

TRUST BOARD – 7th May 2015

Patient Experience Story – Care and Attention Beyond Expectation

DIRECTOR:	Carole Ribbins, Acting Chief Nurse																		
AUTHOR:	Elizabeth Callaghan, Ward Sister Chris Kent, Oncology Specialist Registrar																		
DATE:	7 th May 2015																		
PURPOSE:	<p><u>Introduction</u> To describe the excellent experience of care a patient received when attending ward 39, Leicester Royal Infirmary. This story illustrates the ward teams on-going commitment and drive to improve care in line with patient feedback.</p> <p><u>Ward 39 Friends & Family Test – March 2015</u></p> <table border="1"> <thead> <tr> <th colspan="2">% of patients who would recommend the ward</th> <th rowspan="2">Neither likely nor unlikely, don't know</th> <th colspan="2">% of patients who would not recommend the ward</th> </tr> </thead> <tbody> <tr> <td colspan="2">98%</td> <td rowspan="2">0</td> <td colspan="2">2%</td> </tr> <tr> <td>Extremely likely</td> <td>Likely</td> <td>Unlikely</td> <td>Extremely Unlikely</td> </tr> <tr> <td>57</td> <td>6</td> <td>1</td> <td>0</td> </tr> </tbody> </table> <p>Ward 39 are the highest achieving ward for submitting the minimum weekly target for patient experience surveys - minimum target of 8 surveys a week.</p> <p><u>This patient story identifies:</u></p> <ul style="list-style-type: none"> • The excellent care and support offered from diagnosis of cancer, during chemotherapy, to the care provided on ward 39 • How all members of staff carried out their duties professionally, with care and going the extra mile • It was the small things that made a difference irrelevant on how busy the ward staff were. An example of this was being offered a cup of tea prior to patients being nil by mouth • The personal touch of the ward sister going to every patient on the ward enquiring 'how are you' and listening • The only negative experience was a lack of information while waiting for a procedure. <p>A core element of this patient story is the excellent collaborative working across all disciplines and specialties to co-ordinate this ladies treatment plan. This is also echoed in feedback from other patients and their families.</p>	% of patients who would recommend the ward		Neither likely nor unlikely, don't know	% of patients who would not recommend the ward		98%		0	2%		Extremely likely	Likely	Unlikely	Extremely Unlikely	57	6	1	0
% of patients who would recommend the ward		Neither likely nor unlikely, don't know	% of patients who would not recommend the ward																
98%			0	2%															
Extremely likely	Likely	Unlikely		Extremely Unlikely															
57	6	1	0																

	<p>On Ward 39 feedback surveys in March 2015 there were a number of comments about the effective team working:</p> <ul style="list-style-type: none"> • From cleaners and especially nurses - excellent doctors- consultants kept you informed • Excellent team dynamics - including ward clerk and hotel service staff - a team that really cares about delivering high quality care demonstrated in their daily work • Nurses are very kind Doctors always answer the query face to face • The level of service provided I could not fault. From start to finish the staff at all levels went above and beyond to make my stay restful and stress free. <p><u>Changing Care in Response to Patient Feedback</u></p> <p>During the last three months the team have made the following changes in response to feedback:</p> <ol style="list-style-type: none"> 1. The team shared this feedback with the team responsible for bronchoscopy procedures. Patients and family members waiting are now both advised if there are any delays in procedures 2. Building work is due to commenced to create a nurses station in the bays to ensure ease of identification of the named nurse, greater patient visibility and greater communication 3. A patient fridge now located on the ward so patients can bring their own drinks or food in 4. Patients expressed difficulty reaching the toilet roll due to location of the holders. New holders based at the side of the toilet have been ordered 5. Roller blinds to maintain privacy and dignity are to be placed in the bay windows 6. Once discharge has been identified the completion of take home medication and discharge letters in a timely manner dependent on the clinical needs of the other patients. <p><u>Recommendations:</u> The Trust Board is asked to:</p> <ul style="list-style-type: none"> • Receive and listen to the patient's story. 																
PREVIOUSLY CONSIDERED BY:	None																
Objective(s) to which issue relates *	<table border="0"> <tr> <td><input checked="" type="checkbox"/></td> <td>1. Safe, high quality, patient-centred healthcare</td> </tr> <tr> <td><input type="checkbox"/></td> <td>2. An effective, joined up emergency care system</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>3. Responsive services which people choose to use (secondary, specialised and tertiary care)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>4. Integrated care in partnership with others (secondary, specialised and tertiary care)</td> </tr> <tr> <td><input type="checkbox"/></td> <td>5. Enhanced reputation in research, innovation and clinical education</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>6. Delivering services through a caring, professional, passionate and valued workforce</td> </tr> <tr> <td><input type="checkbox"/></td> <td>7. A clinically and financially sustainable NHS Foundation Trust</td> </tr> <tr> <td><input type="checkbox"/></td> <td>8. Enabled by excellent IM&T</td> </tr> </table>	<input checked="" type="checkbox"/>	1. Safe, high quality, patient-centred healthcare	<input type="checkbox"/>	2. An effective, joined up emergency care system	<input checked="" type="checkbox"/>	3. Responsive services which people choose to use (secondary, specialised and tertiary care)	<input type="checkbox"/>	4. Integrated care in partnership with others (secondary, specialised and tertiary care)	<input type="checkbox"/>	5. Enhanced reputation in research, innovation and clinical education	<input checked="" type="checkbox"/>	6. Delivering services through a caring, professional, passionate and valued workforce	<input type="checkbox"/>	7. A clinically and financially sustainable NHS Foundation Trust	<input type="checkbox"/>	8. Enabled by excellent IM&T
<input checked="" type="checkbox"/>	1. Safe, high quality, patient-centred healthcare																
<input type="checkbox"/>	2. An effective, joined up emergency care system																
<input checked="" type="checkbox"/>	3. Responsive services which people choose to use (secondary, specialised and tertiary care)																
<input type="checkbox"/>	4. Integrated care in partnership with others (secondary, specialised and tertiary care)																
<input type="checkbox"/>	5. Enhanced reputation in research, innovation and clinical education																
<input checked="" type="checkbox"/>	6. Delivering services through a caring, professional, passionate and valued workforce																
<input type="checkbox"/>	7. A clinically and financially sustainable NHS Foundation Trust																
<input type="checkbox"/>	8. Enabled by excellent IM&T																

Please explain any Patient and Public Involvement actions taken or to be taken in relation to this matter:	<p>This paper provides assurance that ward 39 and the wider multi-disciplinary team are listening and acting upon patient feedback to improve patient's experience of care.</p> <p>Patients are encouraged to share their stories of care within the Trust.</p>
Please explain the results of any Equality Impact assessment undertaken in relation to this matter:	<p>An equality impact assessment was not required in relation to this patient story.</p>
Strategic Risk Register/ Board Assurance Framework *	<input type="checkbox"/> Strategic Risk Register <input type="checkbox"/> Board Assurance Framework <input checked="" type="checkbox"/> Not Featured
ACTION REQUIRED * For decision <input type="checkbox"/> For assurance <input checked="" type="checkbox"/> For information <input checked="" type="checkbox"/>	

- ◆ We treat people how we would like to be treated ◆ We do what we say we are going to do
- ◆ We focus on what matters most ◆ We are one team and we are best when we work together
- ◆ We are passionate and creative in our work

* tick applicable box