

building a caring future

HOSPITAL | COMMUNITY | HOME

Understanding and improving the patient experience

Jo Mackintosh – Service Improvement Project Manager

Why I fear becoming a patient.

*“.....to be made helpless before my time,
to be made ignorant when I want to know,
to be made to sit when I wish to stand,
to be alone when I need to hold my wife’s hand,
to eat what I do not wish to eat,
to be named what I do not wish to be named,
to be told when I wish to be asked,
to be awoken when I wish to sleep.”*

Don Berwick 2009

2013 Systematic review.

“patient experience is consistently positively associated with patient safety and clinical effectiveness across a wide range of disease areas, study designs, settings, population groups and outcome measures”

“clinicians should resist side-lining patient experience as too subjective or mood orientated, divorced from “real” clinical work of measuring safety and effectiveness”

What have we learnt about
measurement ?

Challenges of measuring

- It's complicated ...
- Healthcare systems are not static – hard to define exactly how specific improvements have impacted
- Improvement / change isn't neat or linear
- Quality means different things to different people.
- We're not always encourage to measure the right things and we don't always measure in the right way.
- 'Lining up' - Huge variability in how hospitals collect, record or report making benchmarking difficult.

Pay attention to touch points

A touch point is 'any customer experience (interaction, episode or event) that makes a significant and lasting impression on how she or he thinks and feels about the produce or service.' (Bates, Roberts, 2007)

The emotions that people experience at these key moments are teased out, themed and shared in order to gain agreement of priorities for improvement.

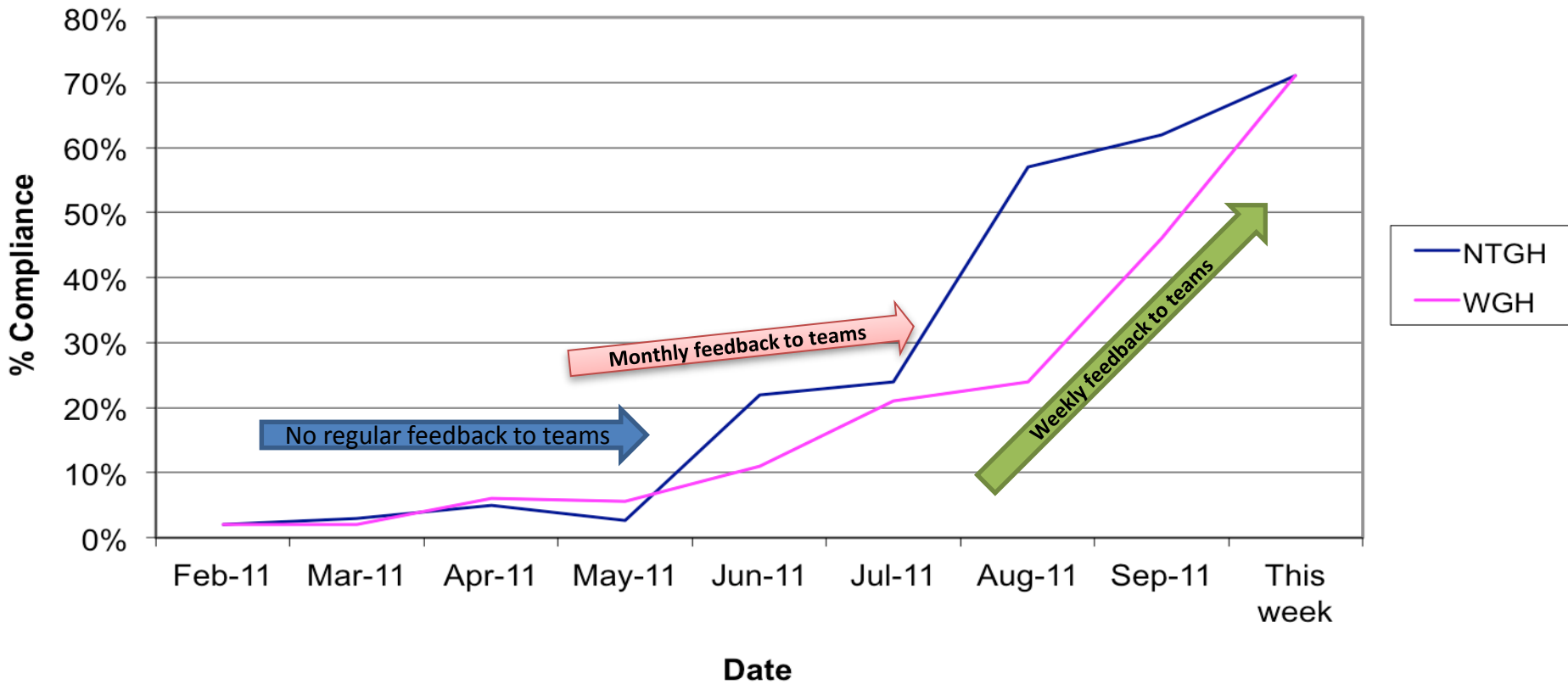
Data that drives.

