

PATIENT STORIES

Crea Simpson, Matron, Patient Experience



BACKGROUND – PATIENT STORIES

National initiatives

- CQC
- CQUIN

Establishing links

- End of Life
- Learning disabilities
- Cumbria Dignity Steering Group
- NWAS patient experience
- Patient Voice Group
- Patient Association

How we collect information

- **PATIENT STORIES**

Detailed account of their journey through the trust

Basic template to reflect the information required for CQUIN

Feedback to wards and departments for use in reflective practice sharing lessons learnt

Themes identified

- **PATIENT SATISFACTION SURVEYS**

18 questions based on the national Inpatient/outpatient Survey

Wards scored against national targets

Prompted to create action plan when score is below 85%

BEING VISIBLE/GETTING STARTED

- Ward walk about's
- Asking patients their story
- Talking to staff
- Working with staff

“Superb every one is so good the information is excellent.”

Parents in SCBU, WCH

WHERE ARE WE UP TO?

- Collection and review of patient stories
- Reports & stories uploaded on AuditR programme
- Using the information gathered to share with staff and improve services
- Examples of changes made

“The nurses are excellent on this ward and the other two areas also. The doctors came and talked to me about my medication and treatment. he said he was going to come back but never did it was alright though as the Staff Nurse told me everything I needed to know.”

Patient, Beech B, CIC

NEXT STEPS?

- Monitoring
- Formal reporting to the divisions
- Using Realtime for improved data collection
- Action plans to implement changes and monitor progress to our services
- Publish progress and changes implemented
- Link with other quality measures

“The nurses are lovely. It would be lovely if they had the time to just sit and chat but they are too busy, they look after you well but have no time to just chat.”

Patient ,Willow B, CIC

FUTURE PLANS

- Patient experience embedded in all activity
- Robust measuring
- Decrease in number of complaints and increased satisfaction
- Improved performance in CQC National Inpatient & Outpatient Surveys

“Lovely bedside manner, nothing too much trouble.”

Patient, Emergency Assessment Unit, Patterdale, WCH