

# Making Complaints Count

Improving communication and engagement for our home haemo dialysis patients at Leeds.

Designing our services for them!





## Our Home haemodialysis patients

- » Large dialysis service at LTHT. Over 700 patients having in center haemodialysis
- We have 27 patients having haemodialysis at home
- » Patients and their careers are trained to complete their own dialysis at home
- » Supported remotely by the home haemo dialysis nursing team





### It all started with a PALS....

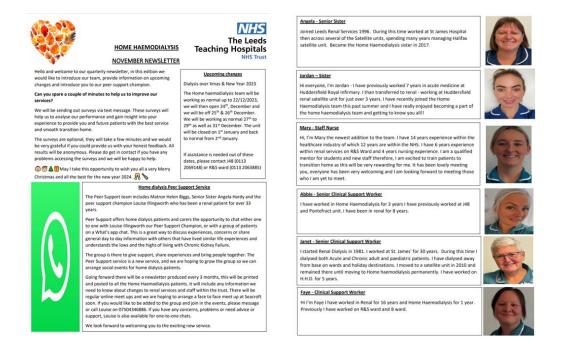


- » Patient had a machine leak over the weekend and discovered the renal technicians were on industrial action
- » Phone call resolution to apologise for the lack of communication and to explain how this had happened
- » Conversation led to learning about her lived experience.....



### Initial response

- » Quarterly newsletter created by the teams staff nurse. Focus on wider service changes and introducing new team members
- » Folder created for our main inpatient unit.
  To give the nurses info about our home haemo patients so when our home patients ring the main unit they don't feel like strangers





## Momentum of change

- » 2 patient surveys created
- » 1 for our new patients focusing on training and transitioning to home
- » 1 for our long term patients about communication and level of support
- » Further service changes:
- We be a solved by the solve
- The team now message the patients with the outcome of the monthly MDT. The team usually do this if there are any changes but now they will send a message to all patients even if the plan is to continue.



### Lessons to share

- » Being curious!
- We will be with the second second with the wild be with the second will be with the second will be with the second will be with the wild be with the will be will be will be will be will be with the will be wi
- » Using a bespoke survey
- » Liaising with our Patient experience team
- » The small things are the big things