



‘Connecting the Dots’

Barts Health NHS Trust

28 September 2022



Our Insight vision

“**Connecting the Dots**” is aimed at making the Trust more patient centric and our plans grounded in solid, actionable insights into Patient Experience.

This project is addressing every stage of the Insight process:

- Making the data more representative and statistically robust;
- Creating user-friendly, interactive tools that put insights into the hands of frontline staff;
- Engaging everyone up to the Board level to get them curious and enthusiastic;
- Using a Quality Improvement methodology to engage staff, patients, and communities so patient experience is everyone’s business, not just that of the site PEL’s (patient experience leads)

Barts Health is **DRIP** – **Data Rich, Insight Poor**

The Trust needed to change its vocabulary so it could better articulate what insights we needed and how it would be used to improve the patient experience

We started by engaging with the patient panels, Healthwatch etc. to triangulate various data sources and started to form a fuller picture and as the initiative progressed, we started including data from other sources such as Complaints, PALS and CQC national surveys.

A system was needed to widely disseminate these insights to staff who could act on them. We managed to simultaneously create the 'pull' of including patient experience data in performance reviews and the 'push' which created an interactive dashboard that allowed all staff to drill-down into the data to ward/comment level

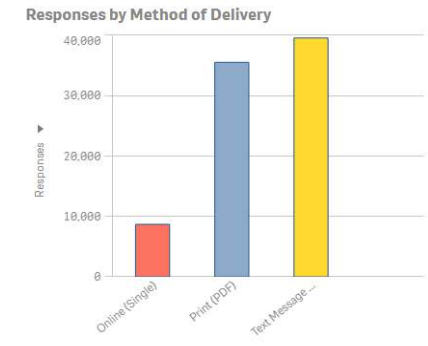
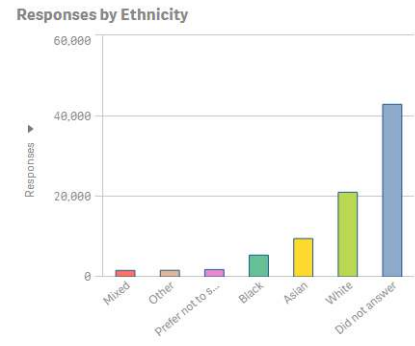
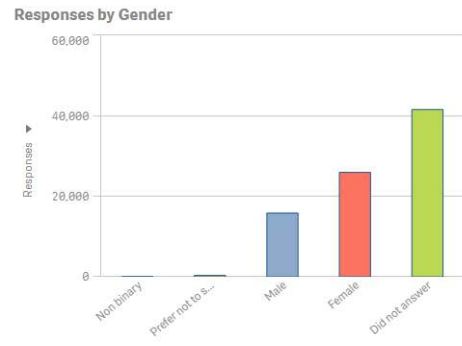
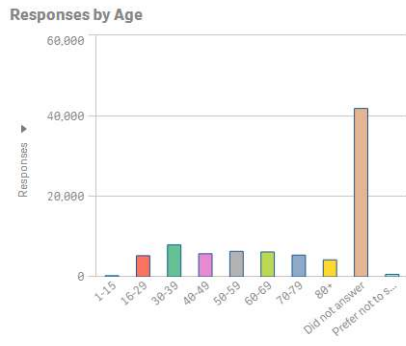
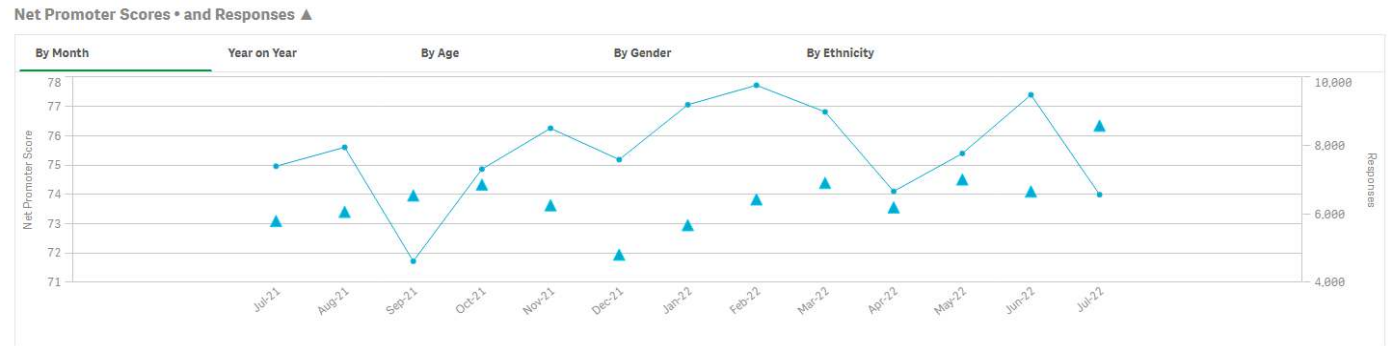
Patient Experience interactive Dashboard