- Timely
- Owned
- Actionable
- Specific
- Talked about



Why it's important to feedback promptly.

Surgical Care Bundle Compliance



Transparency

Sharing our learning and performance

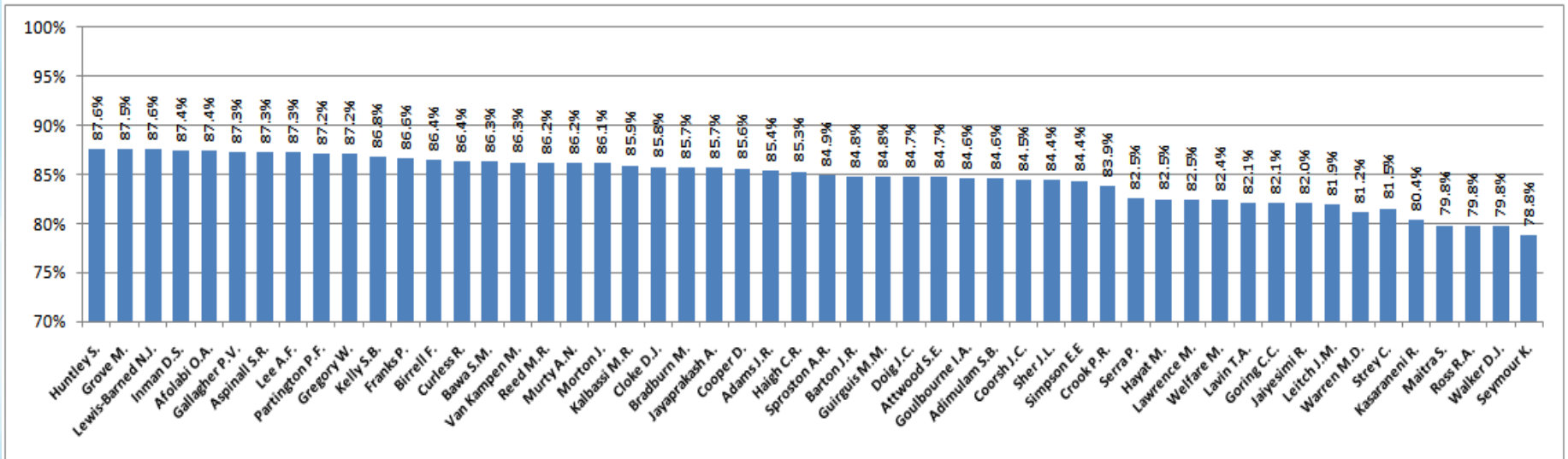
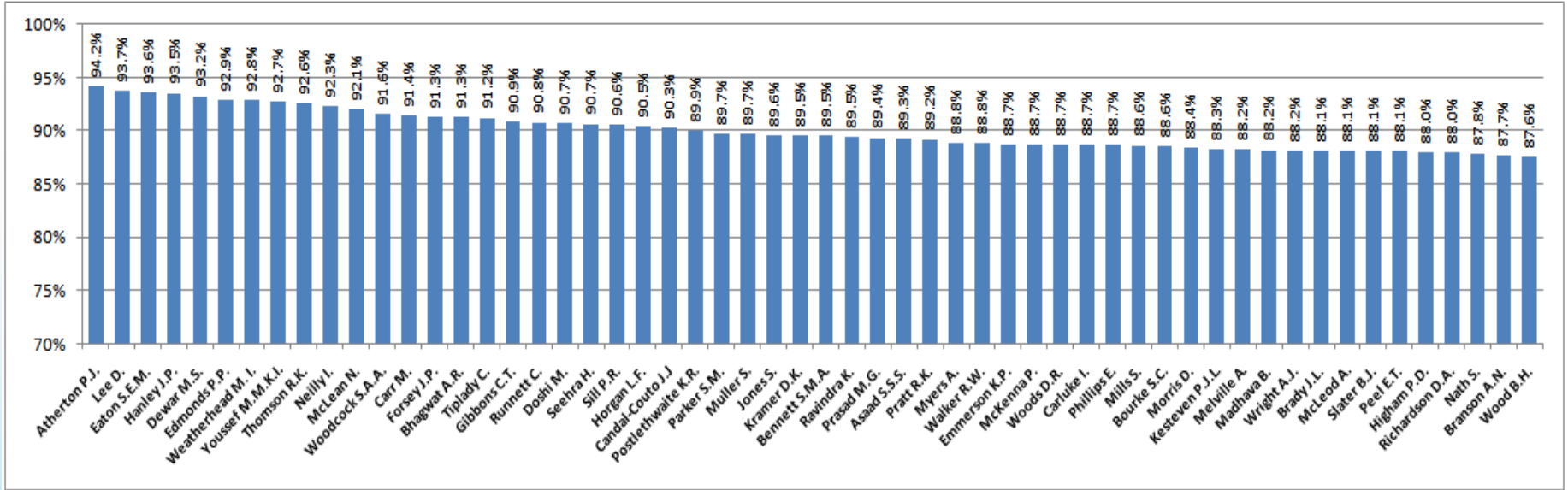
Transparency

