

Central London Community Healthcare 
NHS Trust

Barnet ■ Hammersmith and Fulham ■ Kensington and Chelsea ■ Westminster

Your healthcare closer to home

Carol Dale

Head of Patient Experience

Central London Community
Healthcare NHS Trust



Our vision:
Great care closer to home

Some key facts

We work in

9 London Borough & Hertfordshire County

We have

Over **3,000** staff working from **400+** sites

We provide

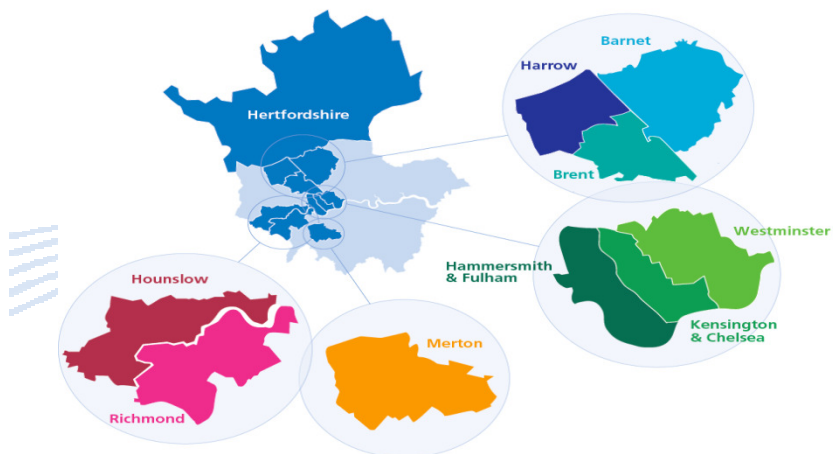
69 CQC registered services
Including **229** rehab and palliative care beds

We care for

¼ million patients with **2.4 million** patient contacts each year.

We are commissioned by

Clinical Commissioning Groups, Local Authorities and NHS England. With an income of **£198.4 million** in 2014/15



Bringing it all together

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Celebrating the work of new team who have come together in the last year to become a blended Patient Experience Team combining complaints, claims, pals and all aspects of patient experience

2015 in brief

- Key targets for complaints and pals service met
- Stakeholder Listening Events in February, May and November involving 300+ pieces of feedback
- Service improvement training programmes using all available intelligence and including patients in the design of improvements.
- Providing patient representative input into staff training such as our Care Certificate programme
- Increased patient reported experience measures in each division and continued focus on hearing patient feedback
- Development of dynamic patient story collection for those who require support for communication
- Monthly 15 Step Challenge visits, including Executive Team and non-Executive Directors, with action plans and follow up
- Schwartz Round training and planning for 2016
- Roll out of the Friends and Family Test



Patient Experience Facilitator Role

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1. Transfer of knowledge for complaints management and early resolution for the patient and their families
2. A challenging but richer staff experience and engagement
3. An excellent PALs service manned by skilled communicators
4. A facilitator that has their ear to ground and able to advise and guide both patients and staff
5. Consolidation of all patient experience feedback and intelligence
6. Good cover arrangements for all types of leave in the team and the ability to provide seamless service
7. Development of divisional expertise and relationships for improved patient experience



**How
are we
doing?**

Respond quickly to service changes that are impacting on patients

Developing shared intelligence and purpose

Ability to explain and describe complex situations and act as ambassadors to the Trust

Helping colleagues and providing decision making and emotional support

Helping all staff appreciate how their work contributes to patient outcomes

Using stories and other methods to increase impact and motivation

Building clear 'chains of command' for urgent and important issues for resolution

