



Changing culture

Amy Pitcher

Customer Experience Co-ordinator



...we are caring and compassionate

...we deliver quality and value

...we work in partnership

Background

- Patient experience team and complaints team used to work in isolation from each other
- Complaints department used to deal with concerns and formal complaints in the usual NHS way
 - long drawn out timescales
 - little service level engagement
 - defensive
 - unapologetic responses



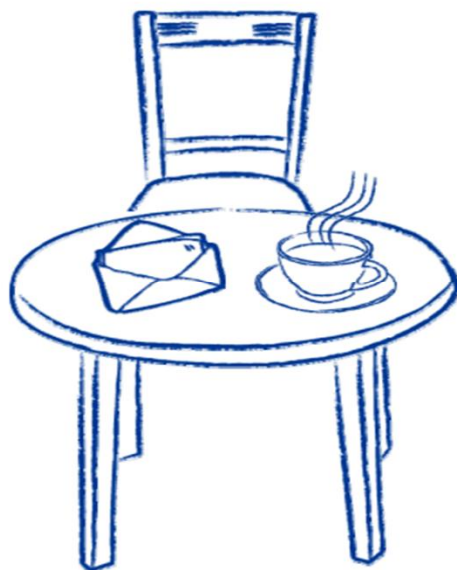
Creating one team

- Greater emphasis on customers experience
- Coordinated and cohesive approach
- Triangulating a variety of data:
 - complaints themes, friends and family themes, serious incidents as well as staff survey
- Real-time data





Wh



Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Customer care

Please send any comments about Medway Community Healthcare services to: -
Customer care manager
Medway Community Healthcare
7-8 Ambley Green, Bailey Drive,
Gillingham, Kent, ME8 0NJ
t: 01634 382266
f: 01634 382700
medwaycustomer@nhs.net

All contact will be treated confidentially

This information can be made available in other formats and languages. Please contact: Communications on 01634 382265 or medway.communications@nhs.net



Medway Community Healthcare CIC

Registered office: Unit 5 Ambley Green, Bailey Drive,
Gillingham Business Park, Gillingham, Kent ME8 0NJ
Tel: 01634 382777

Registered in England and Wales, Company number: 07275637

Leaflet reference: MCH 010

www.medwaycommunityhealthcare.nhs.uk

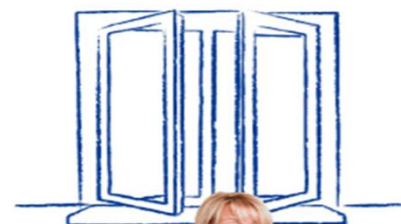
Information



Medway Community Healthcare

Tell us

Your guide to
compliments, comments,
concerns or complaints



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New initiatives

- Patient stories
- GAIN
- GAINing insight
- GAINing perspective
- Schwartz round
- Bespoke training



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Patient stories



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Governance Assurance Information Network (GAIN)



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GAINing Insights



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Key findings – Children’s Therapy Team

Overall rating = Good

	Outstanding 	Good 	Requires Improvement 	Inadequate 
Safe				
Effective				
Caring				
Responsive				
Well-led				



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GAINing Perspective



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Schwartz Round

What are Schwartz Rounds?

A time to discuss the emotional and social dilemmas that arise in everyday work.

A time to share your experiences and feelings on a range of thought provoking topics and discuss how they may affect you.





Bespoke training



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To summarise



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