Be open and honest about current state, expectations and actions needed for Improvement.

If you're going to be naked it's good to be buff.



Individual consultants.



Our Voice...

What our patients say

View the results

Your voice...

This is what you told us about our consultants through our out-patient survey. We are using this valuable feedback to continuously improve the quality of our service and the care you receive.

Consultant patient satisfaction top 20

6538 patients surveyed

Survey covered 137 consultants
Highest score = 98.29% Lowest score = 79.52%

Average satisfaction rate across all 137 consultants
93.01%

How our consultants compare against the rest of the country...

- NHS average = 86.86%
- NHS top 20% = 89.14%
- Best NHS trust score = 94.57%

1. Simpson E.E.	98.29%
2. Wells R.H.	97.88%
3. Dewar M.S.	97.36%
4. Thomson R.K.	97.16%
5. Mills S.	97.06%
6. Yousef M.M.K.I.	97.04%
7. Wood B.H.	96.90%
8. Lee A.F.	96.87%
9. Lewis-Rosend N.J.	96.81%
10. Tippley C.	96.79%
11. Cooper D.	96.60%
12. Woods D.R.	96.46%
13. Davison P.M.	96.42%
14. Paul E.T.	96.41%
15. McKenna P.	96.35%
16. Carr M.	96.06%
17. Mathava S.	95.81%
18. Powell J.	95.80%
19. Morris D.	95.87%
20. Bhagwat A.R.	95.48%

Northumbria Healthcare NHS Foundation Trust

Your voice...

What you told us about our outpatient services through our patient survey and how each of our hospitals performed

What you told us about our DOCTORS

4819 respondents

Did you have enough time to discuss your health or medical problem with the doctor?
93.86% 93.00% 95.44% 95.33% 94.00% 96.72% 92.25% 100.00% 92.65% 94.83%

Did the doctor seem aware of your medical history?
93.63% 91.81% 95.24% 96.67% 93.40% 93.08% 92.11% 100.00% 94.07% 94.22%

Did the doctor listen to what you had to say?
92.83% 95.47% 96.50% 100.00% 96.55% 97.01% 95.10% 92.86% 95.30% 95.82%

If you had important questions to ask the doctor, did you get answers that you could understand?
86.30% 93.67% 89.32% 86.21% 92.88% 89.34% 89.38% 91.67% 91.05% 89.76%

Did the doctor explain the reasons for any treatment or action in a way you could understand?
90.48% 94.47% 91.39% 96.55% 95.18% 90.51% 92.00% 100.00% 93.58% 93.84%

Did you have confidence and trust in the doctor examining and treating you?
92.72% 94.47% 95.14% 100.00% 96.72% 95.51% 95.07% 100.00% 96.73% 96.58%

Would you recommend our services to your family and friends?

Northumbria Healthcare NHS Foundation Trust

Your voice...

What you told us about our outpatient services through our patient survey and how each of our hospitals performed

What you told us about the DIGNITY OF CARE YOU RECEIVED

NHS average = 93% NHS top 20% = 95% NHS best = 97%

Almuck	92%
Berwick	96%
Blyth	97%
Framham	95%
Morpeth	96%
North Tyne-side	96%
Wansbeck	96%

Being addressed the way I want to be addressed. Being asked, not told. Having people working with me, respecting my choices, my decisions. And if I'm able to control my situation, being allowed to do that without being judged and being seen as difficult that is dignity.

Northumbria Healthcare NHS Foundation Trust

Your voice...

This is what you told us about our services through our in-patient survey. We are using this valuable feedback to continuously improve the quality of our service and the care you receive.

