

# The Walton Centre NHS Foundation Trust



# Patient Support Assistant Project - An innovative and pro-active approach to Patient Experience

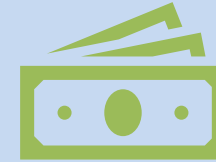


**Pioneered by:**  
**Lisa Judge, Head of  
Patient & Family Experience**

**Emma Sutton, Patient  
Experience & Engagement  
Manager**



**Commenced – March 2022**



**Funded for 12 months**



# Rationale



# Planning



## FUNDING

NHSE/I  
Maximizing £



## REVIEW

Themes &  
Trends  
Complaints  
Concerns  
Enquiries  
Feedback



## IDENTITY

Uniform  
Designated  
mobile number  
for patients &  
families



## ENGAGEMENT

Chief Nurse  
Senior Nursing  
Team



## COLLABORATION

Ward Managers  
Meetings  
External  
Partners



# Development Needs

Dementia  
Awareness  
Training

Patient Story  
Training

Visual  
Impairment  
Awareness  
Training

Resolution  
Support Training

Shadowing of  
Patient  
Experience  
Team

Informed of  
Nursing on call  
structure

Weekend  
support from  
senior team



# Daily Service Delivery

Daily Ward Walk Abouts

Volunteer Mentoring

Utilisation of iPads for virtual visiting

Receive referrals from ward staff for patients who require support/visit

Liaising and reaching resolutions to issues

Escalating potential complaints

Providing practical and emotional support

Assisting patients to complete feedback – including Friends & Family Test

Supporting patients with disabilities

Co-ordinating repeat visits with patients

Present role at volunteer induction

Assisting/supporting patients with walks / going for a coffee / into the garden



# Achievements in 90 days

- 7-day service
- 400+ Face to Face contacts with patients
- 30+ compliments specific to the service
- >15 escalations of possible complaints successfully resolved
- >80 compliments about the Trust
- Successes shared at Trust Board, standing committees and with Governors, external partners and charities

NO NEGATIVE FEEDBACK  
ONLY PRAISE 😊😊😊





# Above & Beyond Our Expectations

For a patient's 40th wedding anniversary, staff supported family to come in to do a little party in the garden for him and wife and a card was provided by our staff.



Our Patient Support staff provide sleep packs, funded by our Charities to any patients who may be struggling to settle on the wards



Every inpatient who has their birthday whilst admitted to the Trust now receives a birthday card and present via the PSA staff with donations and funding via our Charities



A patient really fancied a blueberry muffin knowing he had to fast before his surgery...our PSA staff swiftly went to buy and deliver the patient a muffin.....Small acts of kindness make the biggest difference to Patient Experience.



A group of ladies, some who had been inpatients for a while, in a bay had ordered pizzas to celebrate one patient's birthday, the ladies charged up the Activity Screen for them to watch a movie for their special evening.





# Feedback from Staff

Well received by patients the ladies always come to ask if there are any particular patients that require support at the beginning of each shift –  
**Ward Manager**

The Patient Support Assistant roles have changed our staff and patient's view of the Patient Experience Team as a whole and have provided us with much needed support on the ground - **Patient Support Team**

The Support Assistants are easily noted in their uniform and it is great the way they will go back and visit patients who require this. Really positive service  
**Ward Sister**

Great Service – supports patients and helps us staff as have reported issues to estates to help patients  
**Staff Nurse**

What a wonderful service you are offering, I really wish the service was available when my husband was in a few years ago –  
**Volunteer**

The patient support assistant role has further enhanced our patient and family centred care way of working, making a positive impact at the right time when support is needed. The role works as part of our MDT to ensure that the little acts of kindness can be achieved. **Chief Nurse**



# Feedback Patients & Families

I was provided with a sleep pack containing an eye mask & ear plugs to help me sleep – this really made a difference 😊

Receiving a visit, birthday card and gift on my birthday made my day and made me cry – thank you so much



I wasn't getting visitors due to distance but it was really nice having the patient support assistants to talk to

This is an invaluable service, I wish they had this in every hospital!

I think the patient support assistant was fantastic, you helped me with my forms and supported me always.

I really value the support I have had from PET. They've been to see me most days and it's nice just having someone to talk to.

Following my diagnosis of a brain tumour – the girls were my rock – I don't know how I would have gotten by without you x

Thank you for visiting our loved one, what a great idea and a comfort to know someone is there - we really wanted to meet you

The ladies helped me feel more relaxed and have helped a lot, providing a listening ear and support.

Your visits brightened my day, your emotional support was invaluable x

I was really happy that you stopped in for a chat as it can be lonely in hospital

I'm really happy with the support from all the Patient Experience Team



# Rachael's Story

- Supported back to work
- Enhanced confidence
- Independence
- Share personal lived experiences
- Empowered
- Empathic & compassionate view







# Thank you for listening and sharing our journey



**The Walton Centre**  
NHS Foundation Trust



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*Excellence in Neuroscience*

