

What is patient experience telling us about our services?

Deborah Wright–Head of Social Work and Social Care
Karen Reynolds–Head of Governance and Quality Assurance

**Multiple sources
of information
on patient
experience:**

Direct feedback to services form individual service users

Formal national and local surveys:

- Friends and Family
- CQC inpatient and community surveys

Feedback from incidents and complaints (including feedback from GPs about the patients experience via Quality Alerts)

Regulator feedback from CQC about what patients have told them

Internet, NHS choices, Twitter (from individuals and groups)

Patient Experience Groups in services

Service user reps on Trust groups

Service user led reviews e.g. Healthwatch

Service reviews involving service users e.g. PLACE and 15 steps

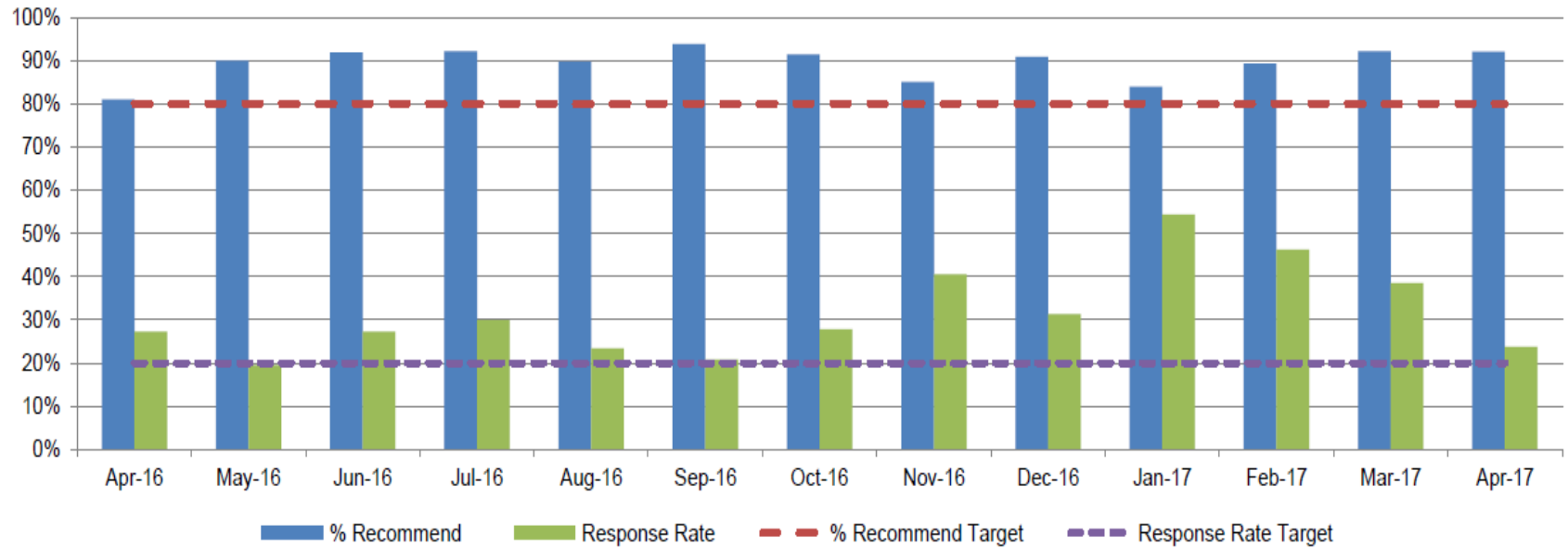
Local service surveys and improvement projects

Service presentations to every Board

Stakeholder engagement events

Friends and Family

Family and Friends Test (FFT) - Trustwide



What is the patient experience telling us is good and could improve?

Themes from feedback

- Making decisions together
- Advice with finding support for physical health needs
- Help or advice with finding support for financial advice or benefits
- Given information about getting support from people who have experience of the same mental health needs as you
- Treated with respect and dignity
- Staff support and commitment
- Support for service users with well being and recovery

**What we
are good at**



- Care planning – easy to understand and represents views of service users
- Communication and explaining changes in care
- Contact out of office hours if you have a crisis
- Access to services & Waiting times in community
- Use of facilities
- Involving families & Communication with carers and families
- Safe and comfortable environment

