

TRUST BOARD – 5th March 2015

Patient Experience Story- “We are only baby-sitting you”

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DATE:	5 th March 2015				
PURPOSE:	<p><u>Introduction</u></p> <p>To describe the negative experience of care a patient received following admission with acute pain to ward 22 at the Leicester Royal Infirmary and how services have listened and responded to patient feedback resulting in improvements on the same ward.</p> <p>A patient’s story will be shared with Trust Board on a video clip to illustrate the patient’s perception that they were spoken to in an unprofessional/uncaring manner and that their requirement to see the chronic pain team caused delays in discharge.</p> <p>Following this and other feedback the multidisciplinary team have spent a number of months adapting and changing processes and ways of working to improve the experience of care for patients. The team’s success is illustrated in the second video clip.</p> <p><u>Friends & Family Test</u></p> <p>From November 2014 the Friends and Family Test has been reported on NHS choices as a percentage. Ward 22 results are displayed as a percentage for January 2015.</p> <table border="1"> <thead> <tr> <th>Would recommend this ward</th> <th>Wouldn’t recommend this ward</th> </tr> </thead> <tbody> <tr> <td>90%</td> <td>5%</td> </tr> </tbody> </table> <p><u>First Patient’s Experience of Care</u></p> <p>This patient story identifies:</p> <ul style="list-style-type: none"> • The perception that a nurse did not believe them regarding her pain relief after being transferred from another ward • How members of the medical team used the terminology of ‘baby sitting’ when patients were waiting review by the pain management team • The experience of care on ward 22 was found to be uncaring and unprofessional <p>In response to this patient feedback the medical and nursing notes were examined in detail to elicit the ‘root cause’ from patient’s perception of experience of care. It is considered that this patient’s experience of care reflected the interpersonal relationships with specific members of staff.</p>	Would recommend this ward	Wouldn’t recommend this ward	90%	5%
Would recommend this ward	Wouldn’t recommend this ward				
90%	5%				

Prior to the present Ward Sister arrival, ward 22 underwent a period of change and movement in leadership; it was at this point the negative patient experience of care occurred.

Nursing Staff Improvements

Following the appointment of Kelly Richardson, Ward Sister, a review of the ward's performance was undertaken the main element of which was to examine in detail all the feedback from patients, their families and carers and from this information the key areas for improvement identified.

Over the last six months the Ward Sister has demonstrated outstanding resilience courage and determination to improve the experience of care for patients on ward 22 by:

1. Leading work on the complexity of pain management/perception of pain
2. Performance managed staff as appropriate which has resulted in changes in the team
3. Improving team work and communication with all members of qualified and unqualified staff.
4. Improving how welcoming and friendly staff are on the ward by sharing positive feedback and directly addressing poor attitude
5. Increasing staff awareness of the experience of care for patients is addressed through staff meetings
6. All comments regarding an individual's behaviour or attitude are managed immediately highlighting expectations of staff
7. Effective sickness absence management has reduced sickness levels
8. Ensuring housekeepers work with catering staff to ensure patients are offered all choices from the menu and assisted through the red tray system
9. Staffing ratio's increased per shift and to cover a seven day service
10. By end of April will have recruited to all present seven vacancies

Medical Staff Improvements

Mr Sutton, who is the Head of service for Ward 22 has worked with the medical team to ensure the following:

1. Avoid terminology which is not respectful
2. Liaise with the Ward Sister and to address patient feedback relating to the doctors
3. This patient story was shown to some of the gastroenterology team
4. Ensure all staff are aware of the appropriate referral to the pain team via ICM system
5. Clearer referral pathway being reviewed and disseminated towards the team

Challenges remain on ward 22 due to the nature of the speciality and many patients having chronic pain, some for many years and may have several admissions because of their debilitating pain.

The second video clip shows a positive experience of care recently received, demonstrating evaluation of improvements made. All patient feedback is scrutinised every week and here are some further examples of what patients have said anonymously:

"Cannot fault the treatment I have received since I have been here. I have been very well looked after"

"I had the best care and kindness and patient could have better then a

	<p><i>private nursing hospital</i></p> <p><i>"It's a lovely ward. Clean + friendly staff"</i></p> <p><i>"Staff were very happy and polite at all times and kept me informed along the way"</i></p> <p><i>"Staff were very kind and helpful"</i></p> <p><i>"The staff were kind and helpful towards me and my Carer / mum"</i></p> <p><i>"Very competent and caring staff"</i></p> <p><u>Recommendations:</u></p> <p>The Trust Board is asked to:</p> <ul style="list-style-type: none"> • Receive and listen to the patient's story
PREVIOUSLY CONSIDERED BY:	(name of Committee)
Objective(s) to which issue relates *	<input checked="" type="checkbox"/> 1. Safe, high quality, patient-centred healthcare <input type="checkbox"/> 2. An effective, joined up emergency care system <input checked="" type="checkbox"/> 3. Responsive services which people choose to use (secondary, specialised and tertiary care) <input type="checkbox"/> 4. Integrated care in partnership with others (secondary, specialised and tertiary care) <input type="checkbox"/> 5. Enhanced reputation in research, innovation and clinical education <input checked="" type="checkbox"/> 6. Delivering services through a caring, professional, passionate and valued workforce <input type="checkbox"/> 7. A clinically and financially sustainable NHS Foundation Trust <input type="checkbox"/> 8. Enabled by excellent IM&T
Please explain any Patient and Public Involvement actions taken or to be taken in relation to this matter:	<p>This paper provides assurance that ward 22 and the wider multi-disciplinary team are listening and acting upon patient feedback to improve patient's experience of care.</p> <p>Patients are encouraged to share their stories of care within the Trust.</p>
Please explain the results of any Equality Impact assessment undertaken in relation to this matter:	An equality impact assessment was not required in relation to this patient story.
Strategic Risk Register/ Board Assurance Framework *	<input type="checkbox"/> Strategic Risk Register <input type="checkbox"/> Board Assurance Framework <input checked="" type="checkbox"/> Not Featured
ACTION REQUIRED *	
For decision <input type="checkbox"/>	For assurance <input checked="" type="checkbox"/>
	For information <input checked="" type="checkbox"/>

- ♦ We treat people how we would like to be treated
- ♦ We do what we say we are going to do
- ♦ We focus on what matters most
- ♦ We are one team and we are best when we work together
- ♦ We are passionate and creative in our work

* tick applicable box