



Fast access to reliable
health advice



Effective treatment
delivered by trusted
professionals



Clear information,
communication, and
support for self-care



Involvement in
decisions and respect
for preferences



Continuity of
care and smooth
transitions



Involvement and
support for family
and carers



Emotional support,
empathy and respect



Attention to physical
and environmental
needs



University Hospitals
Bristol and Weston
NHS Foundation Trust

Experience of Care Quarterly Report

Q4 (January 2023 - March 2023)

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Successes

Kindness and Understanding score above target during quarter 4 and Outpatient experience score above target during quarter 4.

FFT scores in inpatient, outpatient and ED care performed above national benchmarking in quarter 4. FFT scores in all of the Trust's emergency departments have improved from Q3 to Q4.

Weston have successfully trialled the 'What Matters to You' communication support tool on Berrow Ward and Medical Assessment Unit which has generated person-centred conversations that have led to patients being reassured and provided with further key information, for example on discharge.

Monthly survey modernisation - Transition complete to new mixed methodology for monthly patient surveys (digital / paper). Review and refresh of the monthly surveys for inpatients, outpatients and maternity complete.

Patient Experience Hub - Phase 1 (launch) is now complete, 26 training sessions have taken place and 267 staff have received training and now have access to the Patient Experience Hub.

Priorities

Patient First - Experience of Care deployment.

Patient Experience Hub – commence weekly uploads for FFT and monthly survey programme into the Hub for more timely feedback. Embed use of the Hub within Divisions, running specific bespoke sessions with Divisional Matron teams as requested.

Train and embed 'My Journey' volunteers to clinical accreditation programme.

Divisions to focus on reducing noise at night by staff as part of the delivery of the Inpatient Experience Improvement Plan (arising from the 2021 National Inpatient Survey results).

Divisions to focus on ensuring patient's personal care needs (washing / cleaning) are met in a timely way as part of the delivery of the Inpatient Experience Improvement Plan.

Risks & Threats

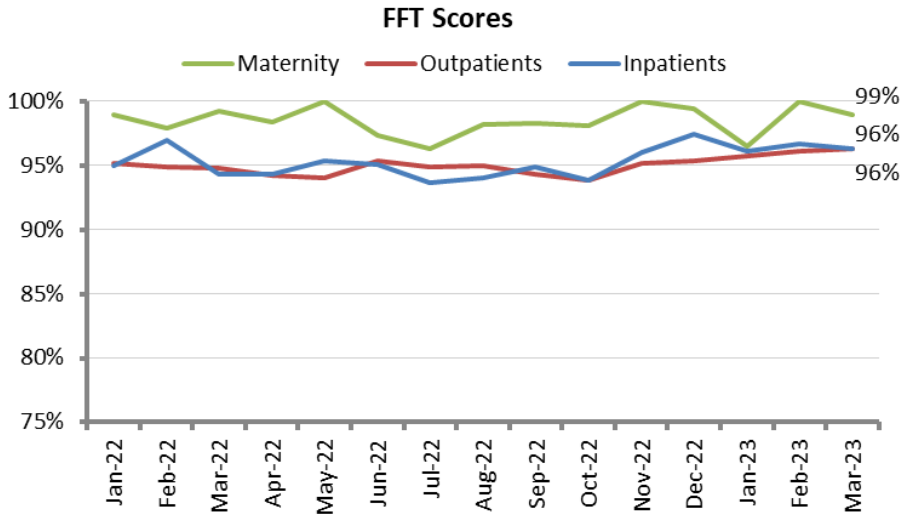
The inpatient experience tracker score was below target in quarter 4. However, the change in methodology for the monthly survey programme is likely to provide a different view of performance (experience of care) via the routinely reported metrics. This is explained on slide 7. If the trend seen in March 2023 continues, then at a Trust level, the inpatient experience tracker score will likely perform below the existing target and may need to be reset. The target was set based on the previous paper-only methodology which resulted in a skew towards an older population group responding. This is being monitored during Quarter 1 2023/24 to determine what, if any action is needed with respect to the target.

