Working with people to provide a positive experience of care

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What I will talk about today

• Why improving patient experience matters

• What Action Area 2 covers

• Some achievements and other good stuff

• What commissioners should be addressing
Not

“The data presented display that patient experience is positively associated with clinical effectiveness and patient safety, and support the case for the inclusion of patient experience as one of the central pillars of quality in healthcare”

A systematic review of evidence on the links between patient experience and clinical safety and effectiveness

British Medical Journal (January 2013)
Action Area 2: Working with people to provide a positive experience of care

- Embed the 6Cs into daily tasks and use these to evaluate the standards of care and support received.
- Support local services to seek the views of the most vulnerable.
- Use feedback to improve the reported experiences of patients.
- Identify strong patient experience measures that can be used between settings and sectors.
- Provide rapid feedback from patients to build a rich picture of the 6Cs in action.
- Listen to, seek out and act on patient and carer feedback, ensuring the patient and carer voice is heard.
- Support the roll out of the Friends and Family Test.
- Maximise opportunities to capture feedback, incorporate this into discussions and work to improve quality.
- Rollout the public reporting of key patient experience measures.
Vulnerable groups – have a right to be asked for and to provide feedback

How well do the feedback mechanisms we use – surveys, FFT, qualitative - capture the experience of more vulnerable groups of patients?

– Children and young people
– Mental health
– Dementia
– Learning Disability
– Frail older people
Frail older people – Safe, compassionate care

Practical guidance

February 2014
Q: Overall, how would you describe your experience of your GP surgery?

- Very good
  - 18 to 24: 31%
  - 25 to 34: 32%
  - 35 to 44: 39%
  - 45 to 54: 43%
  - 55 to 64: 49%
  - 65 to 74: 60%
  - 75 to 84: 66%
  - 85+: 65%

- Fairly good
  - 18 to 24: 49%
  - 25 to 34: 49%
  - 35 to 44: 46%
  - 45 to 54: 44%
  - 55 to 64: 41%
  - 65 to 74: 33%
  - 75 to 84: 29%
  - 85+: 29%

- Neither
  - 18 to 24: 13%
  - 25 to 34: 12%
  - 35 to 44: 10%
  - 45 to 54: 9%
  - 55 to 64: 7%
  - 65 to 74: 5%
  - 75 to 84: 4%
  - 85+: 4%

- Poor
  - 18 to 24: 5%
  - 25 to 34: 5%
  - 35 to 44: 4%
  - 45 to 54: 3%
  - 55 to 64: 2%
  - 65 to 74: 5%
  - 75 to 84: 4%
  - 85+: 4%

Source: GP Patient Survey 2012-2013
Hull and East Yorkshire Hospitals NHS Trust

WHAT YOU SAID

You said...

"We received feedback from one of our patients back in April 2013, who said that pain control could be better."

"From this we have committed as a team, both nursing and medical, to improve on this."

Since then, we have not had any further issues reported regarding pain control.

What We Did

You said

Baby checks are unorganised

You said

Lack of ward intro

Onward flow

We did

Parental given an appointment time

Feedback positive

We did

Reserved to all staff

Duty nursing introduced

This has made a huge difference to staff and patient care.

...We did

Help us to improve. Give us your feedback. Contact the Friends and Family Team on 01482 465159 or 01482 465150 or 0830 11 12 134. Thank you for your feedback. Help us to improve. Give us your feedback. Contact the Friends and Family Team on 01482 465159 or 01482 465130. Thank you for your feedback.
Values-Based Standard

• A practical approach to improving patient and staff experience

• Co-created by over 300 patients, staff and carers

• Consists of eight patient experience domains that patients have said matter most to them, expressed in the form of eight practical behaviours which staff can demonstrate towards patients to deliver high quality, relational care

• EXAMPLE: Staff ensure that patients are asked how they want to be addressed in every new staff/patient interaction and act upon this information.

• Supports staff to live their vocational values - “I can do what I went into my job to do” on a daily basis
Key features to be demonstrated in commissioners plans

• How you will set measureable ambitions to reduce poor experience of inpatient care and poor experience in general practice

• How you will assess the quality of care experienced by vulnerable groups of patients and how and where experiences will be improved for those patients

• How you will demonstrate improvements from FFT, complaints and other feedback
Thank you

Any questions?

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