Navigation bar: Patient Experience Survey, Analyze Sheet, Narrate Storytelling, Patient Experience Das..., Selections

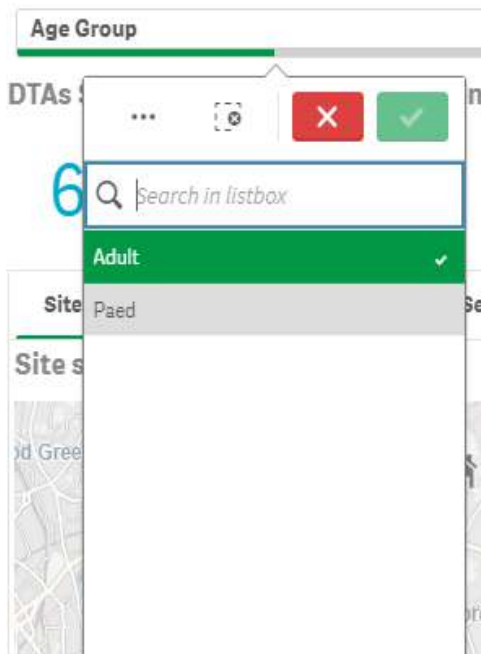
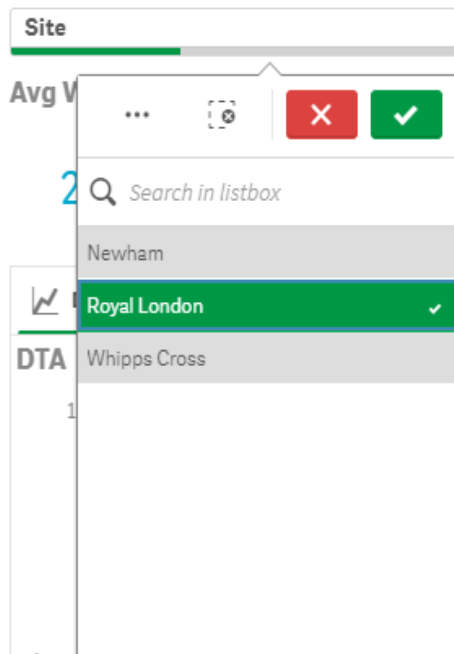
Search filters: Site, Service, Service Name, Service Rating, Calendar Year, Financial Year, Month Year (selected), Ethnicity, Age

Buttons: ? (Help), ? (Filter)