Ward 1 Blyth Community Hospital

89 patients between February and May 2011

39% - Kind, empathetic, caring staff
23% - Co-ordinated efficient care
19% - Personalised care
11% - Cleanliness of the ward

8% - Quality of the food

I have been in two or three hospitals but this is the best one for me lately

Northumbria Healthcare NHS Foundation Trust

Your voice...

'two minutes of your time' survey results

You give us two minutes of your time to tell us what you thought about the care you received in our hospitals across Northumbria...

33.3% - Quality of care
23.3% - Kind, empathetic, caring staff
18.7% - Quality of staff
5.8% - Co-ordinated, efficient care
4.5% - Professionalism
4.7% - Quality of food
2.9% - Cleanliness
2.9% - Efficiency
1.9% - Personalised care
0.9% - Support of family
0.4% - Leadership

Northumbria Healthcare NHS Foundation Trust

Sharepoint available to all on the intranet

Northumbria Sharepoint > Patient Experience Welcome Drummond Paul (RTF) NHCT


Patient Experience This Site

Patient Experience Patient Perspective Real Time Information 2 Minutes of your time Reports & Presentations National Surveys & Reports Site Actions

View All Site Content


Documents Sites

Recycle Bin




Patient Perspective

Monthly reports from Patient Perspective, summary data, patient comments.




Real Time Information

Individual results page for each ward, domain averages, aggregate scores and ward timetables.




2 Minutes of your Time

2 minutes of your time reports for each ward, rollout timetables and questions.




Reports and Presentations

Patient Experience reports and presentations are available.



National Surveys and Reports

Downloads of national survey data, including links and additional analysis.




Contact the Team

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Patient Experience

better care, better experience



Patient Experience News


26/01/2011
Patient Experience SharePoint

Welcome to the Patient Experience SharePoint. This site aims to provide useful and timely feedback from our patients and their families about their experience of our care.

The recording of this information will help us to understand what we are good at and where we need to improve.

The Patient Experience SharePoint site is accessible to all Northumbria staff. We would welcome your comments & feedback. Do let the team know if there is any further information you would like us to help you with.


19/01/2011
A successful day for the Trust at the National Patient Experience Network Awards



Congratulations to the Stroke Team for winning the Communicating Effectively with Patients & Families category for their innovative Stroke Volunteer Support Programme.

Northumbria's Patient Experience Team came second in the category of Setting the Stage/Measuring, Reporting for all the work involved in real time measurement. Many thanks to our pilot wards and teams.

The Year of Care Project and excellent work of the Diabetes team, was acknowledged with a third place for Personalisation of Care.



"People must always come before numbers. Individual patients and their treatment are what

