

2018 PEN National Awards

Finalists in Using Insight for Improvement Categories

Using insight to improve accessibility of services

Ashford and St Peter's Hospitals
NHS Foundation Trust

What Matters to You

Hertfordshire Partnership
University NHS Foundation Trust

The Broadland Clinic Carers' Group

Royal Cornwall Hospitals Trust

Take Over Day in Child Health

Using insight to improve any NHS-funded service

Barking Havering and Redbridge
University Hospitals NHS Trust

Collar and Brace After Care Service (CBACS)

Hospice UK

Fresh Eyes to Improve End of Life Care

University Hospitals of Leicester
NHS Trust

Share Your Experience Bulletin

Walsall Healthcare NHS Trust

Back to Basics - Improving Patient Experience in the Emergency Department

Using insight to improve integrated care

Leeds Teaching Hospitals

Making the Friends and Family Test Fabulous!

Manchester Foundation Trust

'What Matters to Me'

St George's University Hospitals
NHS Foundation Trust, London

New Beginnings

Using staff insight for improvement sub-category shortlist

Cheshire and Wirral Partnership
NHS Foundation Trust

Lived Experience Connectors

Gloucestershire NHS Foundation Trust	Everyone Likes to be Thanked – How Receiving Positive Staff Feedback is Improving our Maternity Services
Nottingham University Hospitals NHS Trust	The Chief Nurse Excellence in Care Fellowship Programme
University Hospitals of Derby & Burton NHS Foundation Trust	Cognitive Stimulation to Reduce Distressed Behaviours
University Hospitals Plymouth NHS Trust	ACEmobile App

Summaries of finalists' entries

ACCESSIBILITY SUB-CATEGORY

- Using insight to improve **accessibility** of services– Open to any service that has focused on using insight and feedback to improve accessibility to services for people who might otherwise be excluded due to their age, language, literacy, physical or mental condition.

Ashford and St Peters Hospitals NHS Foundation Trust - What Matters to You: A Patient, Family and Staff Focused Model of Care

This was a collaborative project with SAMS team (Senior Adult Medical Services) and palliative care team that centred on delivering compassionate care for elderly people with life-limiting illness or uncertain prognoses. They used “shadowing” as a measure of patients’ and relatives’ experience measure to identify areas for improvement and introduced feedback walls to capture the comments of patients, relatives and staff. It engaged a wide range of staff from school leavers to senior consultants, nurses, health care assistants, executive team members and administrative staff. The main area of focus was the introduction of “What matters to you?”, ensuring people could regularly highlight the things that were important for them, and this led to an ethos change that included all patients, staff and relatives.

Hertfordshire Partnership University NHS Foundation Trust - The Broadland Clinic Carers’ Group

The initiative aimed to improve the experience of the carers of men detained under the Mental Health Act 1983 in a 25-bedded medium secure service for men with neurodevelopment conditions such as learning disabilities and autism who cannot, for reasons of risk or security, access their treatment elsewhere. The service offers treatments including specialist psychological, psychiatric and behavioural therapies and complex specialist rehabilitation to support patients to reintegrate to life in society. The staff set up a carers’ group after some of them attended a National Carers conference and heard how carers felt marginalised, isolated and lacked understanding of the services involved in caring for their loved ones and had no opportunity to discuss their concerns and fears with their peers. The group aimed to recognise and engage carers who support individuals within the services, and use their feedback to help improve the service for their loved ones. One of the main aspects of this initiative has been the introduction of Quarterly Carers’ Day events which aim to address relevant and timely concerns for carers and help them to understand the services in which their loved ones reside. It has enabled discussion and support networks between carers who have a shared experience of secure services.

Royal Cornwall Hospitals Trust - Take Over Day in Child Health

The Child Health team within the trust held a National Takeover Day, to engage a group of 8 to 11-year-olds and hear their voices in relation to three specific areas they

wanted to improve in direct response to findings from the Care Quality Commission's National Children's Survey. They wanted to make meaningful change in response to the survey that so many young people and parents had taken time to complete. The aims for the Takeover Day were to make a radical difference in how the trust obtained feedback from this age group to ensure our service met with their specific needs. It involved not only children using the services but ten "well" children from the local community who organised play sessions, designed their own survey and led creation of a patient experience Wonderwall art project by the children, while learning some basic first aid and hygiene procedures. Staff wanted to allow the children the freedom to express their opinions and have them heard and acted on by professionals. As a result, three different surveys for our admissions area and acute ward - one for children, one for parents and a new survey for adolescents – and the amount and quality of the feedback received has been enriched. Many of the features introduced on Takeover Day are now embedded into the ongoing processes of the service.

