



Abertawe Bro Morgannwg University Health Board

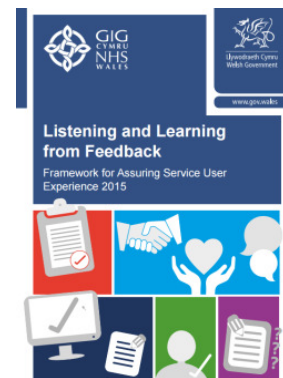
Turning it Around When it Goes Wrong

Norma Owen
Patient Experience Manager

- Together for Health
 - 5 year vision for the NHS in Wales



- Listening and Learning from Feedback
 - 2015 updated following 'Trusted to Care' and 'Using the Gift of Complaints'
 - 2013 Framework for Assuring Service User Experience set the foundation for the above 2015 Framework





- Trusted to Care
 - December 2013 – April 2014
 - 14 Recommendations
- Listening
 - 6,045 patients, carers and staff



ThePeopleOrganisation

Trusted to Care

An independent Review of the
Princess of Wales Hospital and Neath
Port Talbot Hospital at Abertawe Bro
Morgannwg University Health Board

Professor June Andrews
Mark Butler

Our values and behaviours



caring for each other

in every human contact in all of our communities and each of our hospitals.

We are **friendly, kind, compassionate** and **welcome others** with a smile.

We **do the right thing for every person** and treat everyone with **dignity and respect**.

We **see people as individuals**. We are **patient, empathetic, helpful** and **attentive** to the needs of others.

We won't ignore people, be dismissive, rude, abrupt or leave anyone to suffer or feel neglected.

working together

as patients, families, carers, staff and communities so that we always put patients first.

We **communicate openly** and **honestly** and **explain things clearly**.

We take time to **listen, understand** and **involve people**. We **value everyone's contribution** and we work with our partners to join things up for people.

We are **open to, and act on, feedback**. We speak up if we are concerned.

We won't let each other down, exclude or criticise people.

always improving

so that we are at our best for every patient and for each other.

We keep people **safe** and provide an **efficient** and **timely** service.

We are **professional** and **responsible** and **hold ourselves and each other to account**.

We **choose a positive attitude, seek out learning**, and **continually develop** our skills and services.

We won't accept second best or choose a negative attitude.



Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board

april

Listening



Brilliant staff Familiarity Quick diagnosis Looked after Good service Answer questions
 Approachable Family involvement Lovely staff Go out of their way Nice staff
 Fantastic staff Compassionate Helpful Seen regularly by staff and consultants
 Happy Understanding Exceptional Friendly Faultless Supportive
Communicate Caring
 Excellent Quick service
 Good staff Kind Provide information Honest
 Confident in the service Positive High standard of care Explain Attentive
 Keep patients informed Respectful Excellent staff Listen Professional Good follow up Reassuring
 Treated as an individual Knowledgeable Made comfortable Good assessments
 Quick referrals Efficient Felt safe Good outcomes Amazing staff Good end of life care
 Advocate for patients Given options and choice Available appointments Wonderful staff

Not treated as an individual People shouting Exclude carers and families No compassion Inflexible Upset Staff disappear
 Did not realise the impact Insensitive Not listening Disrespectful No investigation No confidentiality Anger Rude
 No understanding Poor staff attitude Unhelpful Had to complain Refused
 No dignity Abandoned Patients look after each other Felt unsafe Poor elderly care Mistakes No privacy Unpleasant
 Basic care and needs not met in pain
 Fobbed off Poor care Personal property taken No support Carers do all the work Ignore buzzers Unnecessary medication Denied medication
 Deterioration Frightened Annoyed Had to chase staff Possessions out of reach No food or drink Left alone Inadequate facilities
 No communication No explanations Not joined-up Conflicting information Blunt delivery of information No feedback
 Inadequate information Delays
 Poor communication Frustrated Waiting
 Staff are too busy Understaffed No continuity Inconsistent care Systems not working Poor discharge
 Inadequate equipment Unknowledgeable staff Inexperienced staff Rumbling Bank and agency staff Overworked staff Untrained staff No single point of contact Patients self-funding Difficult to get referred
 Didn't see a consultant Management don't understand the shop floor



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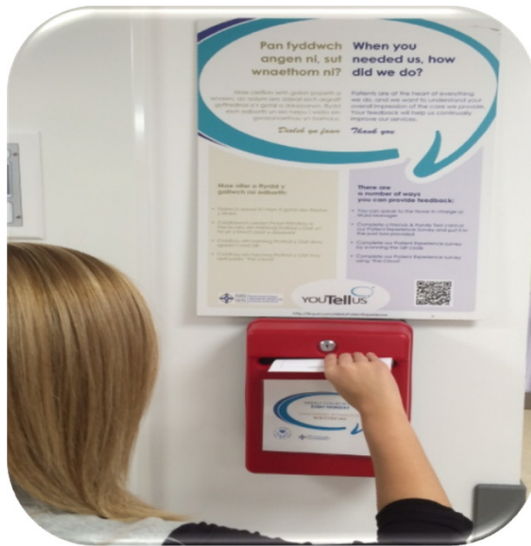
Surveys