Opportunities

Phase 2 developments of the Patient Experience Hub planned for Q1 and Q2 2023/24 will allow for more automated functionality, such as alerting teams to declining performance and comments from patients with trigger words included.

The number of Divisions with 'local' Experience of Care groups is growing which provides an opportunity to strengthen governance across UHBW in this domain of quality and share learning and best-practice across teams, departments and specialties across the Trust.

Friends and Family Test



What does this tell us?

FFT scores for inpatients, day cases, maternity and outpatients remain positive, all greater than or equal to 95% in Q4 2022/23.

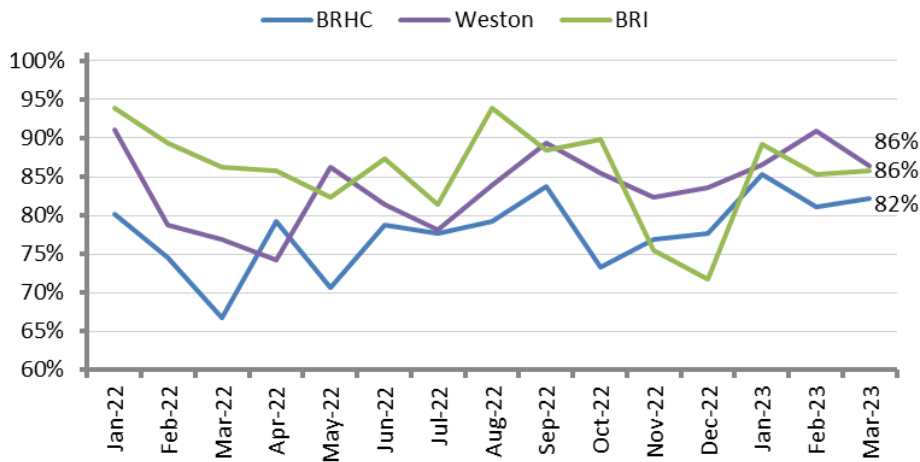
FFT scores in the Trust's emergency departments have improved from Q3 to Q4. Scores during Q4 were above the ED national average (as below).

Our FFT scores are better than the national benchmark.

Actions planned or taken:

Weekly reports are provided to ED divisional leads with their FFT data for the previous week. This results in the data being reviewed in a timelier manner which supports with identifying opportunities for improvements.

