.

❑ To help out when other staff may not be able to.

Changing the process



- ❑ I undertook a review of the complaints process. Huge challenge!
- ❑ I developed and delivered a new and more robust system, compliant with CQC.

❑ From 89 complaints in November 2015 to 27 in August 2016.

❑ 38 = average number of PALS enquiries across Essex in August 2016.

❑ Every complaint is now dealt with within 100% of the compliance requirements.



Making Friends and Family a priority

- ❑ November 2015: Trust ranked in bottom quartile in country for friends and family compliance.
- ❑ I took on an underperforming and inadequate friends and family test system.
- ❑ After working with Trust staff to empower patients to engage with friends and family feedback the Trust ranked 11th in country by September 2016.



PALS awareness week

❑ To highlight the work undertaken by the PALS team.

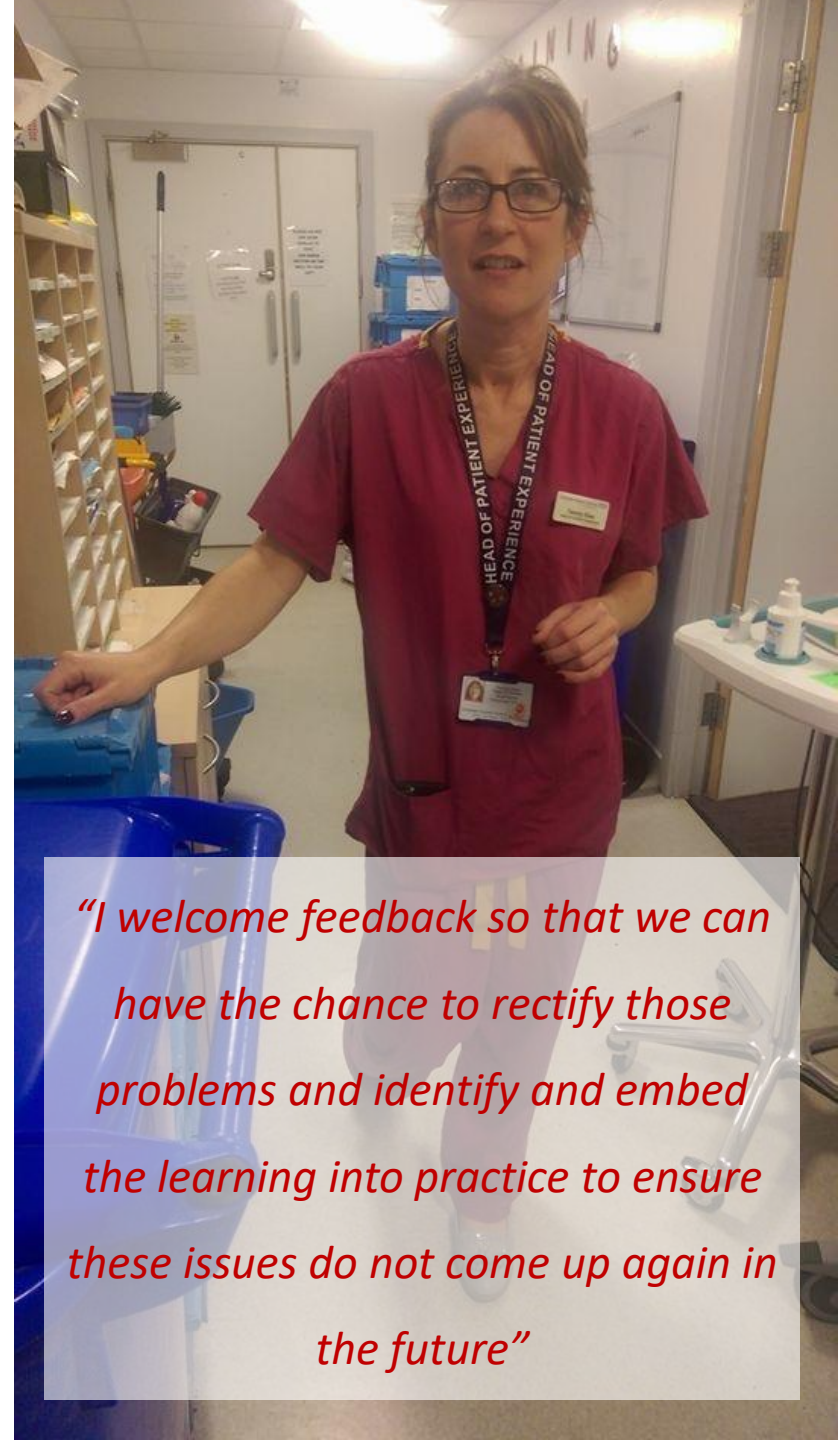
❑ Huge amount of positive feedback from staff, patients, families and carers



