

# One Stop Point Advice

*PATIENT EXPERIENCE*

*BIRMINGHAM WOMEN'S AND CHILDREN'S NHS  
TRUST*

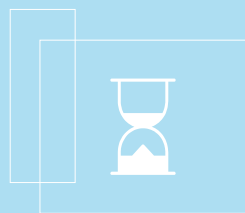


# OUR JOURNEY



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Patient experience



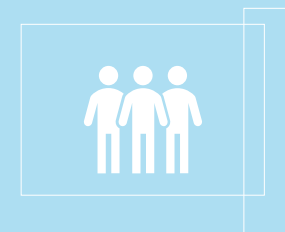
**RATIONALE**



**PLANNING**



**DELIVERY**



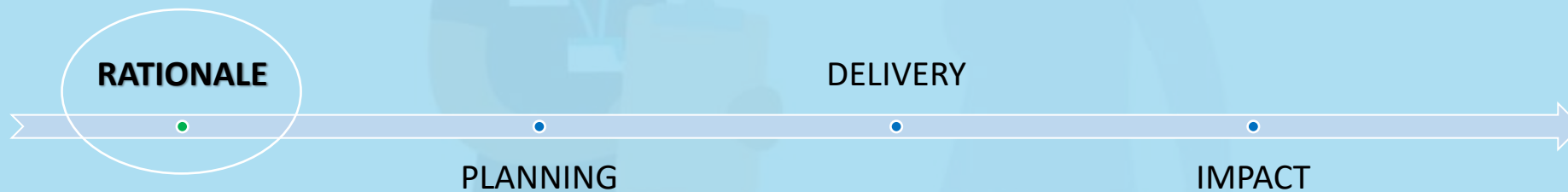
**IMPACT**



**SUCCESS STORY**

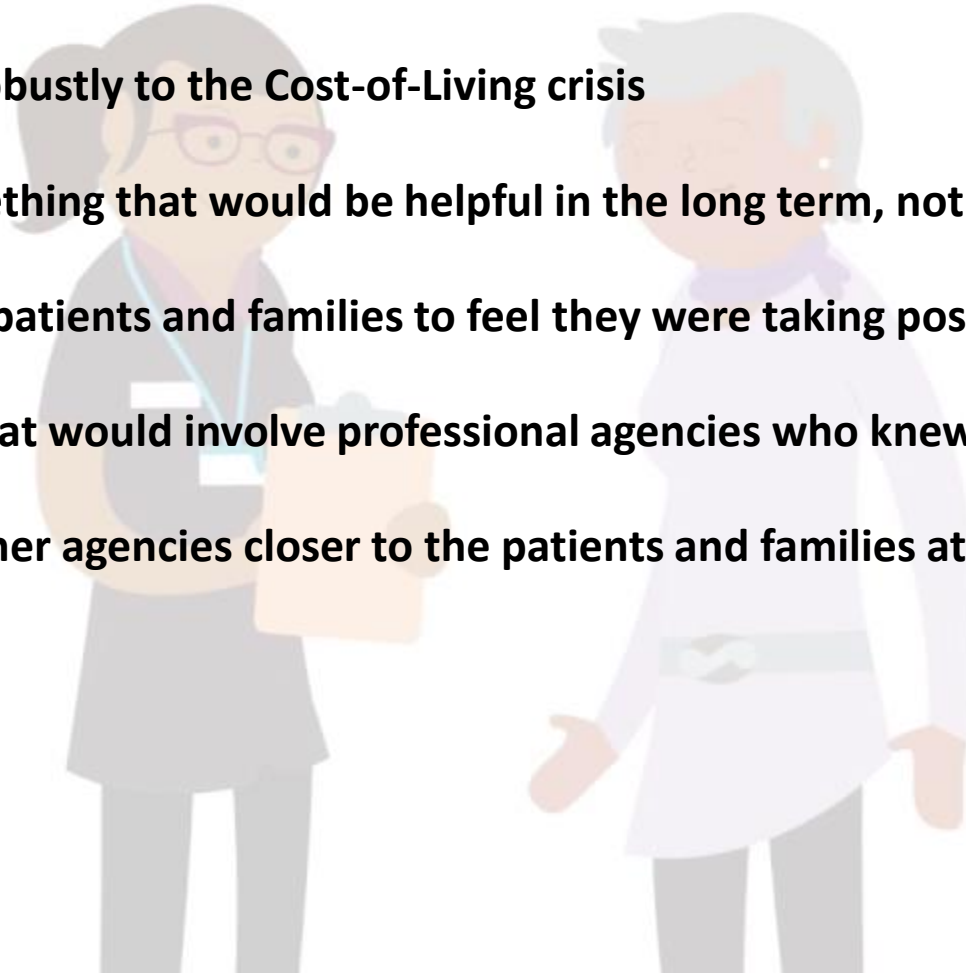


# RATIONALE RATIONALE RATIONALE



# Patient experience

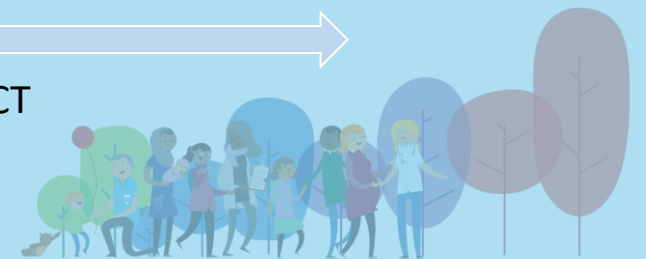
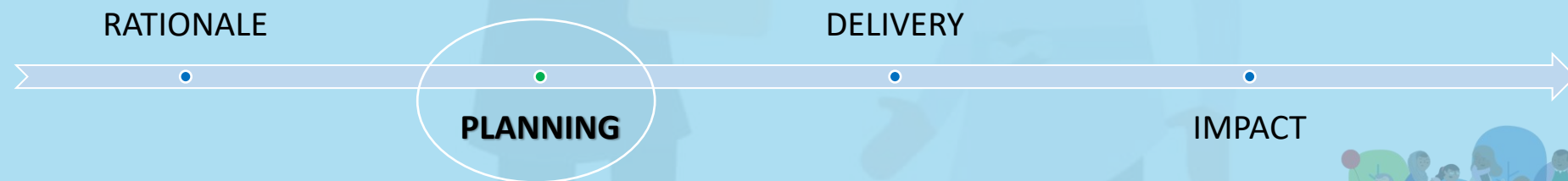
- We wanted to respond robustly to the Cost-of-Living crisis
- We wanted to offer something that would be helpful in the long term, not just a brief intervention
- We wanted to empower patients and families to feel they were taking positive action themselves
- We wanted something that would involve professional agencies who knew the best ways forward
- We wanted to bring partner agencies closer to the patients and families at our hospital sites