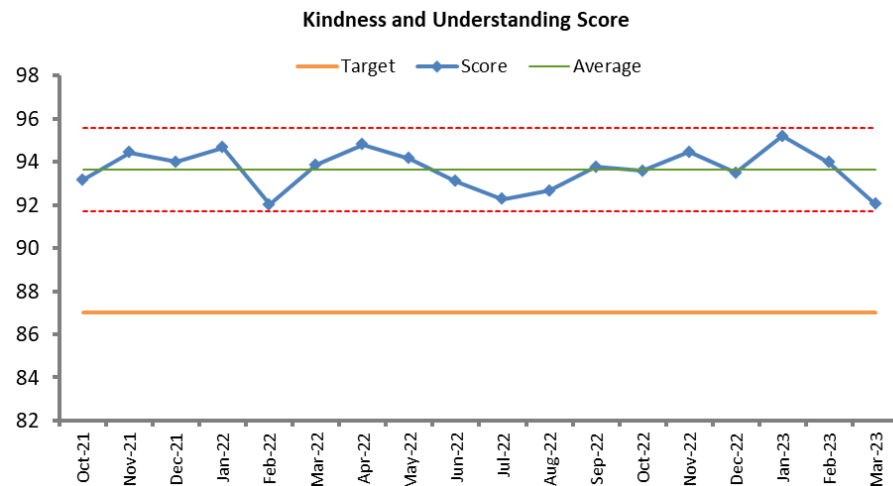
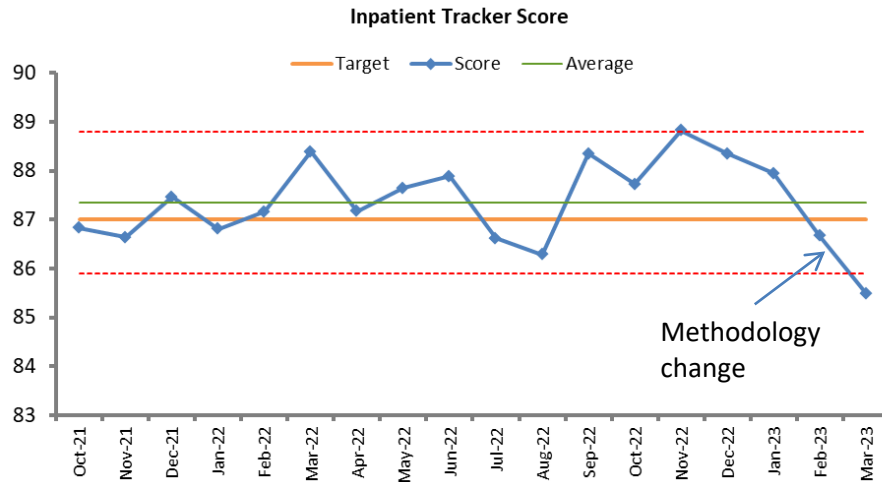
Emergency Department Scores



National benchmarking for FFT Scores (NHSE data as at February 2023)



Monthly patient surveys



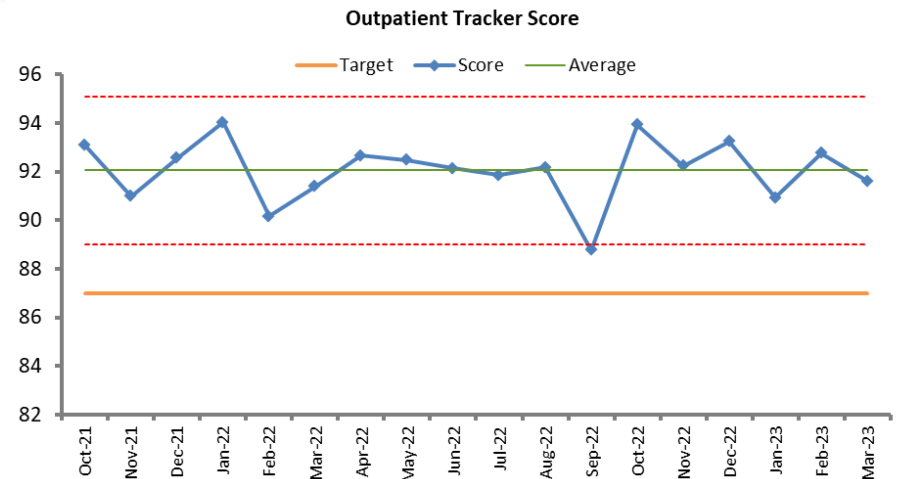
What does this tell us?

The Inpatient experience tracker score is below target and below normal variation. There were **four** occasions during 2022/23 where the score dipped just below target, however the decline seen in February and March 2023 is largely driven by a change in methodology for the monthly survey which is now available to patients digitally (via text message) with a paper copy automatically sent to those over 80 years old and for patients who request a paper copy. This change aligns to the CQC National Patient Survey methodology. Age group has an impact of how patients rate their experience of care, for example Q4 data shows patients aged 18-59 are three times more likely to rate their care as poor or very poor compared to those aged 60+.

Outpatient experience tracker and Kindness and Understanding scores are above target and within the normal expected range.

Actions:

Experience of Care Team will undertake further analysis by age group and will closely monitor the tracker score over the next quarter.



