

TRUST BOARD – 8 JANUARY 2015

Patient Experience Story – Care and Attention Beyond Expectation

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DATE:	8 th January 2015								
PURPOSE:	<p><u>Introduction</u> To describe the excellent experience of care a patient received when attending for planned surgery at the Leicester General. Also how services are continually being changed in response to patient feedback.</p> <p>Ward 14 would like to share this positive experience of care with Trust Board and use it to illustrate their on-going commitment and drive to improve care delivery leading to patient led services.</p> <p><u>Ward 14 Friends & Family Test</u></p> <p>In November 2014 the Friends and Family Test for ward 14 was:</p> <table border="1"> <thead> <tr> <th>Promoters</th> <th>Passives</th> <th>Detractors</th> <th>FFT Score</th> </tr> </thead> <tbody> <tr> <td>25</td> <td>5</td> <td>1</td> <td>77.4</td> </tr> </tbody> </table> <p><u>Patient's Experience of Care</u></p> <p>This patient story identifies:</p> <ul style="list-style-type: none"> • The excellent care and support offered which started at the beginning of a planned surgical journey; from Orthopaedic Pre-Assessment Clinic which was incredibly well managed through to discharge from the compassionate care and attention of the ward post operatively • How all members of staff have carried out their duties both professionally and with a smile which made the stay in hospital considerably less stressful than previously expected. This attitude was experienced from everyone; including consultants, nurses, anaesthetists, and physiotherapists, occupational therapists, catering and cleaning staff. <p><u>Changing Practise in line with Patient Feedback</u></p> <p>In November 2013, Ward 14 had a Friends and Family Test score of 46.2. All clinical areas with a Friends and Family Test below 55 are provided with additional support and patient feedback surveys, comments and complaints are examined in detail to elicit the 'root cause' from a patient's perception of this experience of care.</p> <p>The team identified a number of areas that from the patients perception needed improving:</p>	Promoters	Passives	Detractors	FFT Score	25	5	1	77.4
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25	5	1	77.4						

Care and Compassion while in hospital

1. Increased Health Care Assistants now meets acuity for the ward
2. The Ward Sister has worked with the staff to improve how welcoming and friendly staff are on the ward by sharing positive feedback and directly addressing poor attitude
3. Comments from feedback made regarding an individual's behaviour or attitude is managed immediately highlighting expectations required from this ward
4. Increasing staff awareness around care and compassion is addressed through staff meetings and the monthly newsletter reinforcing positive patient experience.

This has led to improvement in the scores for the question "While in hospital did you feel you were treated with care and compassion?" (November 2013 score 93, November 2014 score 98).

The ward team demonstrates delivery of care with sensitivity, respecting patient's choices and decisions, effectively communicating with compassion and treating patients with dignity and respect.

Improving communication and availability of staff

1. To increase effective communication the freshly introduced named nurse board above the bed of each patient is changed at the beginning of each shift, ensuring that each patient knows which nurse is looking after them
2. Patient perception was that the team often talked over them as if they were not there; the team are working towards ensuring all patients are involved in their care and treated with dignity and respect
3. The ward ensures that all information on patient information boards is up to date; including Friends and Family Test scores, patient experience feedback and patient education information and leaflets
4. A team training day has been booked in January 2015 to support ongoing improvements towards effective communication and positive patient experience.

Need 'entertainment' to help pass the time

1. Televisions were donated to the ward for the four bays and day room to provide entertainment by a previous patient whom wanted to thank the ward team following the care they received
2. Patient feedback has recently identified that more radios are required and these along with televisions for the side rooms will be purchased following this year's Christmas raffle.

Future Improvements

To continue to offer a service of excellence based on the needs of patients with on-going appraisal of patient feedback.

Recommendations:

The Trust Board is asked to:

- Receive and listen to the patient's story

PREVIOUSLY CONSIDERED BY:

None

Objective(s) to which issue relates *

- 1. Safe, high quality, patient-centred healthcare
- 2. An effective, joined up emergency care system
- 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 14 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:	<p>An equality impact assessment was not required in relation to this patient story.</p>
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