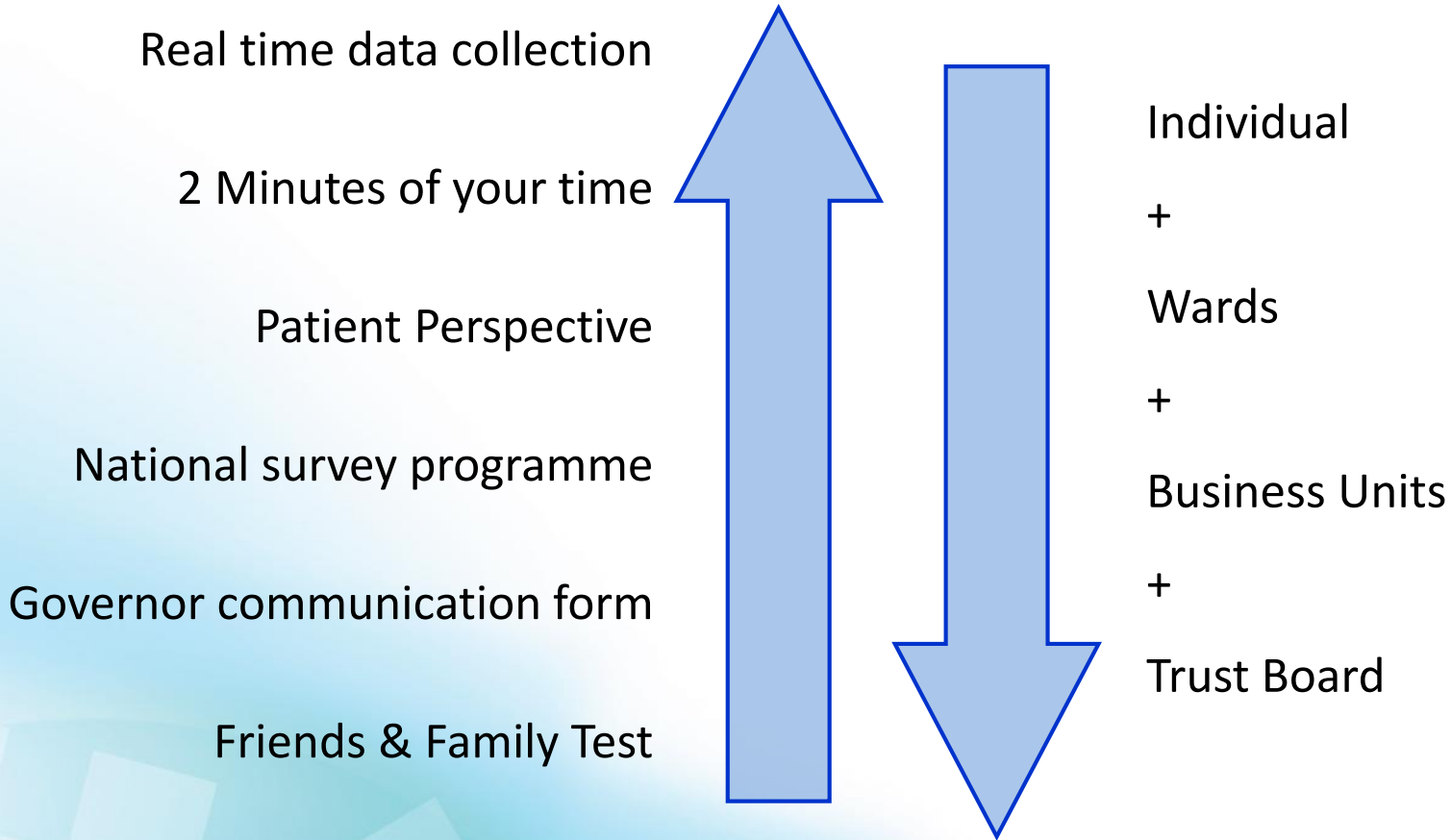
The evidence

Measuring what matters

- Consistency and coordination of care
- Respect and dignity
- Involvement
- Doctors
- Nurses
- Cleanliness
- Pain control



