

# SWLSTG Patient Experience Team

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# Cultural change

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- **Context of old model and what prompted change**
  - Struggled on KPI timeliness, consistency of investigations, quality of responses, customer care for complainants and quality of reporting
  - Complaints focus only rather than triangulating with serious incidents and wider feedback systems
  - Francis Inquiry, responses and national debate
- **New approach**
  - Increased investment in a dedicated team of 7 senior staff that would become of hub of expertise and an agent for cultural change and learning

# The new approach

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- **Complaints and RCA's for Serious Incidents**
  - Dedicated relationship contact for service users, families, complainants and staff
  - Arms length investigations
  - Right to challenge practice and escalate risk quickly
  - Investigative expertise
  - Quality responses subject to clinical, peer and management review
  - Responsive and timely
  - Link into directorates governance structures to feed back, check actions and follow up on learning
  - Triangulated in learning reports
- **Patient Advice and Liaison Service**
  - Advice Line: links with services and teams
  - Surgeries: outreach on inpatient wards

## The new approach

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- **Real Time Feedback**
  - Kiosks, tablets, online
  - Easy read surveys
  - 'You said, We did' boards
- **Friends and Family Test (Patients)**
- **Patient Opinion**
  - Renewed licence and integrated into learning
- **Patient Stories to Board**
- **Patient Surveys**
- **Compliments**
- **MP Enquires**

# Positive Impact

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- ✓ Timely and responsive complaint handling
  - ✓ 25 day response time met for over two years improved from 18% to 100%
  - ✓ 3 day acknowledgments average 90%
- ✓ Referrals to PHSO dropped by 86% (29 to 4)
- ✓ Timely RCA investigation report
  - ✓ 45/60 day targets met for over a year
  - ✓ Good quality - approved by commissioners - all positive comments


# Positive Impact

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- ✓ Compliments
  - ✓ Trust: outweigh complaints by 135%
  - ✓ Team: caring and effective team
- ✓ Centrally triangulated know how
  - ✓ Sight and analysis of Trust wide feedback
  - ✓ Learning embedded across the Trust
  - ✓ Links to local Clinical Governance Groups
  - ✓ Fed into governance structures
  - ✓ Fed into front line
- ✓ Board story reporting

## Feedback from patients about the team

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- ✓ *“She felt listened to and was pleased to meet me and that she knew she had been heard as I looked into her eyes when speaking to her or listening to her”*
  - ✓ *“The response has answered all my questions; I am very pleased with the response”*
  - ✓ *“Thank you for the continued communication which has been first rate and let me feel that I was at least not being ignored when going through an initial complaints process”*
  - ✓ *“Thank you so so so much, you did what you said you would do. I’m so impressed”*
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## Feedback from staff and commissioners about the team

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### Staff

- ✓ *“not for the first time you displayed your “can do ....will do” attitude. It really is much appreciated”*
- ✓ *“we are also always looking for opportunities to learn....from both of you all I have experienced is moral and practical support. It is heart-warming, when you visited us, it did not feel persecutory at all. In fact it felt like you just wanted to know the truth”*

### Commissioners

- ✓ *“This is a well written RCA which gives a clear and concise description of the incident and findings. I know that the Trust have spent a great deal of time with the daughter and other family members and have continued to provide support for them”*



# Meet the Team: flexible and dynamic!

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