NHS-FUNDED SERVICES GENERAL USE OF INSIGHT SUB-CATEGORY

- Using insight to improve **NHS-funded services** – Open to initiatives where the FFT, surveys or other patient or service user feedback is being used to improve the experiences of patients in any NHS-funded service.

Barking Havering and Redbridge University Hospitals NHS Trust - Collar and Brace After Care Service (CBACS)

The service sees many patients who need to have a collar or brace device to support their recovery. It was identified that these patients were staying in hospital for longer than necessary due to a lack of community services so an initiative was set up to bridge the gap and ensure that patients could be discharged safely and cared for in their own homes. It required engagement with and support of local partners. An audit revealed that staff felt they needed more training to support their patients better in managing their conditions in their own home. Funding was also secured for therapy staff who could help identify those patients who, with some support via home visits and with provision of the right devices for use at home, could leave hospital. Visits include help with things like regularly cleaning and monitoring skin around the injury, hair washing and shaving. Success has been due to the way the service responds to individual needs and is testament to staff members commitment, kindness, compassion and overwhelming ability to go above and beyond for the benefit of the patient. An evaluation after the first 18 months showed the initiative involved 87 patients being supported at home with more personalised care, saving 1911 bed days and saving costs of £675,975.

Hospice UK - Fresh Eyes to Improve End of Life Care

The Emergency Care Improvement Programme (ECIP) is a programme sponsored by NHS improvement (NHSI) and delivered in partnership with Hospice UK (HUK). It

involves assessments being carried out for hospital sites via feedback from people with lived experience who can comment on the suitability and effectiveness of end of life processes and facilities in hospitals and hospices across the country. The first four trusts to be involved, in 2017, were Lincolnshire, Wirral, Brighton and Addenbrooke, with eight more trusts and two hospices involved in 2018, with more planned for 2019. The assessments are carried out using the “fresh eyes” of members of Hospice UK’s patient carer group, called the People in Partnership (PiP) Forum, made up of people with life limiting illnesses and people with lived experience of palliative and end of life care and the PiP members are integral to the ECIP programme. They do a walk-through of site facilities such as signage, cafes and restaurants, the chapel, reception, shops and parking to identify what needs to be improved for patients in end of life care and for their families and look at the mortuary, bereavement suite and other relevant areas. Fresh Eyes visits were completed at 12 hospitals and two hospices during 2017/2018 with over 30 days of volunteer time from PiP. Because of the insight provided by the volunteers, all sites have undertaken a review of information available to patients and families and have undertaken review of hospital signage; six sites have undertaken major work of their mortuary and bereavement facilities to improve the environment and the comfort of families visiting loved ones who have died; and there have been many other improvements to environments and processes put in place.

University Hospitals of Leicester NHS Trust - Shared Experience Bulletin

University Hospitals of Leicester set out, in the annual Quality Commitment, a goal to improve the patient experience in outpatients. Using Friends and Family Test results (FFT) to find areas of excellence, a monthly internal newsletter was launched. This recognises services that have improved by highlighting them in stories and showcases ideas that could be shared across outpatients to support the improvement agenda. Each bulletin describes how a service has listened to patient feedback, implemented changes that address the issues raised and illustrate the resulting improvements in the feedback score. The bulletin is currently being extended to inpatients services and considered for other areas of the trust.

Walsall Healthcare NHS Trust - Back to Basics - Improving Patient Experience in the Emergency Department

It was clear to the organisation and the ED department, through the Friends and Family Test and other patient feedback sources, that patients in using emergency department services were having a poor experience. The ED leadership worked closely with the Patient Experience team to develop a comprehensive improvement plan that would address this. A range of improvement measures were put in place, including process mapping and collaboration with other clinical teams to shorten the time patients with minor injuries spent in ED; weekly patient experience huddles; acting on FFT feedback; and several innovative measures to improve the environment for patients.

INTEGRATED CARE SUB-CATEGORY

- Using insight to improve **integrated care** - Open to any initiatives that involve acting on feedback across organisational or pathway boundaries to improve NHS-funded services for patients.

Leeds Teaching Hospitals - Making the Friends and Family Test fabulous!

The Friends and Family Test (FFT) is a standardised national method of gathering feedback about the experience of people using hospitals. The trust has a dedicated FFT which has significantly raised awareness of the importance of FFT feedback, through staff engagement in support of this objective. The aim was to turn the FFT process from a 'must do' into one that would be valuable to staff in improving services and enhancing patient experience in a more joined up way across the trust. This has been achieved by celebrating staff involvement, promoting excellent results, developing a strong FFT brand that is recognised by staff and patients, acting on staff concerns about FFT and showing that FFT feedback informs good patient care.

