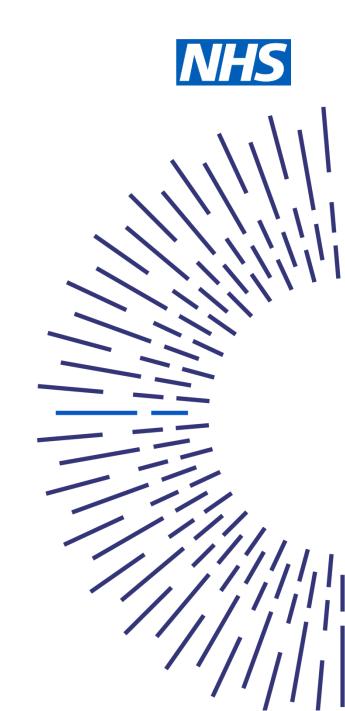
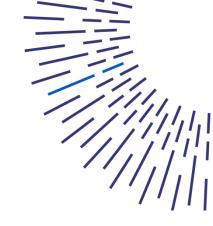


Patient Experience Principles & Action Labs

Robin Tall, Head of Patient Experience & Customer Care Jess Humphries, Patient Experience & Customer Care Manager

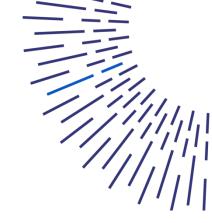




What are Moorfields' Patient Experience Principles and how did we get here?







The question at the heart of this work:

How might we better understand, anticipate and meet patients' needs throughout their experience of Moorfields in order to live out our values of Kindness, Equity and Excellence?







"I have a better understanding of patient experience now, so I'd like to attend similar workshops in the future"

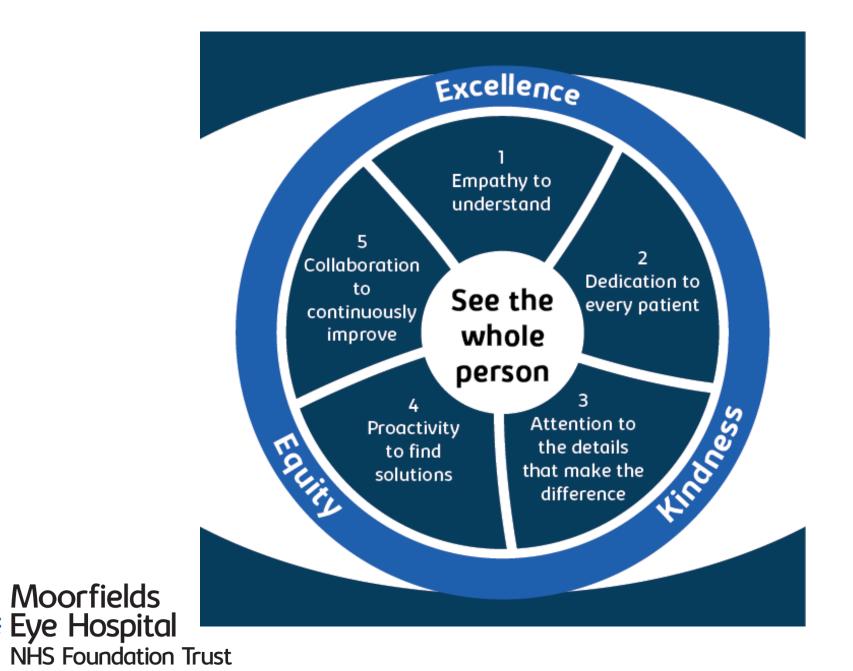


"It was a great opportunity I think, to say all the things we've wanted to say for a long time, and you know, I hope that great things come out of it and I wish you all well"



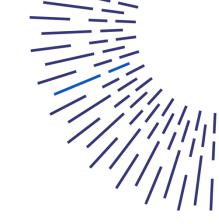












How do we get from 'poster' to practice?





What is an Action Lab?



A programme which introduces our patient experience principles by bringing together teams across Moorfields who want to learn, develop and share new ways of improving patient experience.

At the heart of the programme is an ambition to empower staff to develop new practices around patient experience and embed this into organisational culture and develop new practices around patient experience.





What is an Action Lab?

Together, teams from all over Moorfields learn to identify ideas for improvement using the principles and other tools, before testing out, experimenting and implementing their ideas in their day-to-day roles and workplace.

Teams also learn how to embed this good practice and share more widely.





What is an Action Lab?



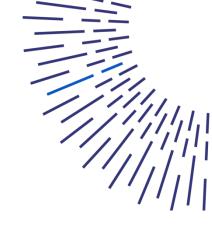
The principles are designed to be human qualities that staff already possess and practice in their work.

An action lab is about recognising that we all hold these principles naturally and address the question of how we as teams might apply new ways of thinking, working and behaving that meaningfully improve patient experience.





What isn't an Action Lab?



A traditional training course – there is a commitment over the course of 8 weeks; however, the lab is deliberately designed to be light touch in terms of time spent away from work in a traditional 'classroom' setting and most of the learning takes place outside of the sessions.





What's in a Cohort?



- Programme delivered in-house by the patient experience team.
- Up to 6 teams from across Moorfields, each consisting of between 2-5 members of staff from within each team.
- Each team seeks to have a mix of bandings, i.e. from 3-7, both clinical and non-clinical.





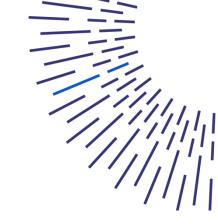
What's in a Cohort?



