



University Hospitals of
Derby and Burton
NHS Foundation Trust

Medical Student Education: Student- Selected Module (SSM)

Patient Experience Network National Awards
28 September 2023



Royal Derby
DERBY



Queen's
BURTON



Samuel Johnson
LICHFIELD



Sir Robert Peel
TAMWORTH



Florence Nightingale
DERBY

Background: UHDB



University Hospitals of
Derby and Burton
NHS Foundation Trust



- A teaching hospitals trust with circa 14,000 staff
- Five core hospital sites: two acute (Royal Derby Hospital and Queens Hospital Burton), and three community hospitals (Samuel Johnson, Lichfield; Sir Robert Peel, Tamworth; and Florence Nightingale, Derby)
- Serve population of circa 1.5 million across Derby, South Derbyshire, and East Staffordshire
- Placements offered to medical, nursing and therapy students from University of Nottingham and University of Derby



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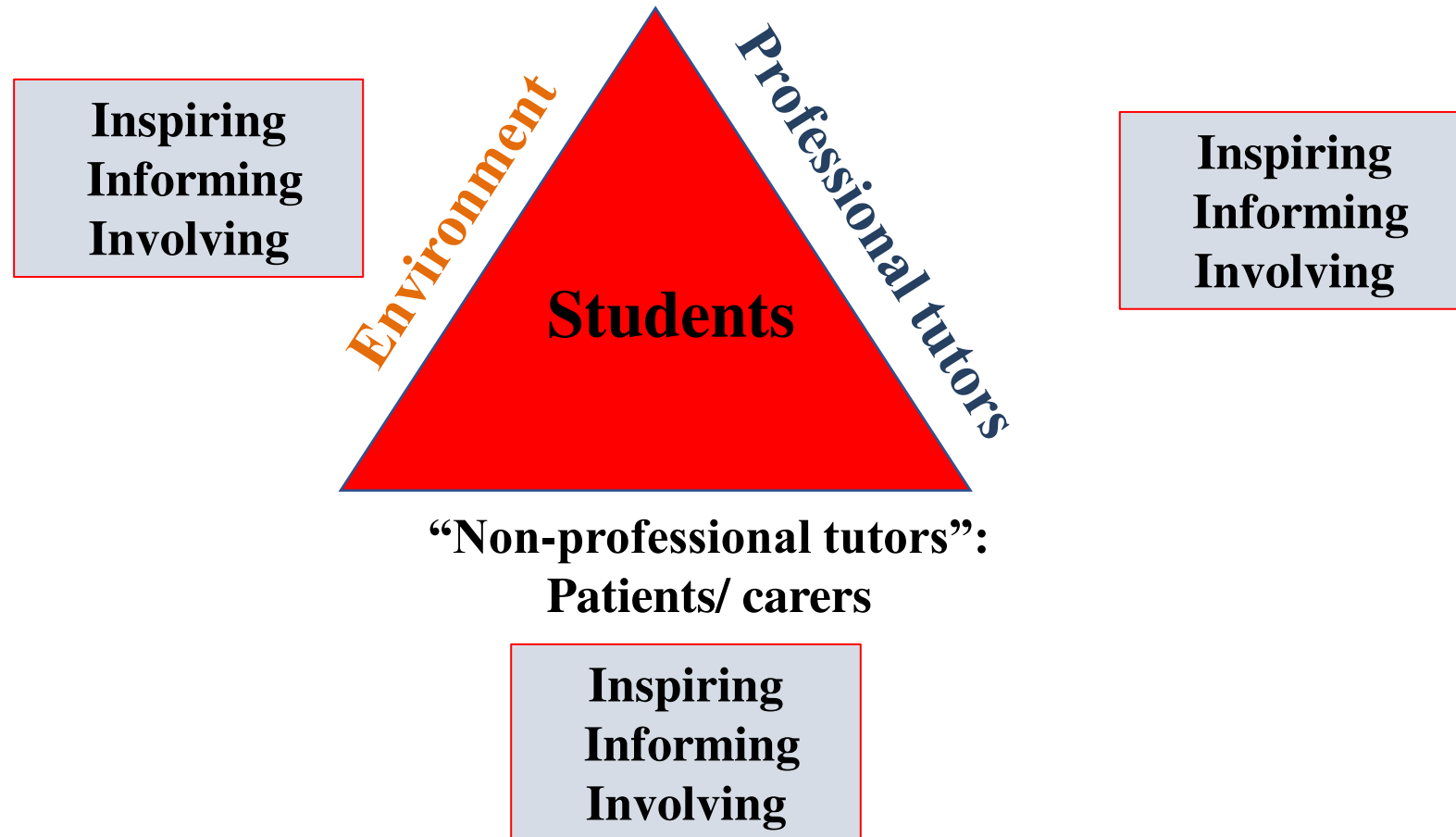