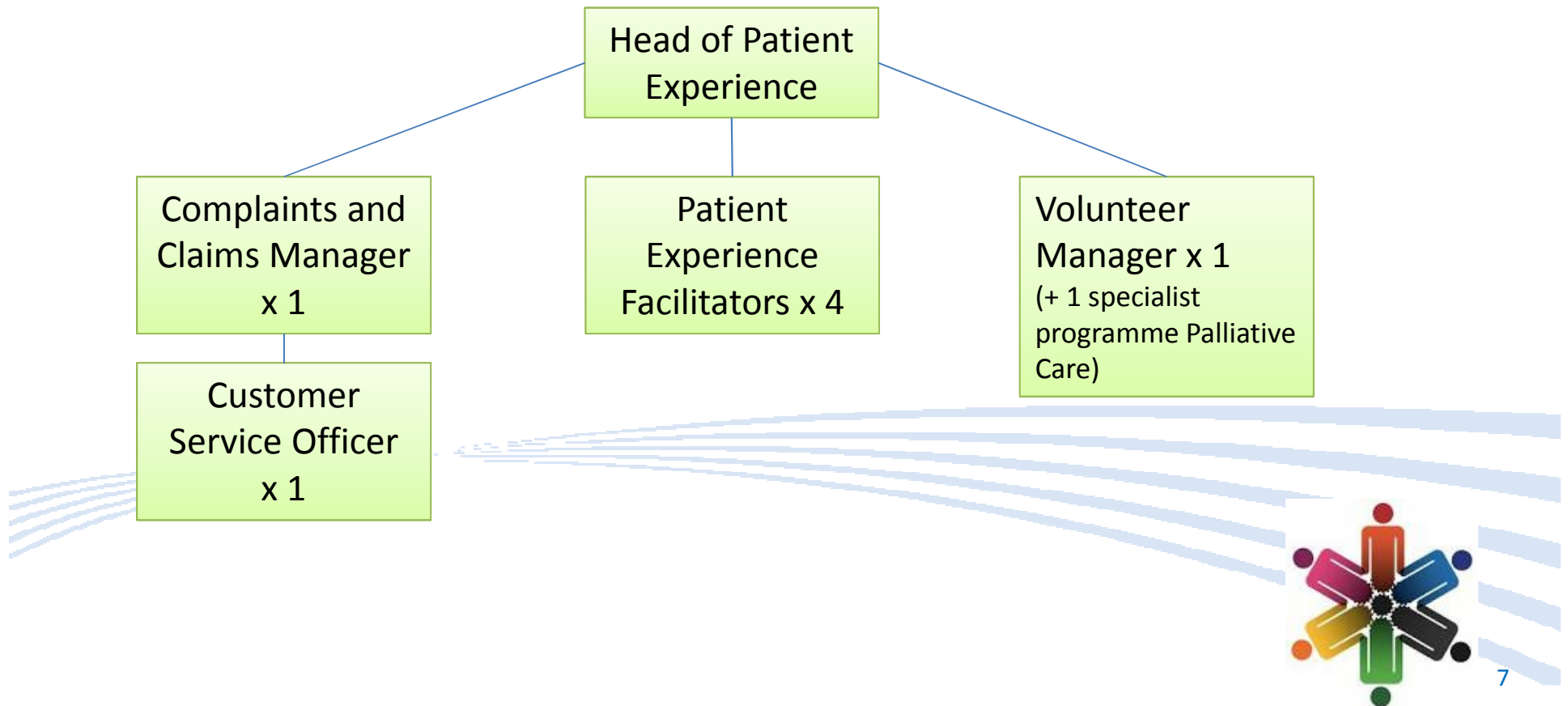
Measuring performance weekly, monthly using a range of methods

