

SWLSTG Patient Experience Team

'Turning it around when it goes wrong'

PENNA2015 6th National Awards
& Patient Experience Conference

2nd March 2016

The Rep, Birmingham



About SWLSTG




- **Springfield University Hospital / Tolworth Hospital / Queen Marys Hospital**
- **5 SW London Boroughs plus National Services**
- **33,971 referrals**
- **390,412 community contacts**
- **142,000 bed usage**
- **423 complaints = .30%**
- **897 compliments**

Drivers for change

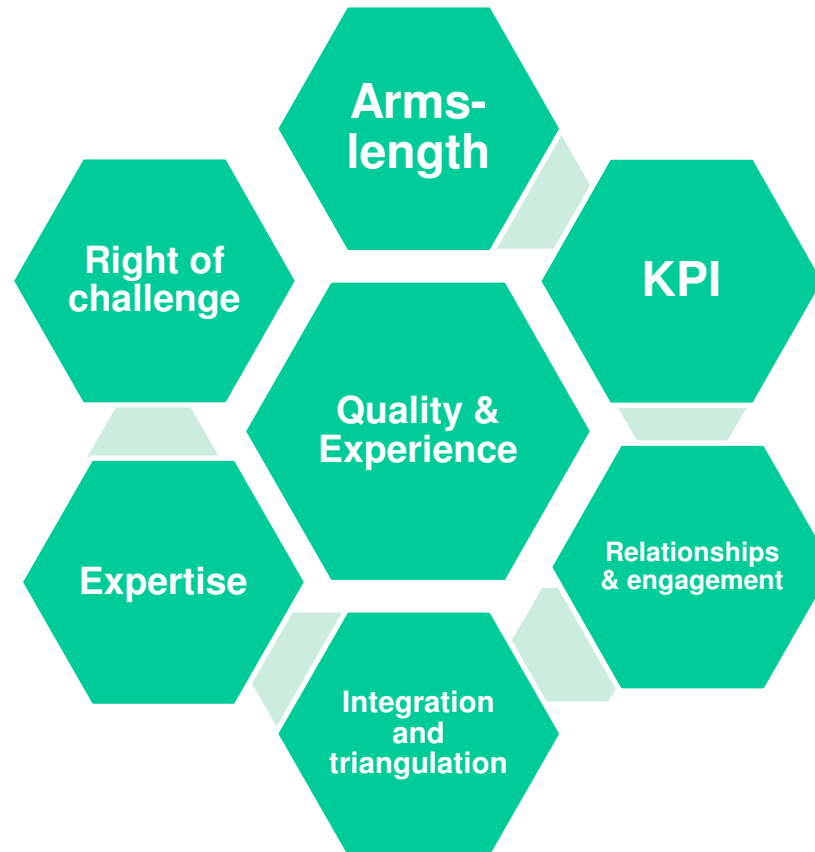


The new approach

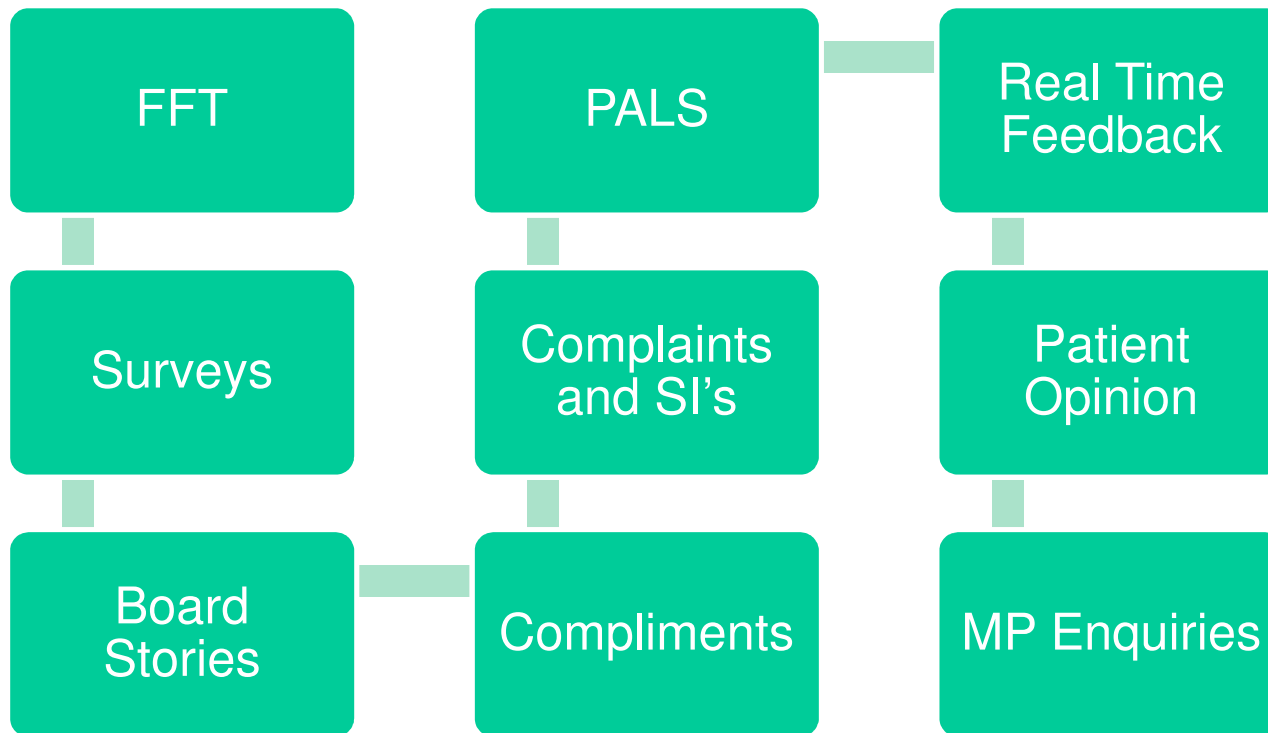


Dedicated centralised 'arms-length' team of 7 staff to be a hub of investigative expertise and an agent for cultural change and learning

The new approach



Remit



Turning it around

- ✓ Patient Experience Lead role a source of expertise
- ✓ Dedicated point of contact throughout investigations
- ✓ Risk escalation and accountability
- ✓ Compassion, resolution, candour and mediation
- ✓ Timely and responsive Complaints and RCA's
 - ✓ 25 day response time met for two years improved from 18% to 100%
 - ✓ 3 day acknowledgments average 90%
 - ✓ 45/60 day targets met (commissioner input)
- ✓ Learning embedded via team links and training
- ✓ Referrals to PHSO dropped by 86% (29 to 4)

Turning it around

- ✓ Compliments
 - ✓ Trust: outweigh complaints by 135%
 - ✓ Team: caring and effective team
- ✓ Centrally triangulated know how
 - ✓ Board through monthly patient stories
 - ✓ 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

Improved patient experience

- ✓ *“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”*

Improved staff engagement

Staff

- ✓ *“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”*

Improved commissioner input

- *'This must have been a very difficult and sensitive case to handle with the husband. But it is good to see that he has been involved throughout. Concise investigation that gives sufficient background to give a picture of this patients life.'*
- *'Clear and concise RCA that gives enough background information to build up a picture of the patient's life. I agree with the outcomes and have no comments to make on the RCA.'*
- *'Clear RCA which sums up the current problems clearly. Agree with the findings'*

Meet the team: 'flexible and dynamic'