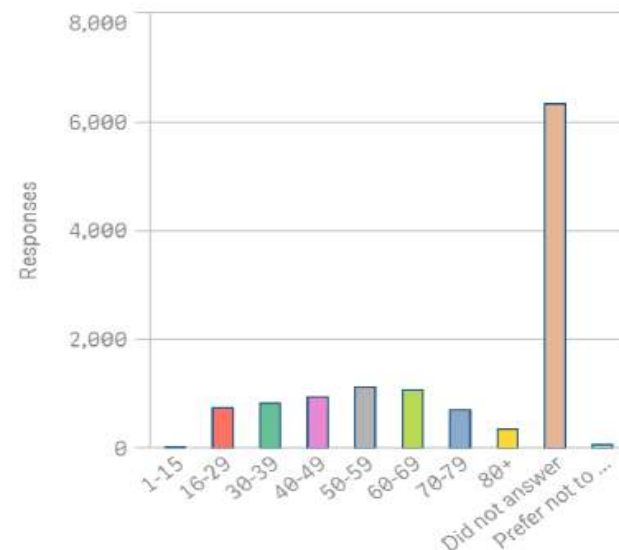
Responses
83,781
Net Promoter Score
75



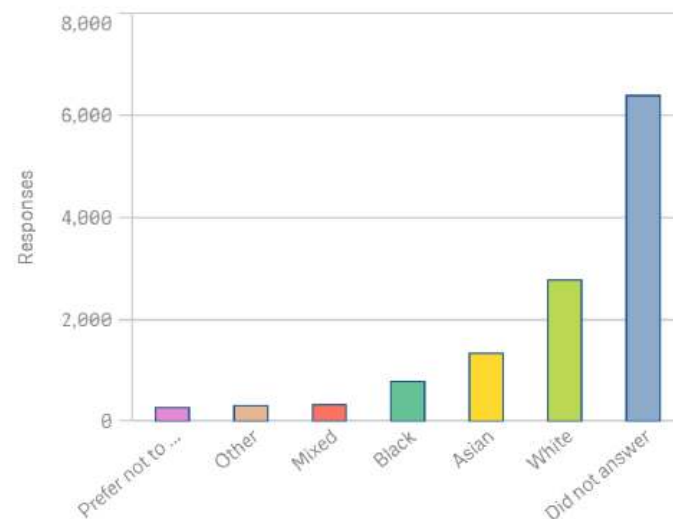
The interactive dashboard brings powerful data to staff who are best placed to use it. Having a consistent look and feel allows focus more on the story behind the data rather than worrying about formatting and how the data is presented irrespective of the forum where its being discussed.



Responses by Age



Responses by Ethnicity



Every element of the dashboard application is clickable to make selections – you can make choices within charts and you can also make selections using the filters across the top of the screen. This provides maximum flexibility when reviewing and presenting the data

Improving patient experience is not a one-off event or a project with a defined start and end, our plan was to create the conditions for continuous improvement.

One of our measures for success was to increase the Friends and Family response numbers. In the most recent quarter (Q1-22/23) the Trust received 22,399 responses to the FFT survey, which is a significant increase of 8.9% over the previous quarter (20,565)

Whilst volumes are important, it is also important to note the mode of data collection. Paper forms are still the dominant source accounting for 51% of responses, with SMS close behind at 35.6%.

This is a notable development as unlike SMS, Paper and Online surveys allow the capture of important demographic data. For Q1 we know the Ethnicity and Gender of 57.4% respondents (compared to 54% in Q4 and 50.6% in Q3)

This is a major achievement as knowing these demographics has allowed us to compare the experience of different patient groups (e.g. BAME vs White, or Male vs Female).

To make feedback more equitable, we have launched the FFT survey in Bengali and we expect it will further boost responses from the large Bengali-speaking local community. Based on uptake, we are planning the launch of the survey in Romanian and then other popular languages spoken across the Barts Health footprint.

We are also piloting a simpler, more visual version of the FFT aimed at patients with learning difficulties and recently piloted the use of handing out QR codes printed on small cards to encourage patients to provide feedback at their convenience, resulting in the number of online responses at our Royal London site accounting for 49% of the responses in Q1 which is a significant increase of 12.9% over Q4.

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আপনার মতামত আমাদের জন্য
গুরুত্বপূর্ণ আমরা উন্নতি করতে চাই
এবং আপনার সাহায্যের প্রয়োজন

আমাদের যত্ন সর্বোত্তম যে আমরা প্রদান করতে পারি তা নিশ্চিত করার জন্য, আমরা আপনার পরিদর্শন, অ্যাপয়েন্টমেন্ট বা ইনপেশেন্ট থাকার পরে আপনার যত্ন এবং চিকিৎসায় খুশি কিনা তা জানতে আমরা পাঠ্য বার্তার মাধ্যমে আপনার সাথে যোগাযোগ করব। আপনি প্রতিক্রিয়া জানালে, আপনার বার্তার জন্য আপনাকে চার্জ করা হবে না এবং আপনার প্রতিক্রিয়া সম্পূর্ণ বেনামী



আপনি আমাদের যেকোন কিছু বলতে পারেন যা আপনি মনে করেন যে উন্নতি করা যেতে পারে এবং ভবিষ্যতে চিকিৎসার প্রয়োজন হলে আপনার বন্ধু এবং পরিবারকে আমাদের কাছে সুপারিশ করার সম্ভাবনা কতটা সম্ভব

আমাকে তল্লাশি করো:

প্রতিক্রিয়া প্রদানের বিকল্প পদ্ধতিগুলিও উপলব্ধ, অনুগ্রহ করে কর্মীদের একজন সদস্যকে জিজ্ঞাসা করুন বা যোগাযোগ করুন:

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Thank you

Any questions?