# PLANNING

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# Patient experience

- Identify agencies with capacity to help
- Identify costs and potential funding sources
- Ensure accessibility and ease of access, preferably in-person
- Ensure the ability to offer impact for our patients and families – practical advice or support
- A plan that could work in the long term,
- Consideration of our considerable health inequalities, non-English speakers, poor health literacy and high deprivation levels in Birmingham



Patient experience

# DELIVERY



RATIONALE

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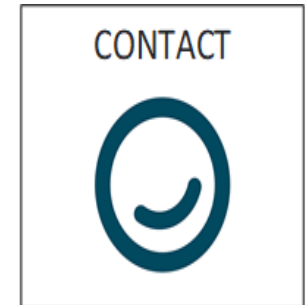
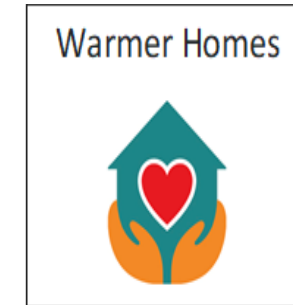


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# Patient experience

## Our key partner agencies:

- Healthwatch
- Warmer Homes
- Contact for Families of Disabled Children
- Mind, mental health
- Birmingham Carers Hub
- Aquarius, addictions
- Anawim, Women's Charity
- Birmingham Voluntary Services Council
- Route 2 Wellbeing online
- And.....