Sir Robert Peel
TAMWORTH



Florence Nightingale
DERBY

Model Learning Community



Progression

Patient stories:
child health
students

Student-patient
partnership: group of
students

Medical Education



Student-Selected
Modules (SSM)

Students as “Patient Experience champions”



Appendix 2. Photos of the 2017 'Bin the Bottle, Dump the Dummy' campaign.



Student selected modules (SSMs)



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Special Study Module Catalogue 2022/23



University of
Nottingham
UK | CHINA | MALAYSIA

SSM catalogue 2022/23

Placements are broken down by specialty. Due to this some placements may appear more than once, across different specialties.

Click on a placement in the contents list to go directly to its description.

From the start of the 2022/23 academic year, students had the option of choosing a new Student-Selected Module (SSM) on Patient Experience & Quality Improvement within the Paediatrics specialty at UHDB



Patient Experience & Quality Improvement SSM

The Team:

Dr. I Okike
Paediatric Consultant &
Teaching & Learning
Quality Lead at RDH for
University of Nottingham
students



Dr. Sarah Todd
Patient
Experience
Manager
UHDB

Donald Craig
Quality
Improvement
Specialist
UHDB



The programme

Over 4 weeks, each student participated in the following:



Patient Experience:

- Attended Introduction to Patient Experience – NICE guidance (2009) definition, real complaints and concerns data themes and trends, real survey feedback themes and trends
- Reading pack provided on relevant national guidance, reports and theory
- Shadowing of PALS and Complaints teams
- Session on patient engagement and involvement – learning from the experts
- Observing relevant patient experience governance meetings

Quality Improvement:

- Attended Introduction to Quality Improvement theory and tools
- Regular 1-2-1s with a Coach to progress their own project
- **Weekly clinical presentation/ discussion:**
- Communication, Incident reporting, Duty of Candour, PALS

Clinical activities (in Paediatrics):

- Shadowing F1/2 doctors & clinical skills teaching
- Observing MDT meetings
- Observing ward rounds
- Patient safety simulation



A project:

- Each student reviewed real patient feedback – figures on themes, real comments, concerns and complaints (anonymised), trends, departments
- Students could choose what outcomes to take from the feedback reviewed



Some words of reflection from a student...



Exposure prior to this Student-selected module:

- Minimal exposure for patient experience and quality improvement opportunities
- Minimal contact with non-medical colleagues (didn't even realise there would be a patient experience department!)
- Limited exposure to non-clinical regulations, policies and practices

Benefits of exposure to Patient Experience & Quality Improvement:

- View first-hand the concerns patients have
- Behind-the-scenes experience of the pressures within NHS
- Analysing feedback data to identify areas of improvement
- Develop skills in quality improvement, and contribute to initiatives on improving patient experience
- Emphasis on teamwork between clinical and non-clinical colleagues
- Shows importance of communication – even when plans change due to outside factors, reasons need to be communicated properly to the patient/family to avoid unnecessary complaints



Some words of reflection from a student (cont'd)...

How will future patients benefit from my experience of this project:

- Proactive attitude to seeking feedback from patients, ensuring patients feel listened to
- Based on outcomes of this project, I will seek to identify patient concerns both verbally and through cues of dissatisfaction
- Hopefully lead by example for my team and encourage everyone to clearly communicate with patients and their families to check understanding
- Adapt my approach depending on the patient in front of me

Going forward:

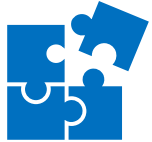
- Make patient-centred care a priority
- Shift to holistic approach
- Collect and encourage patient feedback
- Collaborate with patients
- Continuously learn and improve
- Look at previous feedback to see what has been done to mitigate future poor experiences
- Ensure feedback collection is encouraged in all departments



Next steps



Programme set to be delivered again for 2023/24 academic year at University of Nottingham



Proposed minor changes:

- Students will join pre-existing Quality Improvement programme rather than have their own session – this will enable them to meet a range of other NHS staff with an interest in QI
- Students will be given an improvement project to lead on (defined based on real patient feedback)
- Students will be sent a link to the Patient Experience introductory lecture



Programme to be promoted through various channels locally and nationally