

Communicating Effectively

Walsall Healthcare NHS Trust



'Little Voices'





HELLO MY NAME IS

Garry Perry
Associate Director
Patient Relations & Experience



HELLO MY NAME IS

Charlotte Yale
Divisional Director of Nursing
Children, Young People & Neonates





- Serves a population of 270,000
- 550 acute beds
- 24 hour Emergency Department recent £40m new build – PAU co-located
- 21 in-patient paediatric beds
- Level 1 Paediatric Critical Care
- UECC – 24 hr front door paediatrics. Separate day case location
- COPD
- CCN team with a Virtual Ward
- 15 cot, level 2 NNU
- CNS – Respiratory, Epilepsy & Diabetes





Feedback



- FFT
- Tops and Pants
- Ups and Downs
- Sharks and Dolphins
- Parent Support Group in NNU
- Patient Involvement Partners
- Increasing use of volunteers
- Mystery Patients



The Friends and Family Test

Your Feedback Matters To Us!



The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views on the treatment or care you have recently received.

TO TAKE PART, JUST SCAN THE QR CODE!

Listening to patient feedback

Here's how you can share your thoughts on the care you've received from Ward 21



MYSTERY PATIENT

LEARNING FROM PATIENT FEEDBACK



The **Mystery Patient Scheme** is your opportunity to share your experience of your recent visit and support us to improve the services we provide. You can tell us about any aspect of your recent visit from staff engagement to waiting times and delays. The scheme is anonymous enabling you to provide honest feedback about all areas of your visit.

TO TAKE PART, JUST SCAN THE QR CODE!

All feedback is 100% confidential and will not effect your ongoing care.

Who do I speak to if I have a concern?

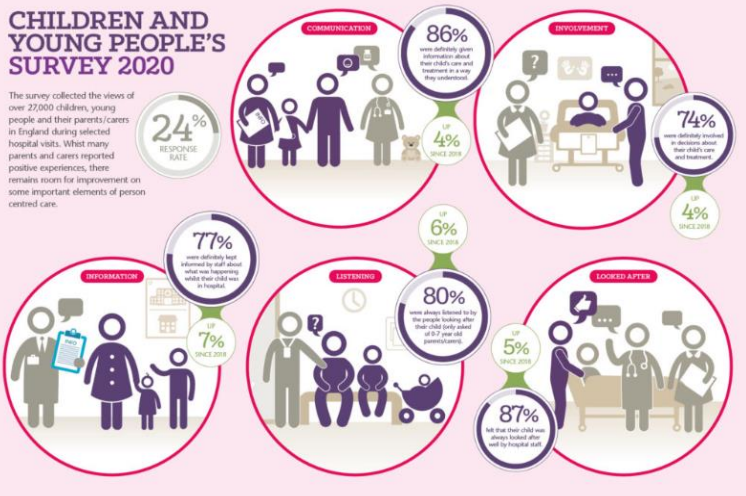
If you have any questions or concerns about any part of our service, you should talk to a member of staff such as a ward manager or senior nurse who will attempt to resolve your problem as quickly as possible. In other areas you can ask to speak with the person in charge.

If you have a concern the department have not been able to resolve, you can contact the Patient Relations Team who are available to offer you support and advice. The team are also happy to receive compliments about your experience and the care you have received.

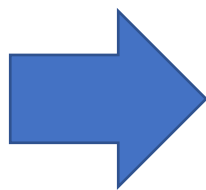
'Little Voices' – the beginning

CHILDREN AND YOUNG PEOPLE'S SURVEY 2020

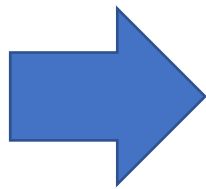
The survey collected the views of over 22,000 children, young people and their parents/carers in England during selected hospital visits. Whilst many parents and carers reported positive experiences, there remains room for improvement on some important elements of person centred care.



The highest quality person centred care for all, always.
This survey was designed and coordinated by Picker for NHS England and NHS Improvement: <http://www.nhs.uk/healthcareimprovement>



outside



'Little Voices' The team



Freya

Tommy

Alfie

Kayden

Melody

Molly



'Little Voices' Pre-inspection visit

Pre-visit Monday 24 April
2023 @ 10:00am - Pelsall
Village School

Setting expectations:

- Who we are
- What we do
- What to expect
- How to use the toolkit
- What to look for
- Confidentiality
- Infection Control



HAND CLEANING OBSERVATION SHEET

Please Help us - put a tick ✓ or cross ✗ in the box every time you see staff carry out hand hygiene

	Observation	Hand Hygiene	Comments
Name			
Location			
Department			
Time			
Observer			
Hand Hygiene			
Hand Hygiene			
Hand Hygiene			
Hand Hygiene			
Hand Hygiene			
Hand Hygiene			

Thank you for your help!

