

Patient Experience Network National Award (PENNA)

Staff Engagement and Improving Staff Experience

“Feedback February”

**Belfast Health and Social Care Trust
(BHSCT)**



Introduction

- Background to Belfast Health and Social Care Trust
 - Largest Trust in UK
 - Deliver care to approx. 340,000 citizens
 - Annual budget of 1.3bn
 - Workforce – over 20,000
 - Major teaching and training hospitals in NI

- Background to Care Opinion
 - Story Generation
 - Responding
 - Learning



Feedback February – Our aim

- What is Feedback February?
- Main focus in February 2024
- Overall aim - improve services by improving staff engagement from patient experience stories
- PCE Team developed range of activities to:
 - Highlight staff recognition
 - Encourage staff to engage with feedback
- Increase in Care Opinion stories = Improvements in services



Rationale/ Context

- Looked at a new approach to patient feedback
- Why do patients leave feedback ?
 - Recognise staff
 - Encourage good practice
 - Signal good care to other patients
- Learning in services
- Tripartite approach
 - Patients share stories
 - Staff engage with stories
 - Leadership use them effectively



Planning and Delivery

- PCE Led on initiative
- Collaborative working
- Engagement Plan
- Increased visibility – roadshows/ stands
- Training sessions
- Promotional material – new teams
- Webinars – leadership
- Developed staff certificates



Impact and Results

- Measuring Impact:
 - No. of staff using Care Opinion – responders
 - No. of stories shared
 - Engagement with social media
- Results:
 - 10% increase in no of staff signed up as responders
 - Increase of 300% in stories from Feb 2023 vs January 2024
 - Increase of 412% in page views
 - 17 changes to services – made or planned



Changes - Improvements

- Information shared with patients
- Access to parking for disabled patients
- Access to gluten free food in hospital setting

- Shared learning – across NI



Learning and Next Steps

- Key Learning
 - Staff Engagement
 - Collaborative Working
 - Promotion
 - Data
- Next steps
 - Refresh
 - Delivery Plan



Thank you

Any questions?

