

Listening Event - Our Journey to Excellent Care 2018 - Overview and Summary

Our mission is to provide excellent care with compassion

One of the most important aspects of Foundation Trusts is the involvement of foundation trust members in helping to improve and enhance the services provided by their hospitals' and in developing them further in order to meet the needs of the local community. The Council of Governors have a statutory duty to represent the interests of both members of their NHS foundation trust and of the public.

The aim of the Listening Event was to provide an opportunity for governors to carry out this important role by gaining essential views and opinions from Foundation Trust members and the wider public. The valuable feedback will support the work around co-designing the Improvement Strategy and also used to help drive our Patient Experience and Involvement Strategy.

Ailsa Brotherton, Director of Continuous Improvement and Moira Roberts, Head of Continuous Improvement at Lancashire Teaching Hospitals NHS Foundation Trust delivered a presentation explaining the techniques and methods used to take us where we are now, to where we want to be. Cathy Atherton, Divisional Midwifery and Neonatal Nursing Director highlighted some of the great work that has been implemented in the Maternity and Neonatal services.

The event had 62 attendees and provided an opportunity for people to contribute by giving their views and opinions around three specific questions. Attendees were seated at one of seven tables along with facilitators comprising of our senior managers and governors who took notes of key points. Facilitators were asked to ensure that the discussions were inclusive and a participative process. Following the discussions, everybody convened back together in order to share their group's principal issues and concerns.

Q1. What really matters to you or your family when in hospital, if you have had some experience of our hospitals as either a patient or visitor, how was that experience?

Q2. What needs to happen in the hospital environment that will make you feel safer and build confidence in the care that you receive?

Q3. Following the presentation and discussions tonight, what improvements, that are important to you, are missing from the Trust plans? Are there any quick wins?

The table below shows some of the feedback we captured and we were able to allocate into four key areas. *Consideration was given to people who were unable to have their questions answered on the night and another mechanism for feedback was provided by way of a “question card”. We received seven completed question cards, and by providing their contact details, they were assured that they would receive a personal response.*

Next steps: -

- Action to be included in Quality Improvement Plan
- Inform the new Continuous Improvement Strategy
- Be reflected in the refresh of the Patient Experience and Involvement Strategy.

The event was a huge success with everyone attending giving meaningful input and feedback about their own experiences and concerns regarding the hospitals’ services and environment. Many people commented that they felt that they had been listened to by senior and managers and clinicians. The outcome of the event will be useful and will help us to develop our future plans to continually improve the way we provide their care. A summary of the event will be published on our website under the Membership Section in due course and there will be an article published in the next edition of Trust Matters magazine.

COMMUNICATION

- Listen to patients/relatives
- Treat people as individuals (consider their mental health not just medication)
- Provide timely information
- Provide regular updates
- Inform all relatives if patient is discharged not just next-of-kin
- Advise relatives of theatre list order
- Give more information to patients and relatives, information is lacking
- Relatives to be able to obtain information from more than just one member of staff

ENVIRONMENT

- Stricter enforcement of "no smoking" rule
- Reinstate smoking shelters
- Provide refreshments for waiting ambulance crew
- Improve Rawcliffe Ward
- Reduce noise especially at night
- Improve signage around the hospital
- Improve hospital maps
- Visible security
- Ensure privacy at reception desk
- Consideration of the hospitals' layout (wards and departments)



STAFF

- Continuity of care from staff, especially consultants
- Provide 7 day service in all areas
- Increase staffing levels
- Prohibit staff wearing uniform outside of hospital
- Clearer understanding of staff uniforms
- More triage nurses
- Great in a crisis
- Maternity team amazing

PROCESSES

- Quick response required
- Give timely information
- Improve medication delivery
- Give up-to-date waiting times in clinics
- Provide pagers in outpatient clinics
- Consistency across departments
- Give follow-up appointments at outpatients
- One-stop shop (i.e. blood testing, scans, x-rays)
- Avoid cancelling or rearranging appointments
- Improve dementia care
- Continuity of care
- Stop treating people like cattle
- Provide support for dads in maternity (not just mums)
- Improve patient safe
- Eliminate giving multiple appointments for single time slot
- Introduce penalties for missed appointments
- Remove jargon in letters
- Increase use of hospital passport
- Issue information sheet with key contacts and help when being discharged
- Work with partners to design appropriate pathways
- Do not 'bounce around the system'