If someone doesn't clean their hands please tell a member of staff or ask to speak to the nurse in charge

The form is a grid with columns for 'Observation', 'Hand Hygiene', and 'Comments'. It has rows for various categories like Name, Location, Department, Time, Observer, and multiple instances of Hand Hygiene. At the bottom, there is a thank you message and a note about reporting hand hygiene issues.



'Little Voices' – Little Steps (15 steps visit)

Is the ward welcoming?



Questions to ask yourself	Your notes
Did I have to wait long to enter the ward?	No, people noticed us very quickly
What can I see, hear, and smell?	cleaning products, smell fresh, machines, 'beeping'
What made me feel welcome?	smiling staff, waving, saying hi, explained things
Is the ward welcoming for children of my age?	yes, very clean & tidy, and lots of room
What is the atmosphere like?	good, feels like a nice place, calm
What is the environment like?	clean, no clutter, felt fresh and airy
Is there an information board, what does it have on it?	yes, we saw lots of information - up & down's, feedback

Things to look out for



Please tick what you can see

- A welcoming and comfortable space to wait that isn't cramped and has things to do
- Staff smiling at you
- The ward is bright and clean
- Welcome signs and information suitable for all ages
- A board saying who everyone is

Is the ward a safe area?



Questions to ask yourself	Your notes
Does the area make me feel safe? Why or why not?	Yes, lots of nice staff - reassuring & explain things
Are staff easy to recognise?	Yes, yellow name badges & uniforms can be seen
Are medicines/liquids left out on the ward?	No did not see any-chain on medicines trolley in resus
Are the playrooms/teenage rooms etc safe for children on the ward?	Yes, no room re: mirror in sensory room

Things to look out for

Please tick what you can see

- Are entrance and exit doors always looked for safety?
- Lots of hand sanitizer available for staff to wash their hands
- Staff ID badges are clearly visible
- Confidentiality is respected
- Can you see any medicines on the ward?
- Fire doors are kept shut



Will this ward care for and involve me?



Questions to ask yourself	Your notes
How have staff made me feel?	Welcoming and made us feel happy
Is the ward private? (Curtains pulled round the beds etc)	Yes, we saw curtains pulled when staff entering
Are staff friendly and polite when talking to patients and families?	yes, smiling, introducing themselves, kind staff
Is there any patient feedback displayed on the ward?	yes, could do with more colour and more things on wall
Do staff work well as a team?	yes, they help each other

Can you see information on the following? If yes please tick what you can see

- Information on Patient Groups
- Information on making a complaint
- Other: Need a children's poster version

Things to look out for

Please tick what you can see

- Staff talk to children not just parents/adults
- There are some activities suitable for all ages on the ward
- Staff check on patients regularly
- People are given information on their treatment in ways they can access (e.g., leaflets, online)
- Staff are communicating in a positive way
- Patient feedback is displayed openly for everyone to see

Is this ward well organised and calm?



Questions to ask yourself	Your notes
Is this a good space for children and young people?	yes, we saw play room being refurbished
Does the ward feel calm even though it may be busy?	yes, calm and quiet
Do staff put away equipment when they have finished?	yes, saw this lots of times
Do the beds have basic patient information above?	some do some don't, 'about me' boards being installed
Can I see into other rooms (e.g., stock/linen cupboards, staff room or kitchen)? Do they look organised, clean, and uncluttered?	No medicine left out, all areas clean and tidy

Things to look out for

Please tick what you can see

- The area is clean
- Clear signage to toilets etc
- There is space for activities and games, or quiet time away from the ward beds
- There is space – the ward and beds aren't cramped
- Organised areas



'Little Voices' – Little Steps 15 visit

Lunch

Tell us about your lunch



1. Portion Size



2. How hot was your food?




3. How full are you?



4. How did your food taste?



The date today is _____
 The nurse looking after me today is _____
 I am in Ward 20 / 20A (please circle)



HAND CLEANING OBSERVATION SHEET

Please help us - put a tick ✓ or cross ✗ in the box every time you see staff carry out hand hygiene

	Correctly washed	Did not clean hands	Comments
Nurse (Blue uniform)	<input type="checkbox"/>	<input type="checkbox"/>	
Student nurse (White uniform)	<input type="checkbox"/>	<input type="checkbox"/>	
Day workers	<input type="checkbox"/>	<input type="checkbox"/>	
Doctor	<input type="checkbox"/>	<input type="checkbox"/>	
Surgeon	<input type="checkbox"/>	<input type="checkbox"/>	
Play Specialist	<input type="checkbox"/>	<input type="checkbox"/>	
Therapist	<input type="checkbox"/>	<input type="checkbox"/>	
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	

Thank you for your help!
 If someone doesn't clean their hands please tell a member of staff or ask to speak to the nurse in charge.