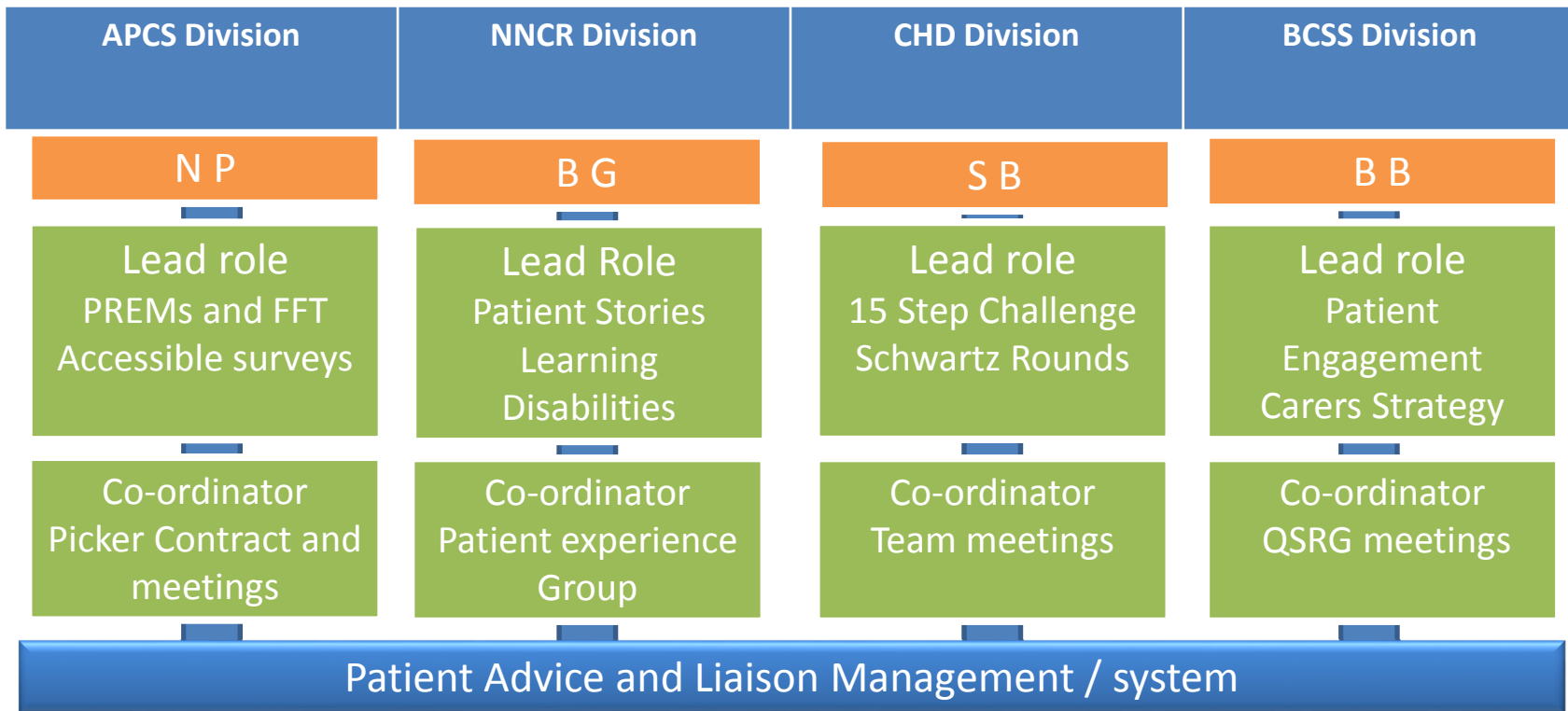
Using trend analysis to understand and predict impact on services