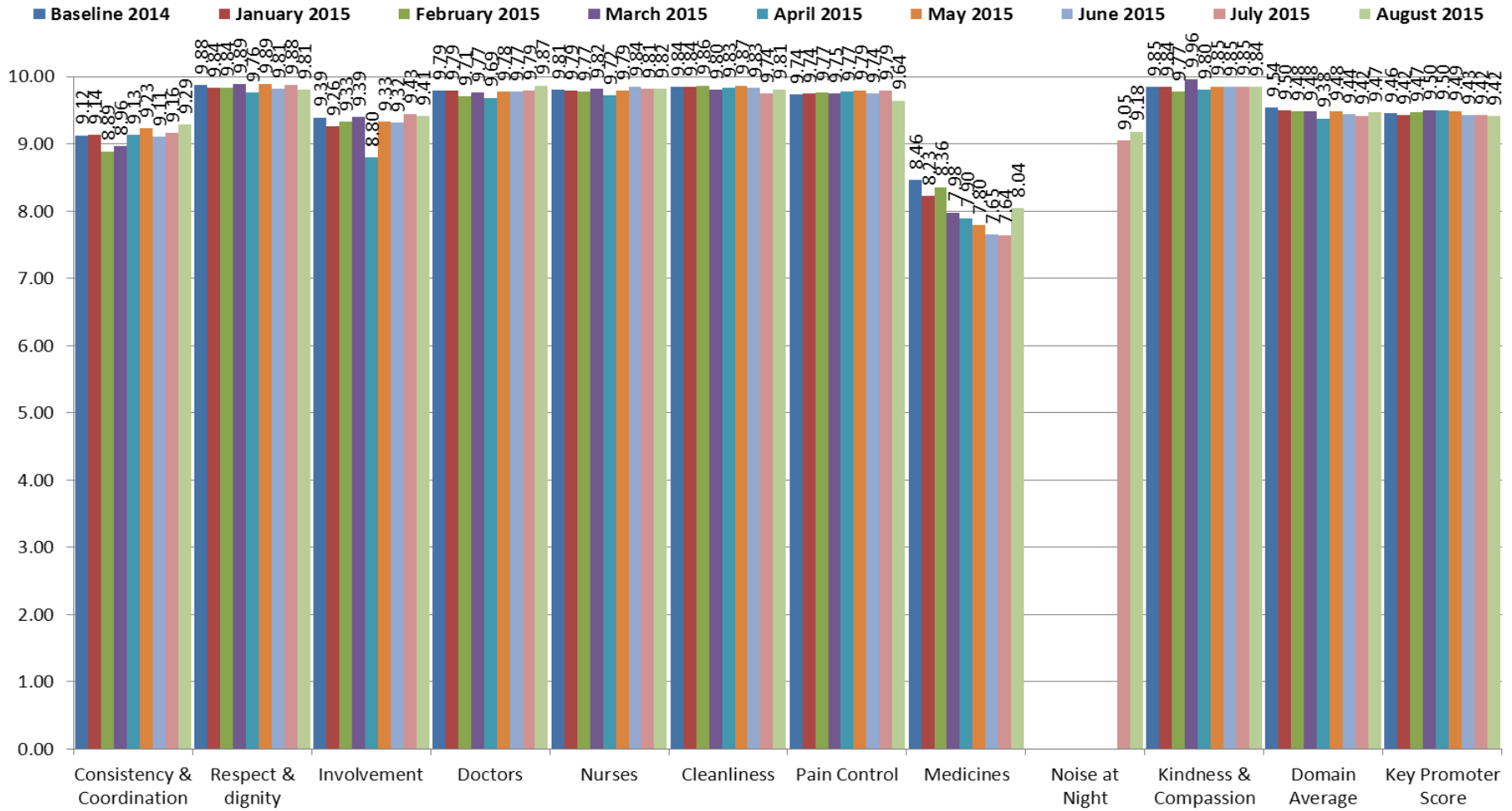
Our approach



Real Time Domain Averages 2015 to date



Domain Averages to date



* As at 27th August 2015

Important lesson.



Make staff experience your priority too.

- Improving HR processes alone is associated with an 8% improvement in mortality rates (West,2006)
- The link between staff satisfaction and mortality holds true for both clinical and non clinical staff, strongest correlation with nursing staff (Pinder 2013)
- The NHS could release as many as 3.4m additional working days each year if it reduced its sickness absence record by a third – a potential saving of £555 million (Boorman review 2011)
- A 5% increase in staff working in real teams is associated with a 3.3% improvement in mortality rates – that would equate with about 40 lives saved in an average acute hospital. (West,2013)

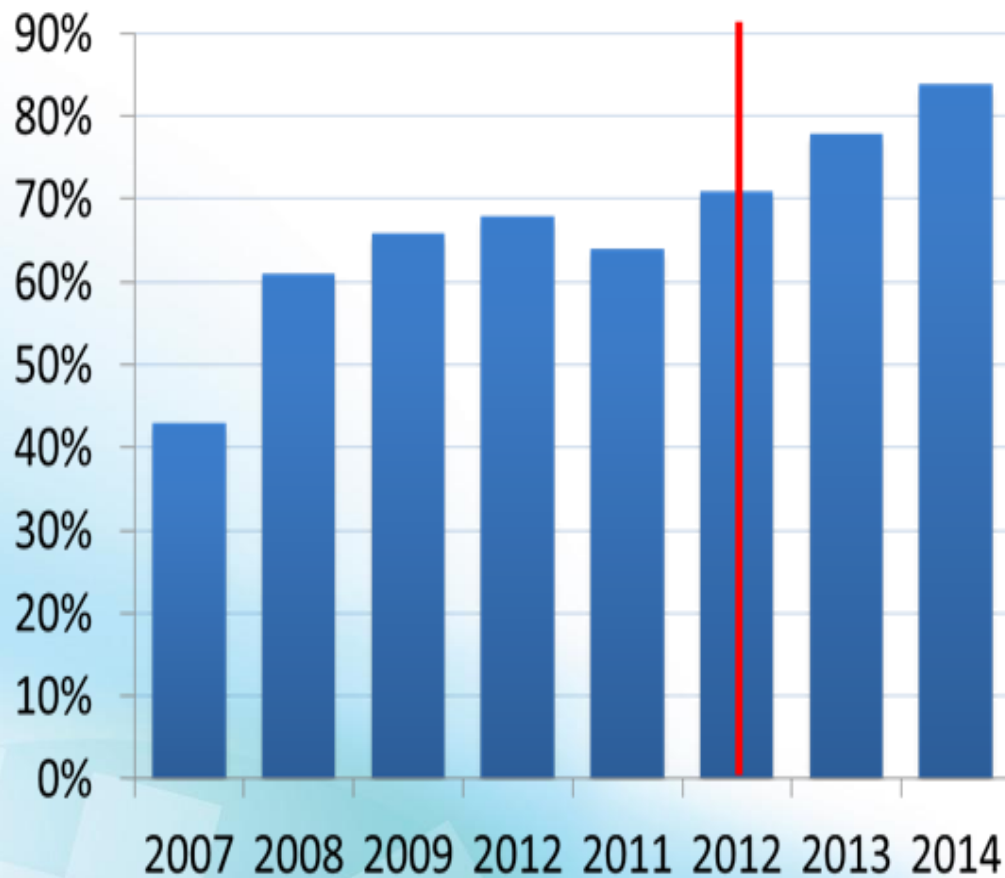
Staff well being and patient experience

Seven staff variables ('wellbeing bundles') which are linked to good patient-reported experience. These are:

- good local (team)/work-group climate
- perceived organisational support
- high levels of co-worker support
- low emotional exhaustion
- good job satisfaction
- supervisor support
- good organisational climate



Number of staff believing high quality patient care is the No1 priority of the trust.



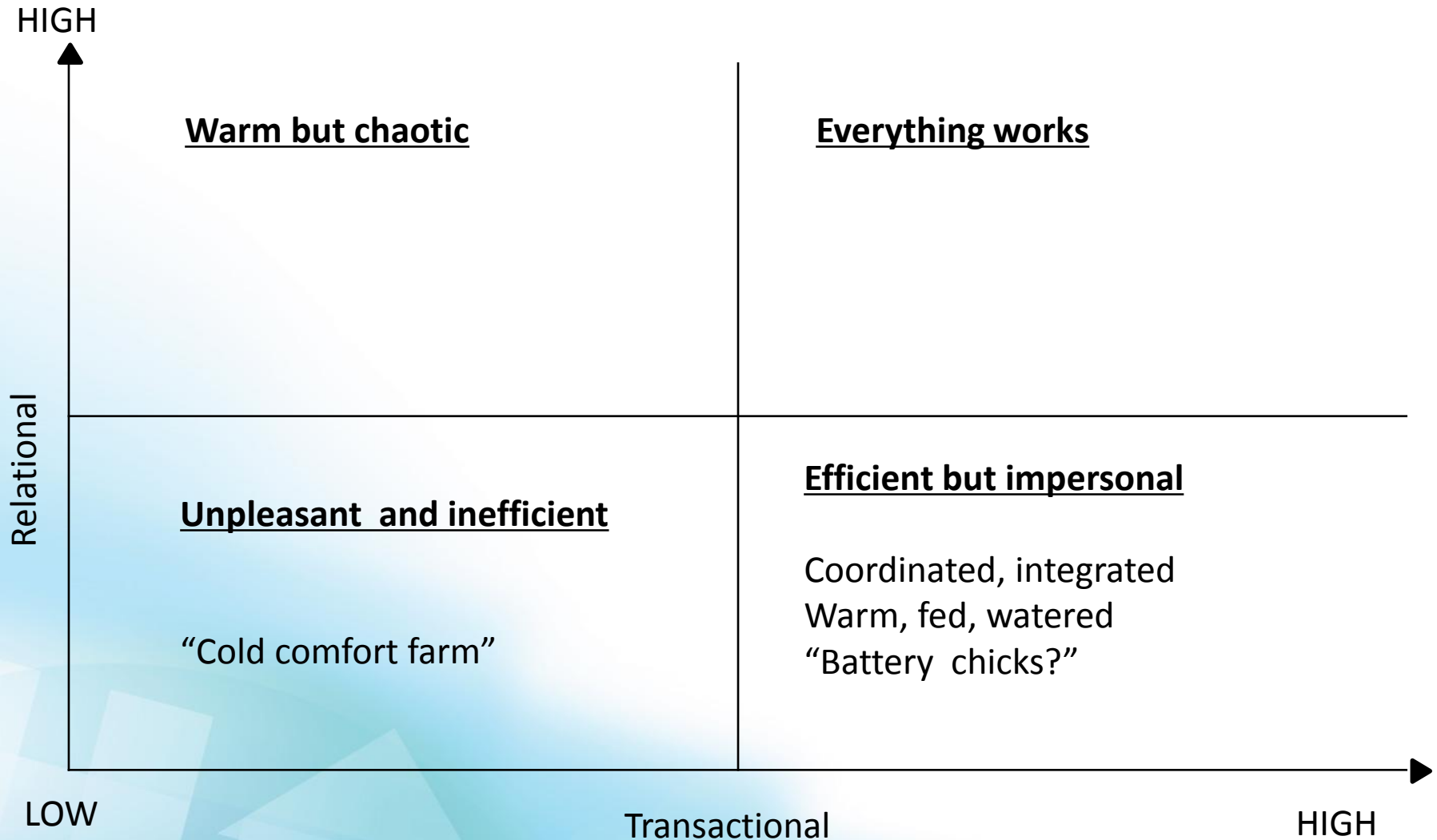
“You cannot make things happen, but you can create a space in which what you want is more likely to happen.”

