

Measuring, reporting and acting category

Engaging with Family members and carers during COVID-19 pandemic

hello my name is...

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One team shared values



University Hospitals of Leicester

- UHL was formed in 2000
- Acute care provided across three sites
- Over 16,000 staff
- Serves over one million residents across LLR & a further 2-3 million people for specialist services
- Strong research portfolio



One team shared values



Overview

Caring at its best

- COVID 19 has proven to be a challenge for all especially in health care
- Visiting restricted to protect patients, visitors and staff
- NHS England guidance not a national requirement to collect feedback during height of pandemic



One team shared values



Why collect feedback

- UHL wanted to understand the impact the visiting restrictions were having on family members and carers
- UHL wanted to understand how effective the communication was with family members and carers during the restrictions
- UHL keen to hear from family members and carers about their experience

Caring at its best



One team shared values



The process

- Patient Experience was able to secure some money from within the organisation
- Feedback questions were used from the National Inpatient survey, which were already tested on patients
- Staff were notified by email and the project was shared with the Patient Involvement and Patient Experience Assurance Committee

One team shared values



Caring at its best

Methods of feedback collection

- Paper feedback forms
- Electronic devices
- Telephone feedback
- Trust Website
- Business cards
- SMS in outpatient areas
- Hospital Operator service



Family, Carers & Friends Feedback

Due to COVID-19, visiting at Leicester's Hospitals has been restricted. This anonymous feedback form has been developed to help us understand how good we have been at supporting you during this time. For most questions please put a simple smiley inside one box to indicate a 'best guess'. Please do not include details that could identify you, your friends or family.

Your relationship to the patient: Family member Carer Friend/Other

Which hospital was your family member/carer cared for at?
 Leicester Royal Infirmary Leicester General Hospital Clarendon Hospital

Which ward/care area your family or friend predominantly on which in hospital?

Does the patient only go to help them with day to day activities? Yes No

Thinking about our ward, on a family member, carer or friend - overall, how was your experience of our service?

Very good
 Good
 Neither good nor poor
 Poor
 Very poor
 Don't know

Please tell us why you gave your answer and anything we could have done better.

Today's Date: [] [] / [] [] / [] [] [] []

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**Family, Carers and Friends:
Tell us what you think!**

To complete a feedback survey please visit the web page below or scan the QR code. Thank you

www.leicestershospitals.nhs.uk/cf

SCAN ME

One team shared values



Results and Actions

Childrens services

Theme – Children were missing other parent and siblings

Action

- Visiting restrictions reviewed in this area, parents were able to change over every 48 hours.
- “Are the visiting restrictions the right thing to do?”
Numbers who said yes increased from 74% to 91%
- Children's post card completion



One team shared values



Results and Action cont.

Maternity Services

Theme –partners not able to be support women at appointments and during their experience

Actions

- Birthing partners can now attend scans
- Adjustments made on postnatal wards so partners can offer support
- Number of people who support the visiting restrictions increased from 63% to 70%



One team shared values



Results and Actions Cont.

Inpatient Areas

Theme – the impact that the visiting restrictions were having on patients and their families

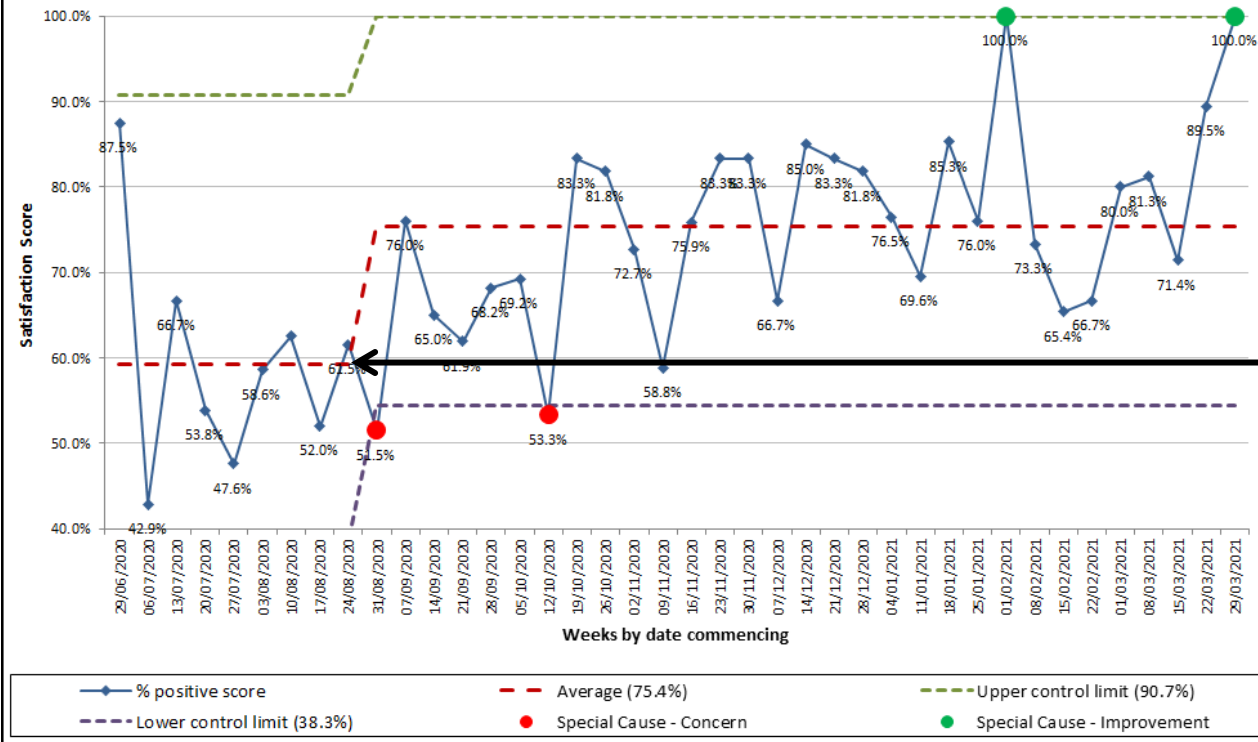
Actions

- Visiting was reviewed and patient who were in hospital for a prolonged period, arrangements could be made for a family member to visit them



Caring at its best

TRUST - How much information - As a family member, how much information about your loved ones condition or treatment was given to you?



Mean and confidence limits recalculated from August 2020 following a period of significant improvement

One team shared values



Going forward



Feedback questions reviewed

New funding acquired

Feedback collection recommenced during carers week

Emerging themes/feedback requiring action shared with the clinical teams

One team shared values



Any Questions



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