Becoming connected with Trust Membership and stakeholders in a meaningful way



The Whole Team





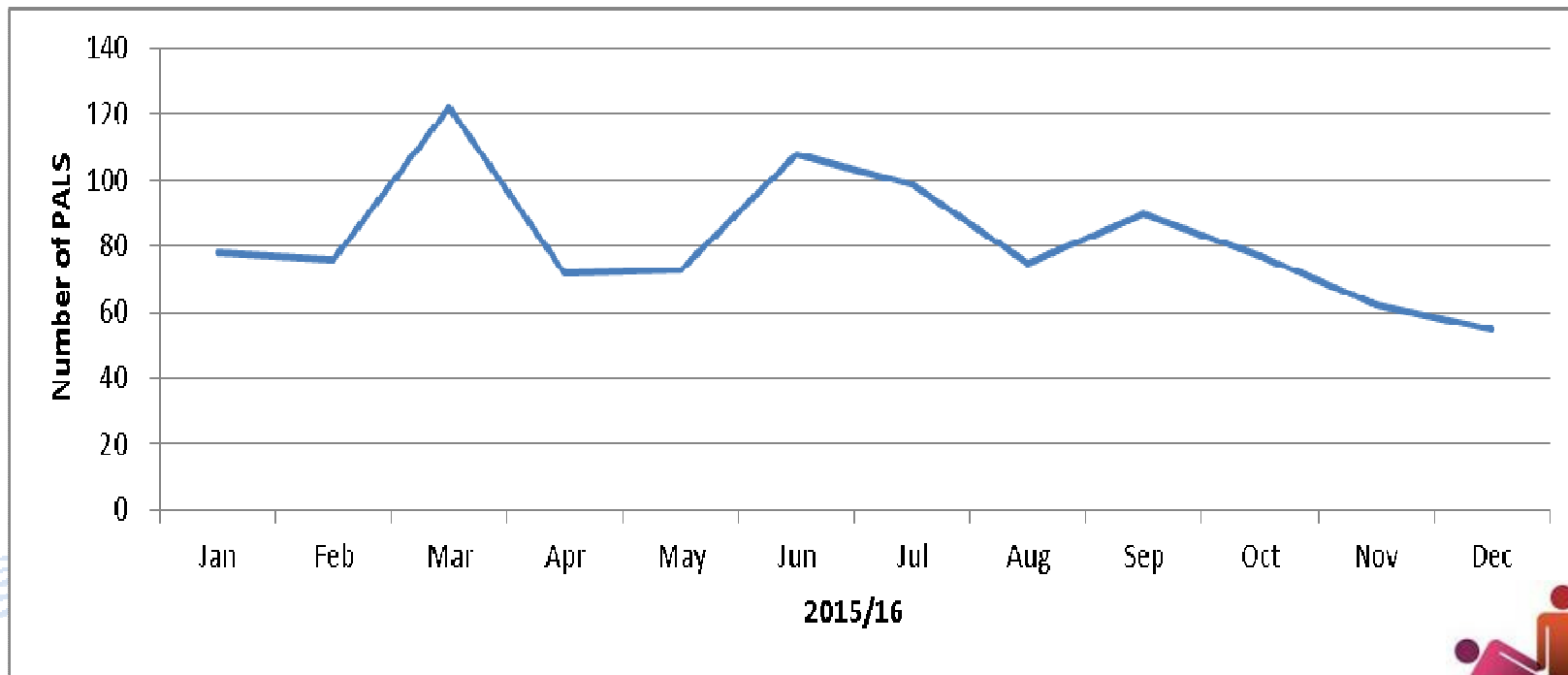
Patient Experience Facilitator Roles and Responsibilities

Number of PALs Received

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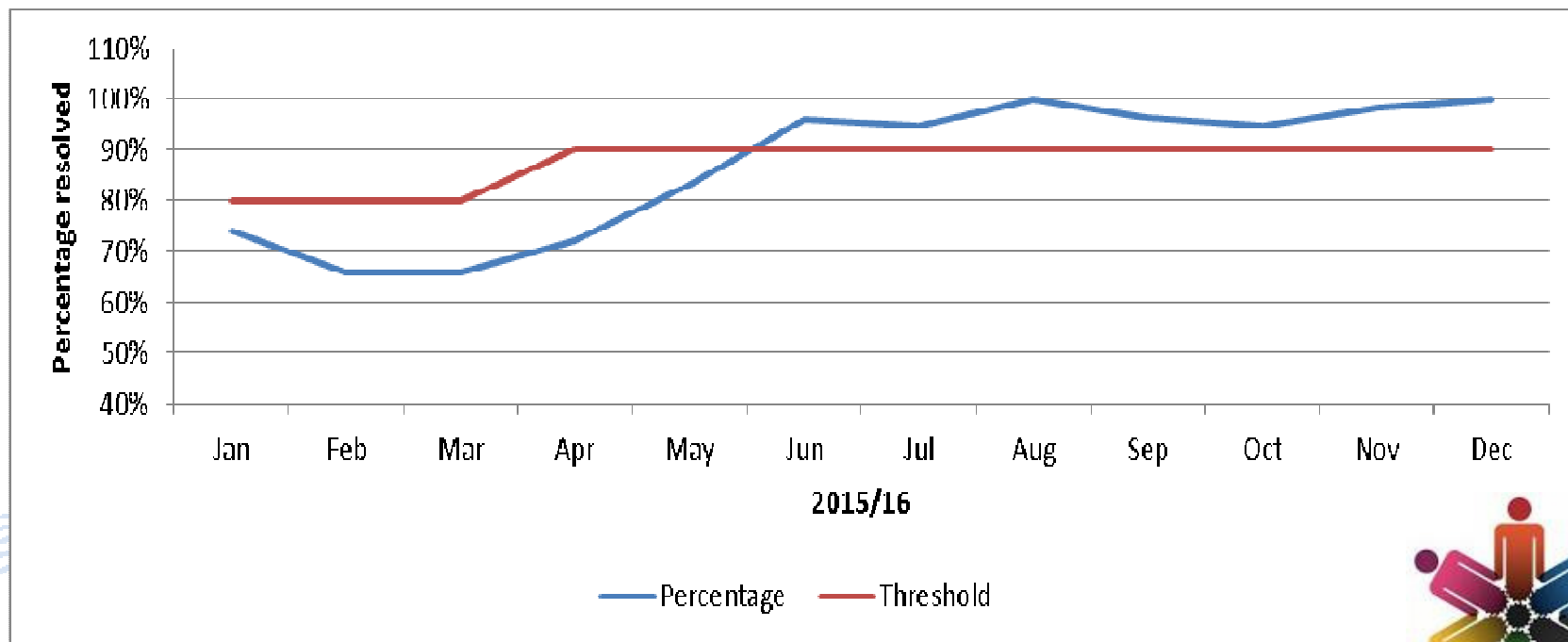