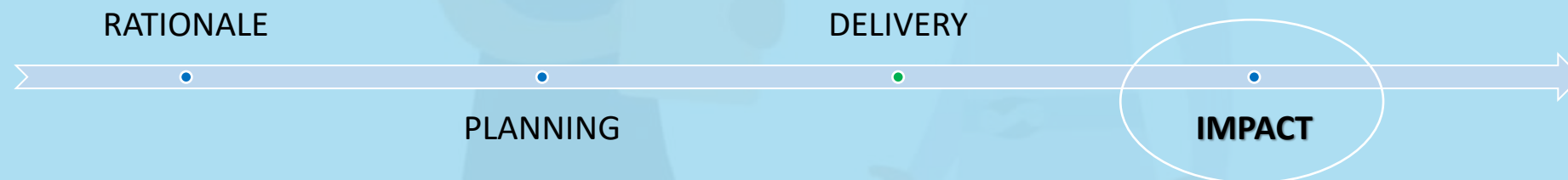


Patient experience

# IMPACT

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# Patient experience

- **Impact Reports from partner agencies**
- **Case Studies from patient stories**
- **Staff use of partner agencies**
- **Figures and Data**
- **Bids and Grants**
- **Thanks and happy outcomes!**



Patient experience

# What is What is What is next? next? next?



RATIONALE

DELIVERY

PLANNING

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# Patient experience

## Plans for the future

- Future bids
- Future agencies
- One Stop Advice Point Branding / Marketing
- Further virtual offers of advice and support – Digital Literacy
- Discharge – matching resources to assist





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healthwatch



ROUTE 2 WELLBEING

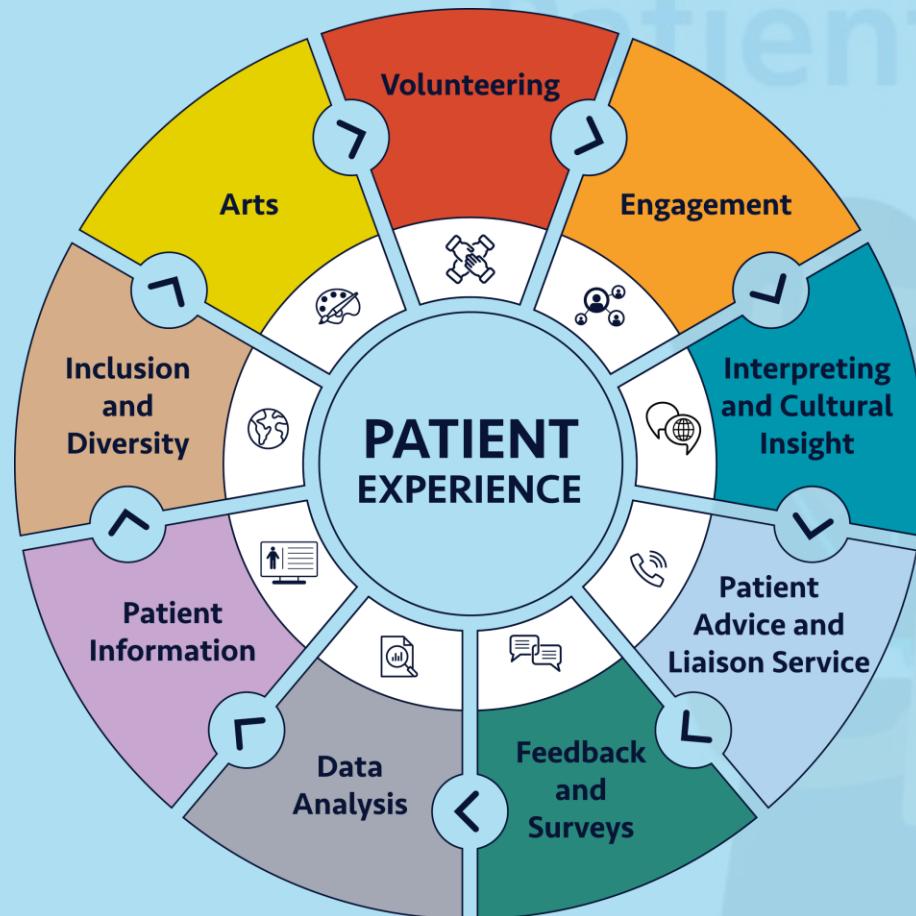


Contact



The best start for our children





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<https://bwc.nhs.uk/>

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Women's Hospital



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