National Patient Surveys

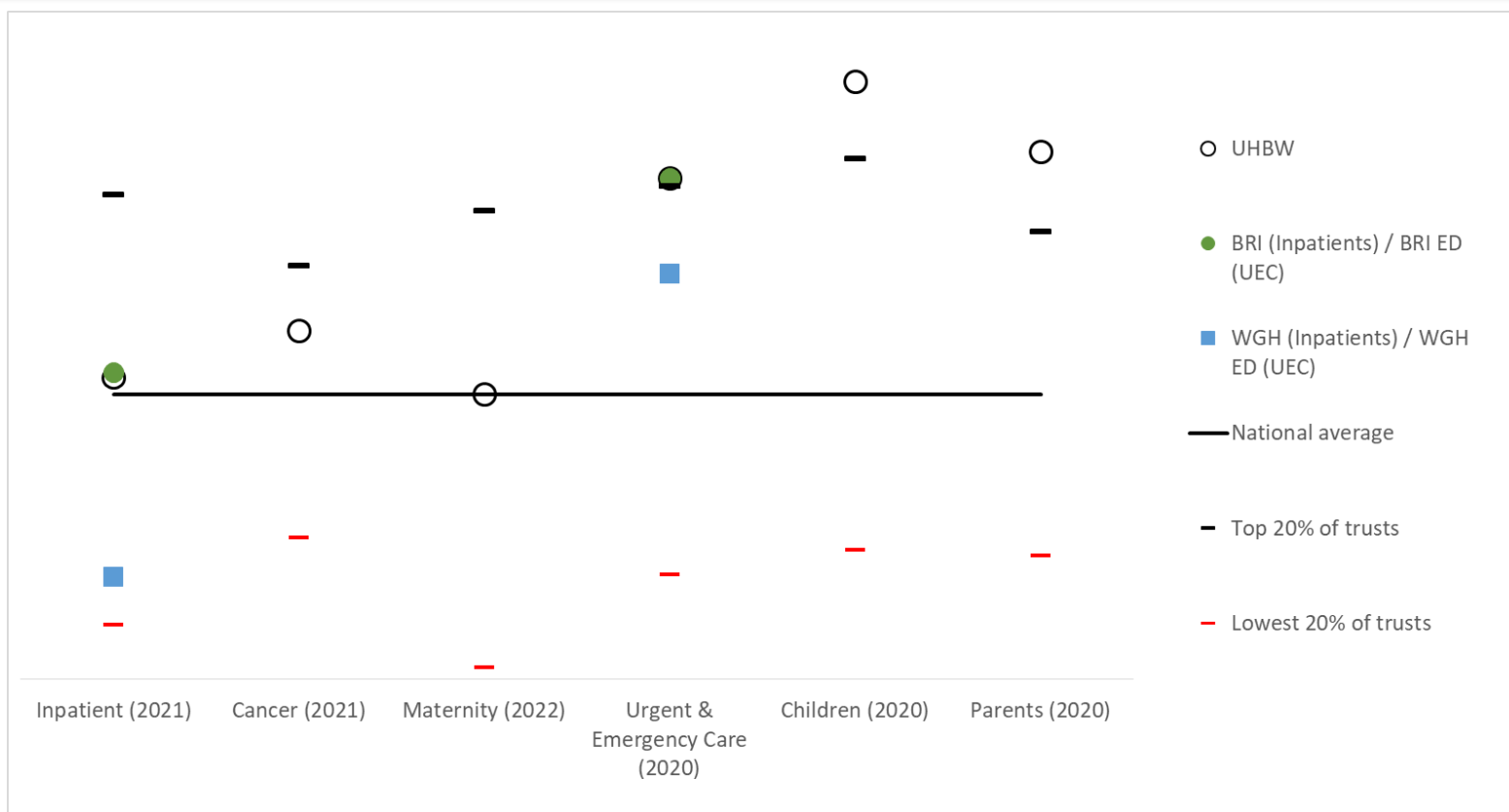
What does this tell us?