Pals response within 5 days

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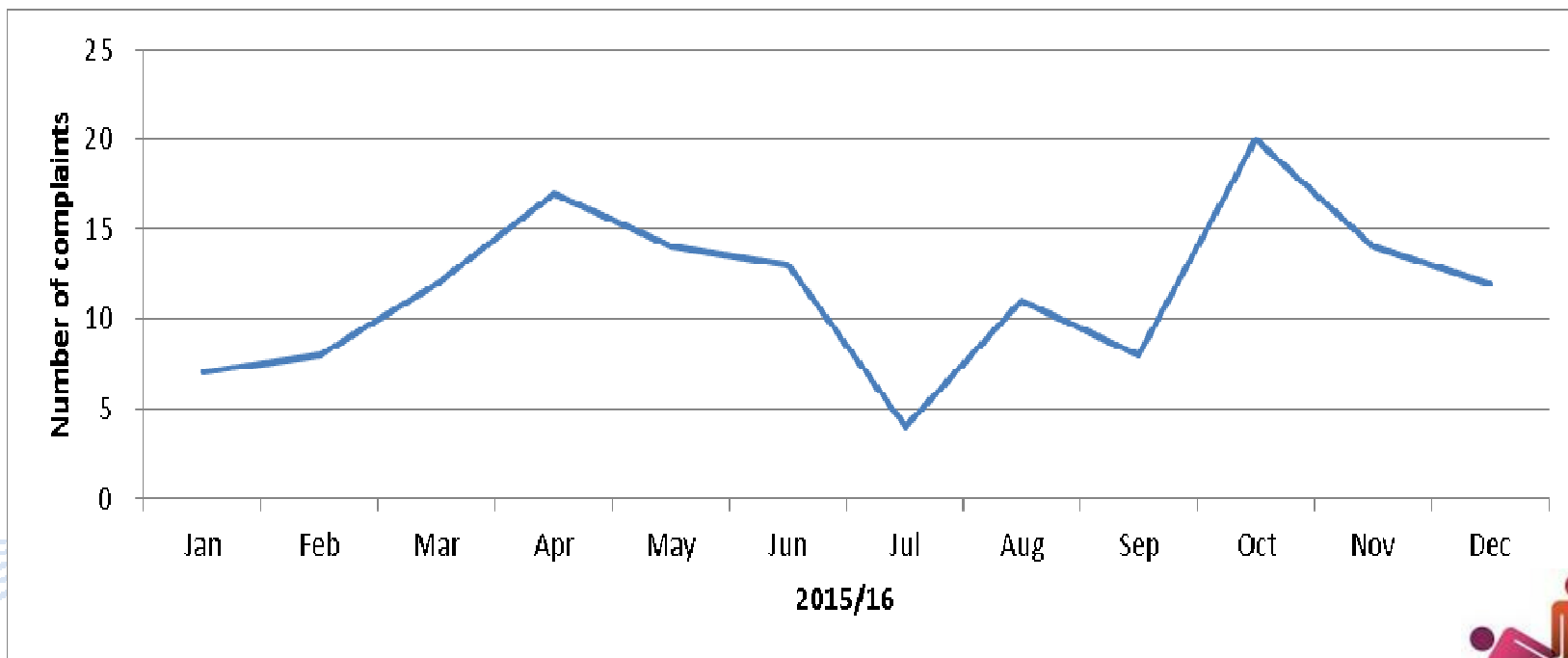