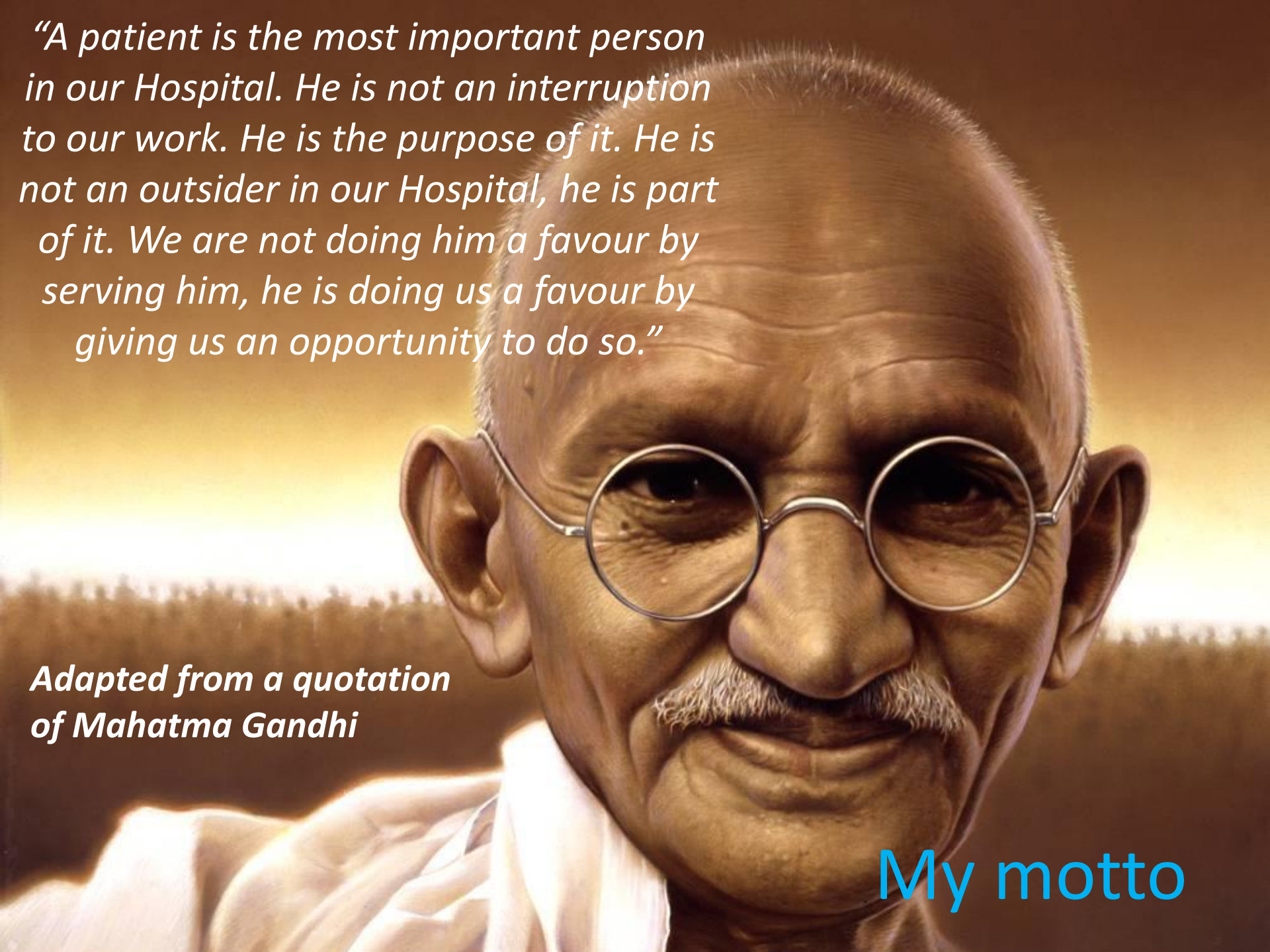
❑ PALS awareness week is now held twice a year at the hospital.

Patients come first

- ❑ I am committed to patients and the experience they have in hospital.
- ❑ I have worked in A&E during times of high pressure.
- ❑ Founding member of the Essex-wide complaints meeting.
- ❑ Lead for Patient Experience Network hosted by Healthwatch & NHS England.
- ❑ Attend HOSC meetings to present my role.
- ❑ Honest conversations!!!



"I welcome feedback so that we can have the chance to rectify those problems and identify and embed the learning into practice to ensure these issues do not come up again in the future"



“A patient is the most important person in our Hospital. He is not an interruption to our work. He is the purpose of it. He is not an outsider in our Hospital, he is part of it. We are not doing him a favour by serving him, he is doing us a favour by giving us an opportunity to do so.”

***Adapted from a quotation
of Mahatma Gandhi***

My motto