UHBW performs in line with the national average in the inpatient and maternity survey and above the national average in the urgent and emergency care and children & young people survey.

There were no national patient surveys publications during Quarter 4 22/23

Actions:

Assurance on the delivery of action plans arising from national patient surveys takes place in the relevant Division (with the exception of the national adult inpatient survey which is Trust-wide) plus a six-month update to Experience of Care Group.



Thematic Analysis

**The Picker principles were developed based on evidence from across Europe and the USA on what patients and carers tell us matters most in delivering person-centred care in a healthcare context.*

What does this tell us?

The questions in the monthly surveys for inpatients, outpatients and maternity are mapped to the Picker Principles of Person-Centred Care*. The Picker principles provide us a framework for theming patient feedback and for monitoring trends over time. The data shown here is for the 2022/23 financial year at Trust-level. This includes inpatients, outpatients and maternity services. The maximum score is 100 for each theme. The data can be broken down to Division and Speciality and ward/department level.

Actions:

This information will be provided on a quarterly basis and over-time we will better understand any emerging trends.

Surveys	Involvement in decisions and respect for preferences	Clear information, communication and support for self-care	Involvement and support for family and carers	Continuity of care and smooth transitions	Effective treatment by trusted professionals	Fast access to reliable healthcare advice	Emotional support, empathy and respect	Attention to physical and environmental needs
4951	88.24	80.95	76.16	71.52	87.87	89.70	85.09	78.01

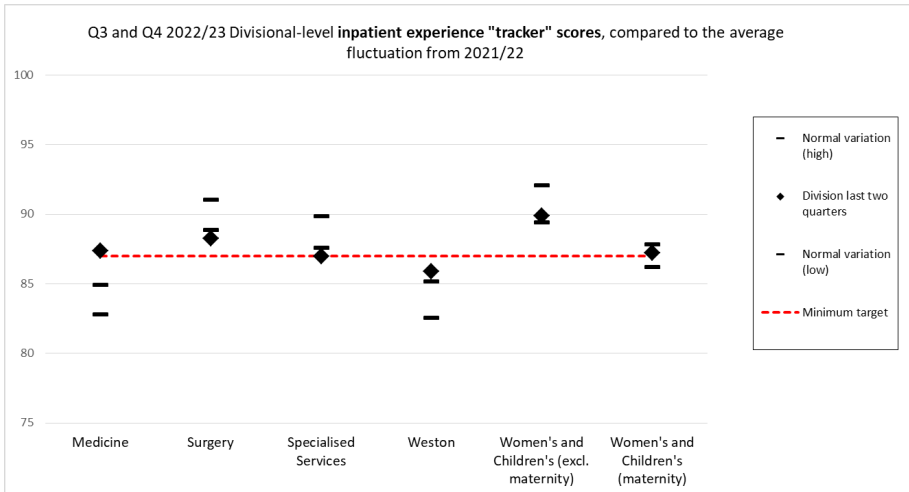


"It was a bit confusing as to where the appointment was, i.e. Bristol or Weston as it contained all of the details for the congestion charge so I had to call to find out where my appointment was being held."

"In hospital 3 days (and) never saw the same doctor again who had admitted me! Changed each day. No continuity. First doctor had a plan and possibilities that were never acted on."

"I am a disabled and non-verbal young man. The staff, especially the ward nurses, were kind, patient and very understanding of my needs and were kind and helpful to my parents who are also my carers. They were fabulous!"