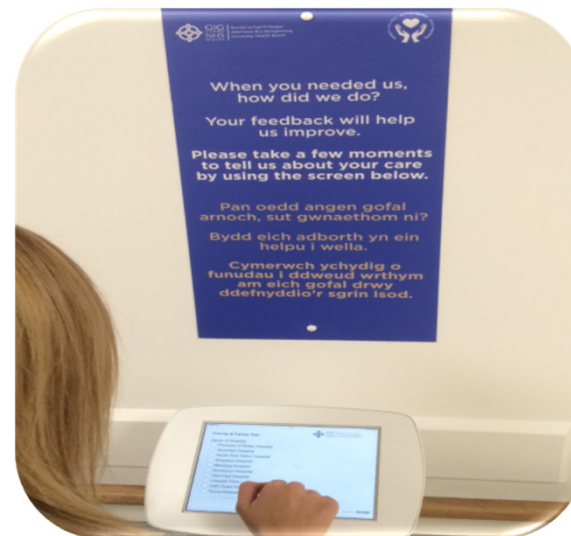
Within the Health Board the two main patient experience surveys used are:

1. Friends and Family Test
2. Patient Experience Survey

Paper and Online



1st April 2015 - 31st January 2016
16,964



1st April 2015 - 31st January 2016
10,558

Reporting Feedback



- Real time
- Ward to board
- Weekly Friends & Family Test
- Direct staff access to system
- Instant triggers on 'buzz words' & contact details
- Comparable data
- Transparency
 - Ward/clinic information boards
- Internet
 - 'You said ...We Did...'
 - Hospital reports

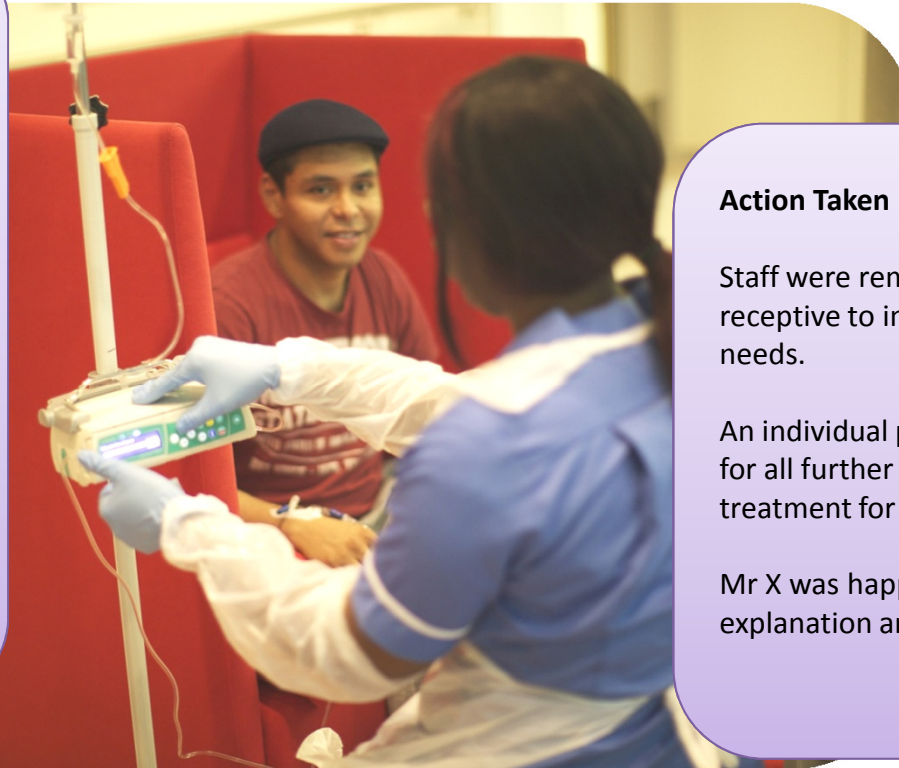
Case Study 1



Chemotherapy Day Unit

My appointment was 9:30am
I was prepared for treatment
by 9:50am the staff were very
nice.

It is now approaching
11:30am and I'm still waiting
for Pharmacy to make up and
deliver my medication. As a
needle phobic person it does
me no good sitting here with a
needle stuck in my arm doing
nothing for two hours, it is
getting farcical now.



Action Taken

Staff were reminded to be more
receptive to individual patient
needs.

An individual plan was put in place
for all further chemotherapy
treatment for Mr X.

Mr X was happy with the
explanation and the apology.

Case study 2



Maternity Ward

Well so far I've been waiting since 8:30am for a c-section. I have not eaten since 9.00pm last night and nobody has informed me of what is happening it is now 12.00pm.



Action taken

Staff were made aware of the need to improve communication and ensure that women are hydrated when there are significant delays.

Mrs X accepted an apology for the lack of communication.



Thank you for listening