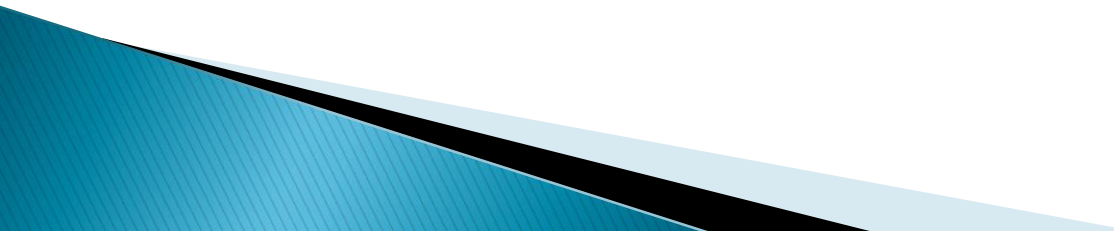
**Where we need
to improve**



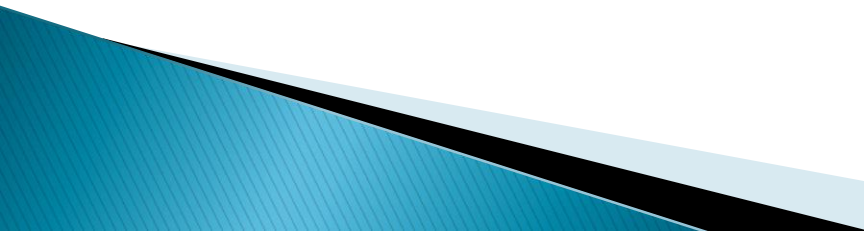
What improvement plans are being introduced to improve where patient experience and quality of care is poor

- ▶ Care plan improvement lead identified to bring together all the work being undertaken to improve care planning to create a 'Philosophy for Care Planning'
- ▶ Cycle of improvement – Regular notes audits with feedback to staff – NOK, Care plans, risk and crisis plans. 1-1 feedback in supervision with staff.
- ▶ Reviewing approach to involving carers and families in incidents.
- ▶ Local patient feedback boards being developed – you said, we did.
- ▶ Trust values in place
- ▶ Inpatient wards have self-assessed against AIMS standards: Initial assessment and care planning
- ▶ Peer de-briefers now being used where patients have been restrained
- ▶ Staff development – focus on recruitment and retention (vacancy rate reduction)
- ▶ Quality and Safety Conference in October open to staff service users and other local health & social care providers
- ▶ Evaluating feedback from complainants
- ▶ In partnership with other Trusts there have been a number of improvements in Health Based Places of Safety Our next step is to enhance the environment further and make it comfortable for patients and carers.

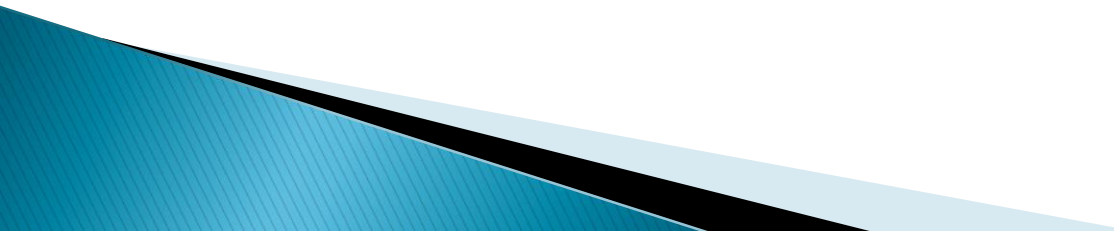
Service– User involvement

- ▶ Co produced Service–user involvement Strategy– 2016–2019
 - ▶ Embeds Trust priorities
 - ▶ Moves Service–user engagement to service–user involvement
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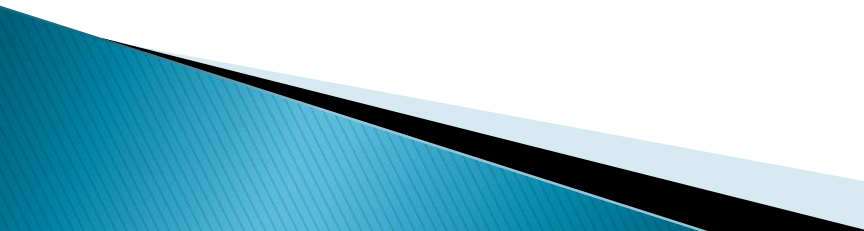
Service-user involvement what does this mean?

- ▶ Improve access to information so service-users are more in charge of their own care.
 - ▶ Ensure staff have the skills and information about local resources to support service users in individual care planning and recovery.
 - ▶ Ensure service- users know how to get involved in the Trust planning and monitoring of services feeling confident they will be supported. Build stronger collaborative working with the Service-User Alliance and the range of service-user groups to ensure active co-creation
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Service–user involvement what does this mean? Continued...

- ▶ Build a model of Peer work, offer training to service–users in their own right and with staff enabling skill development and access to new roles. This is a new area of work and we want to develop a consistent approach.
 - ▶ Set clear robust systems for ensuring service–users are valued and rewarded for their work.
 - ▶ Ensure service–users are informed about research activities within the Trust and have good information enabling them to participate (where appropriate) if they wish.
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How will we do this?

- ▶ Regular Service–User Conferences
 - ▶ Service–User Involvement facilitator
 - ▶ Map of service–user groups in Website and intranet
 - ▶ Role descriptors and representatives on Committees
 - ▶ Reward and Recognition scheme
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Questions?

- ▶ Thank you.
- ▶ Deborah Wright – Head of Social Work and Social Care deborah.wright@candi.nhs.uk
- ▶ Karen Reynolds – Head of Governance and Quality Assurance
karen.reynolds@candi.nhs.uk