Divisional experience metrics



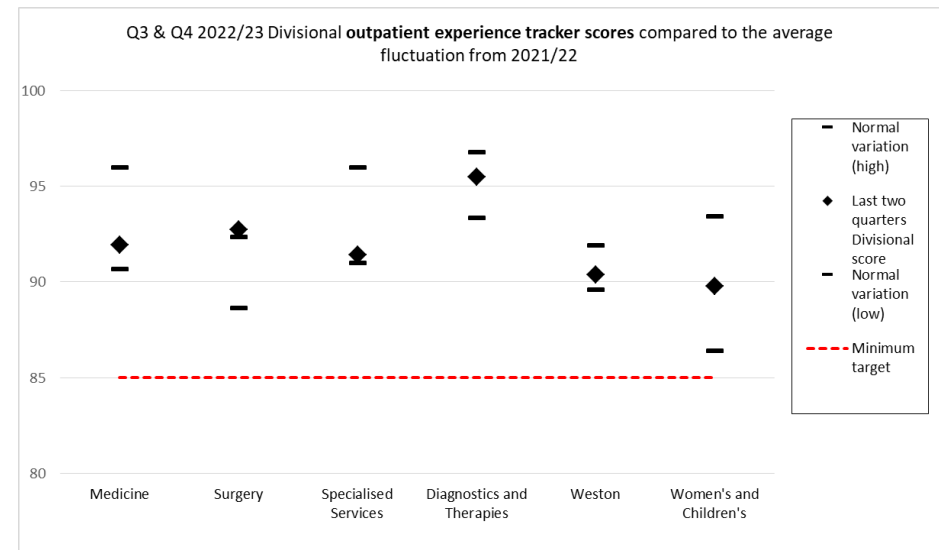
What does this tell us?

The inpatient experience tracker score is below target for Weston in Q3/Q4 but is performing above the average from 2021/22.

Specialised services inpatient experience score in Q3/Q4 is below the average from 2021/22. Ward level analysis has been undertaken by specialised services and targeted conversations taking place with the relevant teams.

The Kindness and Understanding score in Maternity services in Q3/Q4 is below target but is performing above the average from 2021/22. This area is being addressed via the maternity experience improvement plan.

Outpatient experience tracker scores are above target in all Divisions.



“Lighting very harsh. Main noise issues are from drinks trolleys, clattering of cups easily sorted with rubber matting or similar. Disappointed that always needed to ask for bowls, to clean teeth, wash or change bloody bedding. Staff nurse [name removed] exceptionally good, anticipating needs & very caring.” *Patient, Ward 78, January 2023.*



1. Senior Nurse completed ward briefing to highlight need for robust support for patients around personal hygiene and bed linen change.
2. Staff will routinely remind patients that if they wish they can use their own eye masks when trying to rest re: lighting issue.
3. Ward senior has informed the facilities team about noise reduction resources on the tea trollies.
4. Positive feedback given to Staff Nurse.

“Medical Photographer was very good, however, she mentioned that I could have just visited my local Weston General Hospital instead of traipsing all the way to Hengrove. The girl that booked my appointment told me that they don’t offer Weston and was very rude”. *Patient, Dermatology, March 2023.*



1. Medical photography team will now be educated on where photography can be undertaken in order to avoid issue again.
2. Reminders have been sent to wider admin team re: adhering to Trust values when communicating by phone.

“I didn’t have a cubicle. I was in the corridor of the ward. It was hugely distressing. The noise at night was shocking, I didn’t get any sleep. Shouting of other patients and talking of staff. When the lights came back on I had a strip light brightly shining in my face. I just had a screen around me. I felt shoved in.” *Patient, C705, March 2023*



1. Strip light above boarding beds removed.
2. Ear plugs/eye masks made available. Posters in bays to advertise this.
3. Added to safety brief re: sleep hygiene.
4. Boarding beds: ensure patient information leaflet always given.

Spotlight on improvement initiatives from Divisions

Weston

Successfully trialled the 'What Matters to You' communication tool on Berrow and Medical Assessment Unit (MAU). 'What Matters to You' is about being having person-centred conversations with patients and managing expectations. It helps patients to feel involved in their care and have an overall better experience. This has now being expanded to Cheddar and Steepholm as pilot feedback was very positive. The form (shown here) turned out to be really good conversation starters and the staff were engaged and felt the trial was beneficial to patients and staff.

