

IMPROVING PATIENTS' EXPERIENCE

SHARING GOOD PRACTICE

LISTENING TO PATIENTS' VIEWS

The National Patient Surveys provide a wealth of data on patients' experiences of health services across the NHS and at a local level. Using this information in combination with other forms of patient feedback provides a valuable insight into what services are like for patients and can focus service improvement efforts. The case studies featured here highlight some novel approaches to obtaining patient views and incorporating them into staff training and health care delivery.

Using patient feedback in staff training
Barnet & Chase Farm Hospitals NHS Trust
 Barnet & Chase Farm Hospitals NHS Trust are using patient feedback to form part of their training and induction programmes for staff and patient representatives. Data from the National Patients Survey and other examples of patient feedback have been used to construct a story detailing the fictional patient journey of 'Margaret & John'. They are not real patients but their story, which is constructed from a combination of patients' accounts of care and treatment, is not uncommon.

The story has been used at a number of different staff training events at the Trust including Patient & Staff Safety Days, Audit Half Days and Junior Doctor Induction. Results from the Emergency Department survey are first presented to staff and then, as the story of 'Margaret & John' is read to them, they are shown the Trust's Outpatient results. This brings the data to life as staff are listening to a 'patient's' description of the impact an experience producing these results actually had on them. Many staff have provided positive feedback on this method of presentation, one junior doctor

recently said "It was enlightening, there were so many things that I could see that I had done, it really made me think".

The story has also been used with patient representatives to give them a feel for what patients are generally saying about services rather than relying on just their own personal experiences. This is important when they are involved in service planning and development work at the Trust.

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Patients as Teachers **The Princess Alexandra Hospital NHS Trust**

In an effort to improve the quality of services, The Princess Alexandra Hospital NHS Trust have obtained the views of cancer patients using an approach known as 'Patients as Teachers'. This model was adapted from one that was originally developed at the Trust with cardiac patients.

Patients as Teachers involves working with groups of patients and staff separately before bringing them together to form a combined patient and professional focus group. The Trust has shown that patients and staff look at services in different ways and have used this method to prioritise patient-centred improvements in cancer services.

Initially, three focus groups of cancer patients discussed their experiences of cancer services to identify common themes and to consider them in more detail. A smaller group of patients then met to further discuss these themes and



to prepare for involvement in the combined group with staff.

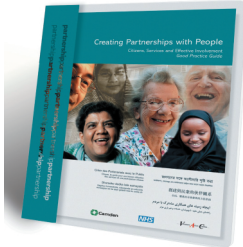
In the meantime, two meetings were held for health professionals, one to explain the process of 'Patients as Teachers' and one to prepare for the combined patient and professional group. The Trust Chair, Medical and Nursing Directors and staff from across the organisation attended these events.

The patients and staff were then brought together to form the Combined Patient & Professional Focus Group to agree how the problems raised could be resolved. An action plan was developed, every action was given a deadline and members of staff were assigned responsibility to co-ordinate the work. The action plan was approved by the Trust Board and the Trust Management Team before being circulated to those involved. Project teams were then identified to work on the key areas. Regular updates to all of the staff and patients involved ensures that progress is monitored and communicated successfully.

Patients taking part in this initiative feel that they have helped to improve cancer services at the Trust. The scheme was recognised as an example of good practice of user involvement in the Trust's Clinical Governance Review.
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User Involvement Good Practice Guide Camden Primary Care Trust

Camden PCT worked with service users, the local authority, members of the voluntary sector and local NHS organisations to produce 'Creating Partnerships with People', a good practice guide for user involvement.



This toolkit is designed to provide staff from across the local council, voluntary and health sectors with knowledge and support to involve people effectively in service development.

It includes the following:

- Examples of best practice
- Reasons for and the importance of user involvement
- Information on involving traditionally 'hard to reach' groups
- Issues on funding, training and advocacy for service users
- Practical issues surrounding involvement such as organising an event or meeting
- A list of key contacts
- A glossary of user involvement terms

The guide is well used and has proved popular with staff from across the PCT. The User and Community Involvement Lead at Camden is allocated a half hour session at each staff induction training event when the importance of patient and public involvement within the PCT is discussed. This helps to create and maintain a culture of patient involvement throughout the organisation. Handouts from the Good Practice Guide are distributed and staff are asked to read this before embarking on any user involvement activities.

Shortly after the formal launch of the guide a Learning and Development User

Involvement Group was established. Members of the group include service users, representatives from the voluntary sector, social services and the PCT. The group has since put together a directory of the community involvement support and training available to staff and service users in Camden and Islington.

Creating Partnerships with People Citizens, Services & Effective

Involvement - Good Practice Guide

http://networkingforchange.co.uk/good_practice_guide.pdf

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The Royal West Sussex NHS Trust Listening & Learning Event

The Royal West Sussex NHS Trust recently invited a group of patients and carers to share their experiences of being a 'complex patient', that is being a patient who had spent a long time at the hospital, often beginning their stay in intensive care and then moving on to rehabilitation.

Patients and carers who had been in hospital during the previous 18 months were invited to attend this informal gathering held on a Saturday morning and organised by the Clinical Guidelines Manager at the Trust. Issues discussed included family group meetings, communication books, moving wards and involvement in discharge planning. This event provided an opportunity for patients and carers to recommend developments to improve the experience for future patients and relatives. As a result, the following changes are being made:

- Revised spiral bound 'Communications Book' for all healthcare professionals, patients and carers
- Introduction of the 'Buddy' system where patients and or their carers are introduced to new departments/wards with formal 'meeting and greeting' opportunities
- New Information leaflets in Intensive Care for patients and relatives
- Improvements to the waiting area in Intensive Care with information posters and better signage to other areas

- Setting up a weekly 'Carers Coffee Club' to provide information from the Citizens Advice Bureau about issues such as benefits with support from the chaplaincy and discharge coordinators
- Application for a bleeper system for relatives of Intensive Care patients to alert them that their relative or child is free for a visit

One of the carers who attended the meeting commented, "Although we were a small group we had very similar experiences and we all gave our ideas of how the system could be changed to make it easier. My husband would be pleased to know that the hospital was making a real effort to improve things and taking the time to listen to people who have actually experienced this complicated and often traumatic journey. I am really glad I went."

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A Novel Way of Recruiting Patients Hinchingsbrooke Health Care NHS Trust

Hinchingsbrooke Health Care Trust and Huntingdonshire Primary Care Trust ran a series of market stalls in order to recruit patients to become involved in improving local health services.

More than one hundred people signed up to become actively involved after stalls were set up in the area's four main market towns. Staff were available to answer questions and address concerns about aspects of health care as well as to encourage people to use their experiences to help develop the services provided.

The names, addresses and telephone numbers taken during the week have been used to form a database of people who are willing to be contacted at any time when input from patients, former patients and their relatives is needed.

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SHARING GOOD PRACTICE

Please send any examples of good practice within your Trust to:

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USEFUL RESOURCES

Commission for Patient & Public Involvement in Health: <http://www.cppih.org>

NHS Modernisation Agency: Involving Patients and Carers:

http://www.modern.nhs.uk/improvementguides/patients/1_1.html

Sharing the Learning on Patient and Public Involvement from CHI's work
izi-Involvement to Improvement:

http://www.chi.nhs.uk/patients/ppi_report_o2o4.pdf

Signposts Two: Putting public and patient involvement into practice in Wales:

<http://www.wales.gov.uk/subihealth/content/nhs/signposts/signposts2-e.pdf>