

# Patient Experience National Network Awards 2016

## Turning It Around When It Goes Wrong

### ‘PALS Clinics in Hospitals’



# Plymouth Hospitals NHS Trust

Large acute hospital in the south west peninsula with around 900 beds.

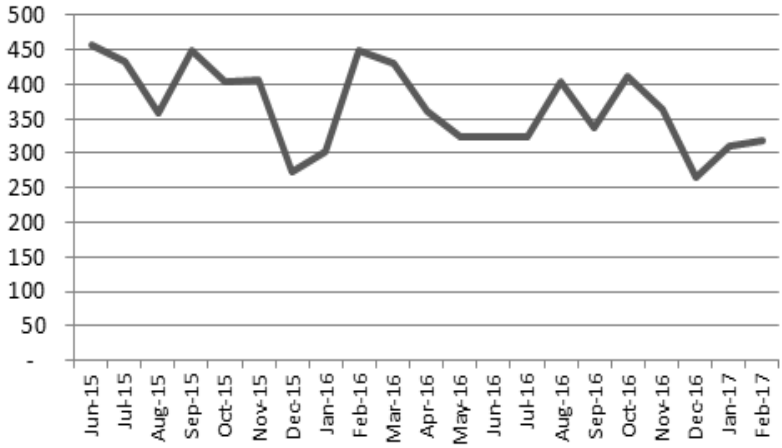
We provide secondary and tertiary healthcare and offer a full range of general hospital services to around 450,000 people in Plymouth, North and East Cornwall and South and West Devon.

These include emergency and trauma services, maternity services, paediatrics and a full range of diagnostic, medical and surgical sub-specialties.



# Review of PALS – 2016

- Between 300-350 contacts per month



- Increasing number of complaints received - 25 in 1 year



# What was wrong?

- Messages not returned and telephone calls unanswered
- Enquiries not followed through to resolution – 386 cases open



# Disillusioned workforce – who felt stuck on the ‘hamster wheel’



# Turning it around – Changes Made over 12 months?

- Staff uniforms introduced – easy to identify, reinforced team dynamic
- Protected time for staff to manage case load
- Escalation in process for cases older than **5** days
- New telephone system introduced – call centre approach

*Picture of team on phone*



# Welcome Centre





# PALS Clinics introduced – staff go to the wards and departments





# PALS Clinic Process

- Timetable of visits agreed with matrons and ward managers
- PALS staff aligned to service lines to help build rapport with staff
- Proactive – approach patients and relatives
- Clinic lasts no more than 2 hours



# Clinic Outputs

28/10/2016 – Clinical Decision Unit

Conducted a walk round with Matron Parham talking to patients within the area,

- The majority of the feedback was that the care was excellent and the food had improved greatly.
- Could a television be installed into bay's to stop the boredom maybe with just the local news or radio in the back ground
- **Shower cold – Estates called to be addressed**

02/11/2016 – Surgical Assessment Unit

Conducted a walk round talking to patients liaised with Nurse in charge.

- All positive feedback with regard to care / environment / food
- **Pt concerned of lack of communication** awaiting procedure – NIC stated this was an emergency list so was unable to provide a time. Explained the information and the difficulty with the **patient who was then happy, as not understood what was happening.**



# Our Successes

- Only 1 complaint in 3 months compared to 25 over 12 months
- 76 cases open in February 2017
- Staff satisfaction hugely improved and ownership of caseload
- Two WOW awards presented to PALS Team from patients
- 'PALS Clinics timetable expanded to accommodate outpatient areas



# Questions