Themes:

Berrow (26 Bedded respiratory ward) completed 10 conversations

- 9 out of 10 conversations highlighted questions or concerns about discharge which were able to be addressed and the patient reassured
- 6 out of 10 conversations were enhanced by asking the question, i.e the conversation expanded and continued.

MAU (12 bedded Medical Assessment unit) completed 30 conversations

- 23 out of 30 conversations highlighted questions or concerns about discharge which were able to be addressed and the patient reassured
- 5 patients opened up about personal losses and the emotional impact this was having on them so staff were able to provide support and comfort.

What Matters to You? A tool for conversation with Patients....

Staff Name:

Ward / Team:

What are you expecting to happen today?

Is there anything that is worrying or annoying you...?

What matters to you....?



What's important to you today....?

Your preferred name

How as a healthcare professional can I best support you?

What might I be surprised to know about you? (occupation, hobbies, life experience)

Is there anything I can do right now to make you feel happier / make things a little better?

Spotlight on improvement initiatives from Divisions

Medicine

New mental health clinic : Started a self-harm outpatient clinic where patients who attend the ED with self-harm are offered 3-4 clinic appointments to try and reduce the risk of them re doing this. Using mental health checklists and care plans on the ward which will help support mental health patients feel heard and supported.

Care of the elderly experience: One of the biggest detriments to this patient group is boredom with longer length of stays in hospital which often leads to disengagement in therapy and treatment resulting in a poorer outcomes. The help from Voluntary services, the Chaplaincy team and the Arts and Culture team has really made a difference and improved the well-being of both patients and staff. During Quarter 4:

- **Dancing with dementia** (Fridays on A518, A524 and A605). For patients of all physical / mental abilities. For those that are less mobile / have more advanced cognitive impairment it is purely sensory and designed to be calming. Those who are more active can join in with the contemporary style of dancing and utilise the props that the team bring with them.
- **Befriending volunteers** (Wards A518, A528 and A605) The volunteers have been spending time with patients and easing the feeling of loneliness that is sometimes experienced. Volunteers assisting patients in completing the Spring activity packs which have proven very popular. As the weather improves, volunteers will be taking patients to some of our outside spaces for a change of scenery and some much-needed sunshine.
- **Live music** on wards including a pianist and harpist. Wards have given very positive feedback about their visits. On one occasion the pianist gained a vocalist (one of the male patients) for her whole set. It is clear that this makes a big difference to the patients and improves their inpatient experience by offering some entertainment and distraction to what a could be a difficult time.



Trust-wide Experience of Care Development Priorities

Achievements in Quarter 4 2022/23

- Patient First - Experience of Care strategic A3 complete and baseline analysis available.
- Monthly survey modernisation:
 - Transition complete to new mixed methodology for monthly patient surveys (digital / paper)
 - Review and refresh of the monthly surveys for inpatients, outpatients and maternity complete.
- Patient Experience Hub - Phase 1 (launch) is now complete, 26 training sessions have taken place and 267 staff have received training and now have access to the Patient Experience Hub.
- Formal launch of AccessAble access guides – to date 16,000+ hits on website from members of the public.
- ‘My Journey’ – 10 volunteers recruited to bring a patient/public perspective to the clinical accreditation programme and other deep-dive reviews.

Priorities for Quarter 1 2023/24

- Patient First - Experience of Care deployment.
- Patient Experience Hub –
 - Tag questions on refreshed monthly surveys to themes (using Picker Principles of Person-Centred Care and CQC i-statements).
 - Begin implementation of phase 2 development plan.
 - Timely feedback – commence weekly uploads for FFT and monthly survey programme into the Patient Experience Hub.
- Train and embed ‘My Journey’ volunteers in clinical accreditation programme.