Your Day

Tell us about your day



Best part of the day

- Seeing Children/Babies
- Observation monitoring
- Sensory Room
- Special Recliner



What was "TOPS"

- Nurses
- Equipment
- Technical equipment
- Play specialist / activity



What was "PANTS"

- Nothing—we enjoyed our visit!



'They said'



What could improve



- More toys in the childrens waiting room in the Emergency Department (ED)
- There is a scribble wall - but no pens (ED)
- Hand Gel Dispensers - child friendly and a height that small children/wheelchair users can reach



- More colour/pictures on walls
- Need a picture of a football in named bay in PAU
- Kid's themed pillows/linen
- Mirror is dangerous in sensory room can walk into - remove?
- Toilet signs so children can see where they are



- Toilet/Hand hygiene poster produced
- Refurbished play room opened
- Play volunteer role descriptor progressed (4 EWE volunteers now in place)
- Hand gel dispenser – bespoke design in progress, reduced height for children/wheelchair users



'We did'



Walsall Healthcare NHS Trust

Volunteer Role Profile Paediatric Play Volunteer

Purpose of the role

This role will support our young patients across the Paediatric wards and clinics by offering craft and play activities plus storytelling in waiting areas and inpatient wards including the Paediatric A&E. Volunteers use a variety of toys, books, craft materials and their own creative ideas to engage young people through play to support them whilst they wait to be seen by clinical staff. 121 activities are provided at the bedside whilst small groups are hosted in the well-stocked playrooms. By providing this service, our volunteers distract young patients using play, free up time for the clinical staff, develop new skills, and deepen their understanding of the role of the Paediatric Play Specialist Team. This role is a very special opportunity to support young people and their families throughout a difficult time, providing fun opportunities and truly making a difference.

Walsall Healthcare NHS Trust

All About Me

Things that are important to me

Name

Age

Weight

Consultant

Nurse

Allergies

Dietary Requirements

Questions I would like to ask

Top Toilet Tips

- Remember to flush the toilet
- Wash your hands thoroughly
- Throw away your paper towel



To deliver exceptional care together to improve the health and wellbeing of our communities



'we are'



NHS Walsall Healthcare NHS Trust

IT'S OK TO ASK

TIPS TO CLEAR HEALTH COMMUNICATION

It's OK to ask again if you don't understand something. Don't feel rushed or embarrassed.

It's OK to bring a friend or someone from your family.

It's OK for them to ask questions and to help you.

It's OK to make a list of things you want to talk about.

It's OK to make a list of the medicines you are taking and take it with you.

It's hard to remember all of the names.

It's OK to ask at the pharmacy too. Remember, they are there to help you.

IT'S OK TO ASK

- 1 What is my child's main concern?
- 2 What do we need to do?
- 3 Why is it important we do this?

Asking questions can help you to:

- Take care of your health
- Prepare for medical tests
- Take your medicines in the right way



Little Journey



Patient Voice Report - Paediatrics

Issue: Aug-23

Ward 21: 99 (True), 94 (STP), 93 (National)

Ward 28: 100 (True), 93 (STP), 92 (National)

PAU: 100 (True), 94 (STP), 94 (National)

Paed OPD: 100 (True), 0 (STP), 0 (National)

Friends and Family Test (FFT)

Theme	W21	PAU	W28	OPD
Staff Attitude	74	63	12	0
Implementation of Care	0	0	0	0
Staff Attitude	0	0	0	0
Implementation of Care	0	0	0	0
Staff Attitude	0	0	0	0
Implementation of Care	0	0	0	0

Number of responses: W21: 74, PAU: 63, W28: 12, OPD: 0

Mystery Patient Feedback

Question: Courtesy of the staff rating Environment and hospital facilities rating Tracked with respect and dignity? Involvement in decisions about your care and treatment?

Rating: 8.3, 8.2, 9.2, 9.1

Mystery Patient Free Text Comments

Great care for my child, nurses very good

Lowly staff, made sure to explain everything that was going on with my baby, made us feel very comfortable and accommodating when I asked to bring my son as had no choice.

Everything went really well. Was seen very quickly and nurse was friendly and supportive. Laura was very friendly and helped answer all questions. Thank you for good experience from baby and mum.

Remember:

- Patient's can be surveyed at any point during their care, this can be done by using the QR code on the bedside posters or by using a tablet
- Ensure that every bedside has the new updated version of the Mystery Patient / FFT

Patient Relations - Complaints, Concerns and Compliments

Compliments: 4 (May), 4 (June), 3 (July)

Internal Concerns: 0 (May), 0 (June), 0 (July)

Formal Complaints: 0 (May), 0 (June), 0 (July)

And finally.....