Number of Complaints

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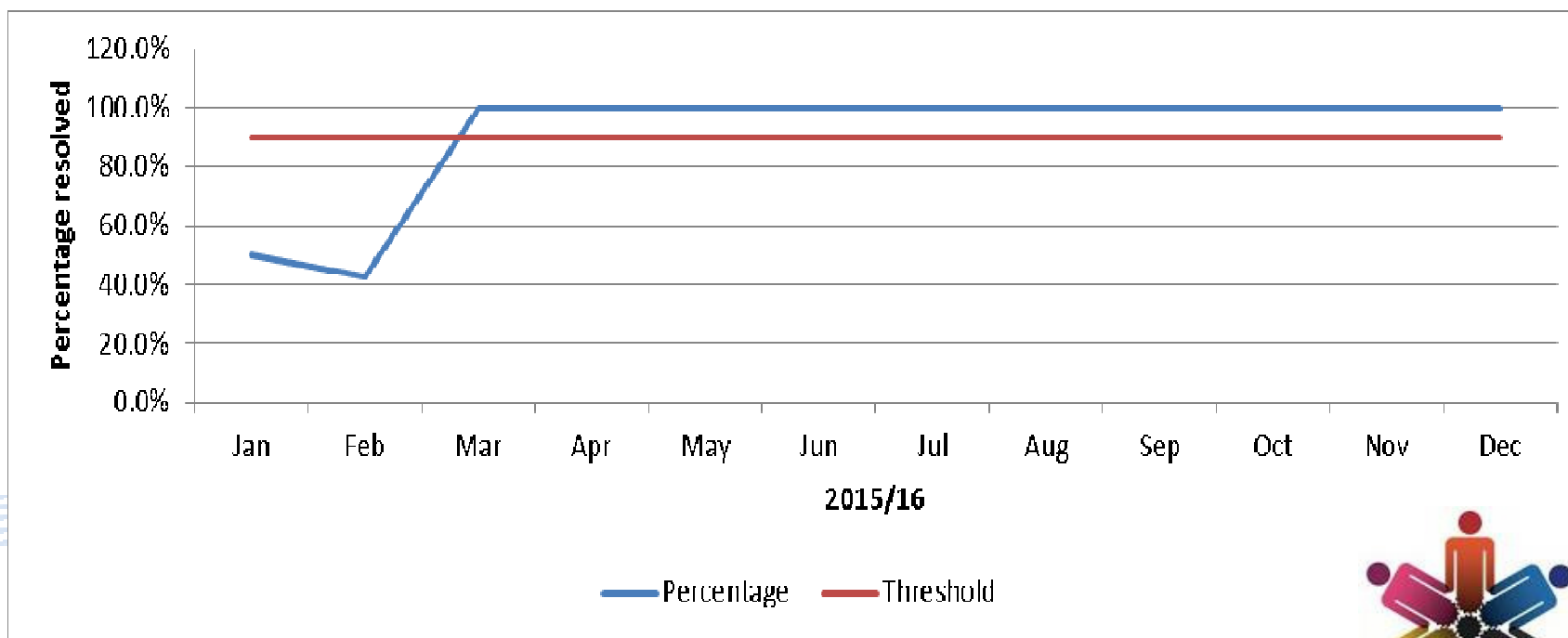


Complaints response within 25 days

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Team Objectives 2015/16

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- Maintain high performance for Complaints and PALs responses
- Roll out and implementation of Schwartz Rounds across CLCH to build staff engagement and patient experience
- Develop a robust carers support strategy to enhance patient experience with engagement from key stakeholders
- Review our position against TDA standards and assessment framework and build into our Engagement Strategy
- Build our reporting capacity to ensure we are learning from the range of patient experience feedback
- Develop a patient and public engagement toolkit for staff and take these out to all services



Keys to success

- Writing a Job Description that covers all aspects of the facilitator role
- Co-location of the team members (at least initially)
- Facilitators as quality leads in Divisions with attendance at key meetings
- Developing materials and skills to help staff be confident – toolkit approach
- Good working relationship between Complaints and Pals teams
- Close monitoring of Patient experience KPIs measured monthly
- Developing standard operating procedures – holding to account
- Monitoring blocks with Chief Nurse and Associate Directors of Quality