- Cohort of teams selected based on self-referral and take a maturity self-assessment, with each cohort seeking to have a mixture of teams from across the maturity spectrum.
- Each team completes and delivers an action-based, bespoke benefits realisation plan.
- Managers continuously briefed on progress.







What are the Benefits?







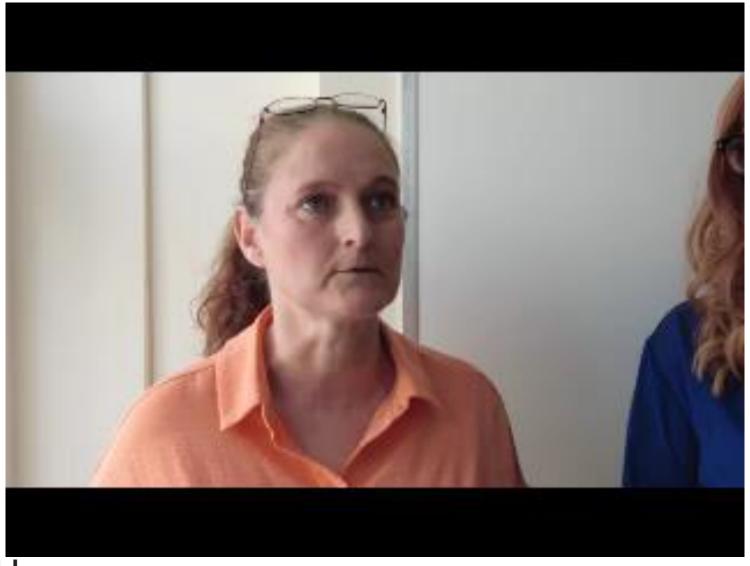












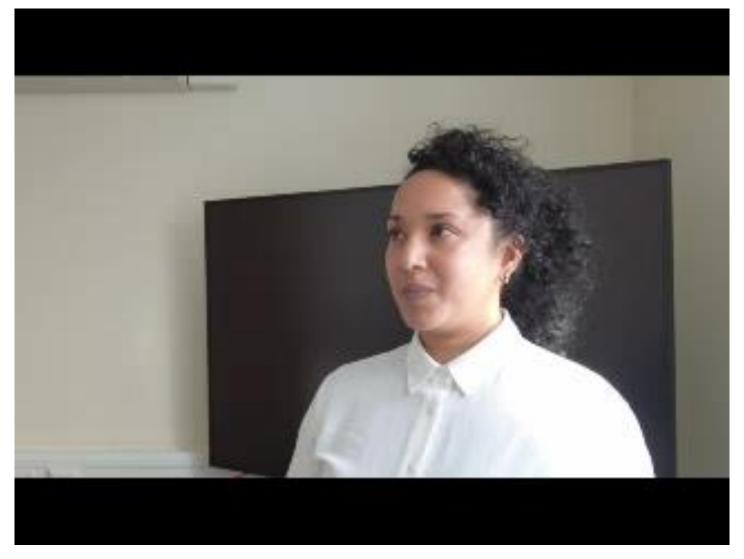






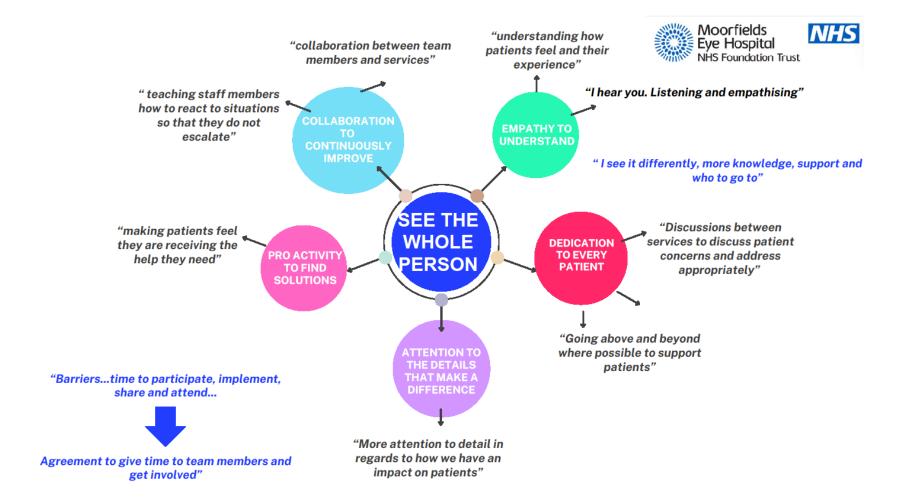
















Looking ahead



PALS pick up where "seeing the whole person" principles have

Share learning and feedback with

Continued collaboration so principles are not City Road focused. Experience is standardised.

been missed

all services

Meet with communications to spread awareness and integrate the system

Apply the principles to future improvements, making them the main focus daily

Get management more involved in staff motivation

> Communication- sharing information and ideas

Collaboration- importance between teams to embed the principles

Having empathy to understand how our roles affect patient experience

Collaboration to keep the hospital functioning at the best capacity possible.

What are

you going

to do next?

One thing

Small changes can make a big difference. Ring fencing time away from the day job allows us to develop ideas for change

FFTs-learning and sharing

Expand clinic catalogue/guides

Participate in future action labs to demonstrate the impact these projects have

> Continuous learning for current and new staff

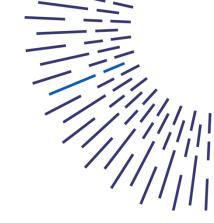
Embedding principles into all processes











Questions?