Manchester Foundation Trust - 'What Matters to Me' Patient Experience Programme

'What Matters to Me' (WMTM) is the trust's bespoke patient experience programme. It involves asking patients, service users and staff about 'What Matters' to them, and utilising this feedback to inform individualised care and influence service improvement initiatives across the service, regardless of boundaries between parts of the organisation. WMTM helps to ensure that 'people' are placed at the heart of decision making. It is empowering and encourages conversations which create a personalised approach to patient care and staff support. Impact is measured through existing quality metrics and provides assurance that the trust is delivering well-led, compassionate, safe and effective care; responsive to individual needs.

St George's University Hospitals NHS Foundation Trust - New Beginnings

"For two minutes, I thought my baby was dead". Six months in, the project's purpose was crystallised by one woman telling staff her story about giving birth in an operating theatre. She couldn't hear the child cry, and no-one's task list included telling a new mum her baby was fine. The impact of moments like this stay with women forever. New Beginnings is a project supporting women having babies in theatre to have the best and most personalised experience possible. It involves theatre staff and maternity staff working in a more integrated and seamless way to ensure that the formalities of the operating theatre can still retain some "magic" for the woman giving birth, such as playing music of their choice, making sure all the surgical team are introduced to the woman and making the theatre look nicer with things like decorative decals on the ceiling. The use of patients' stories to reflect their experience and create change, rather than just relying on written survey responses, is now being pursued elsewhere on the maternity pathway and shared with the trust's board so that good practice can be identified for other services.

STAFF SUB-CATEGORY

Using insight from **staff** – Open to teams or organisations who can demonstrate action on feedback from NHS staff - gathered through the Staff FFT, NHS Staff Survey or other insight activity - to deliver improvement.

Cheshire and Wirral Partnership NHS Foundation Trust - Lived Experience Connectors

Many of the trust's volunteers are people who have previously accessed services, and their direct experience gives them valuable insight into many aspects of service delivery. To capture this wealth of knowledge and use it to drive forward improvements in patient and carer experience, we developed our innovative new Lived Experience Connectors programme. Lived Experience Connectors are volunteers with lived experience of the trust's health services, who are carefully matched up with trainee nursing associates, who provide care and support to people who access services. Lived Experience Connectors share their own experiences, emotions, feelings, and concerns to help trainees to develop greater insight into patient experience so that they can reflect on their practice and deliver improved person-centred care.

Gloucestershire NHS Foundation Trust - Everyone Likes to be Thanked – How Receiving Positive Staff Feedback is Improving our Maternity Services

The Maternity Insight Project was set up to enable women to provide feedback about how they found services and to provide feedback about individual staff members. This initiative was innovative at a national level as it used the Friends and Family Test feedback tool in a new way to explore how it might encourage personalised feedback for staff to highlight good practice and support professional development. The project actively encouraged women to give feedback and to recognise staff members who had "gone the extra mile". The project's leaders then took their comments and provided a recognition certificate with the woman's personal feedback printed on it to give to the staff member.

Nottingham University Hospitals NHS Trust - The Chief Nurse Excellence in Care Fellowship Programme

The Chief Nurse Excellence in Care Fellowship (CNEF) is an innovative initiative that empowers junior front line nurses, midwives and operating department practitioners to make significant impacts on patient care through quality improvements projects, whilst gaining academic experience and leadership skills. This initiative is designed specifically to retain talented staff as well as allow them to experience the early stages of a clinical academic career pathway. Informed by seeking the views and experiences of over 5000 nurses, midwives and ODPs, the trust ran an initial pilot for a cohort of six frontline junior nurses and has used feedback to refine the processes. The model ensures frontline staff continue to work in clinical practice, with one day

per week over a year to undertake a bespoke training programme with the support of a clinical and academic mentor.

University Hospitals of Derby & Burton NHS Foundation Trust - Cognitive Stimulation to Reduce Distressed Behaviours

A project using cognitive stimulation to reduce distressed behaviours has been developed by the Lead Nurse for Vulnerable People and Enhanced Care Team to support the needs of patients with cognitive impairments. The team engages with patients who have a cognitive impairment that affects their behaviour in practical activities which stimulate the senses. The project has been very successful in delivering person centred care; improving patient experience which is backed up by feedback from patients who have been involved in activities; and has reduced the need and cost of one to one nursing.

University Hospitals Plymouth NHS Trust - ACEmobile App

ACEmobile is a free-to-use iPad-based tool, developed to guide clinicians through the dementia screening process and reduce human error in diagnosis. This app was designed by clinicians for clinicians, using their experience of patient care to develop a tool that could be used by a broader range of staff with less experience. It collects secure and anonymised data which feeds into research and allows the team to improve their understanding of dementia so that they can detect it earlier.