– Chinese proverb

Making sense of the qualitative data

A consistent approach to analysis

Transactional and relational aspects.



Patient Comments Analysis – (August 2014)

Total number of individual patient comments:	201		Total number of positive transactional themes: (themes that include the processes we have to deliver care to our patients)	103	47%
Total number of positive themes:	219	62%	Total number of positive relationship themes: (themes that include the empathy, kindness and compassion we show to our patients)	116	53%
Total number of negative themes:	137	38%	Total number of negative transactional themes:	70	51%
Overall total of positive and negative themes:	356		Total number of negative relationship themes:	67	49%

Analysis of free text data – 2015

Analysis of 378 comments between Nov 14 and April 15

Sourced from : Real Time; NHS Choices; Patient Opinions; Complaints; Social Media (Facebook/Twitter);
2 Minutes of your time

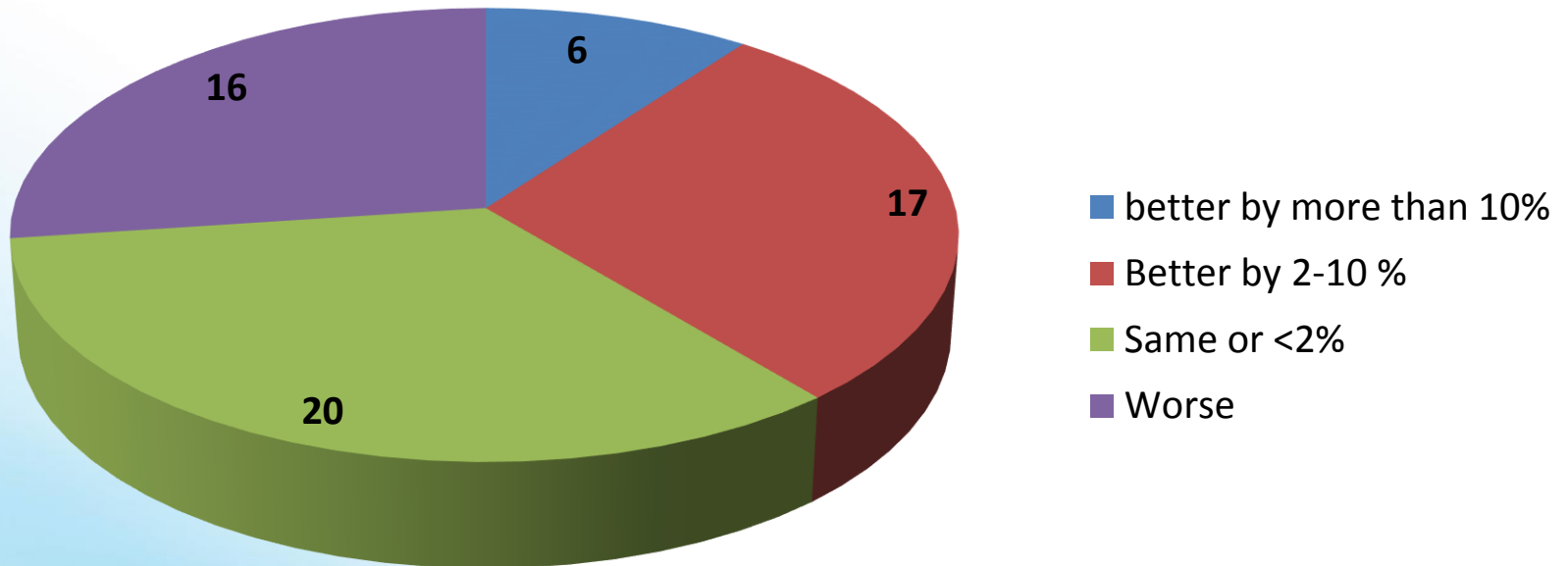
Generating 1187 themes

- Excellent improvement in qualitative feedback
- Clear that the team have changed their practice and approach
- 14.5% improvement swing : number of positive comments now in line with 70 : 30 ratio that we see on other wards
- Where almost half the negative comments previously related to poor relationships, this has fallen to 18%
- The absence of kind, empathetic staff as an area of concern has fallen from 8% to 2%
- The 3 main reason people are now happy with the service is the quality of the staff, personalised care and the kindness and empathy of the staff.

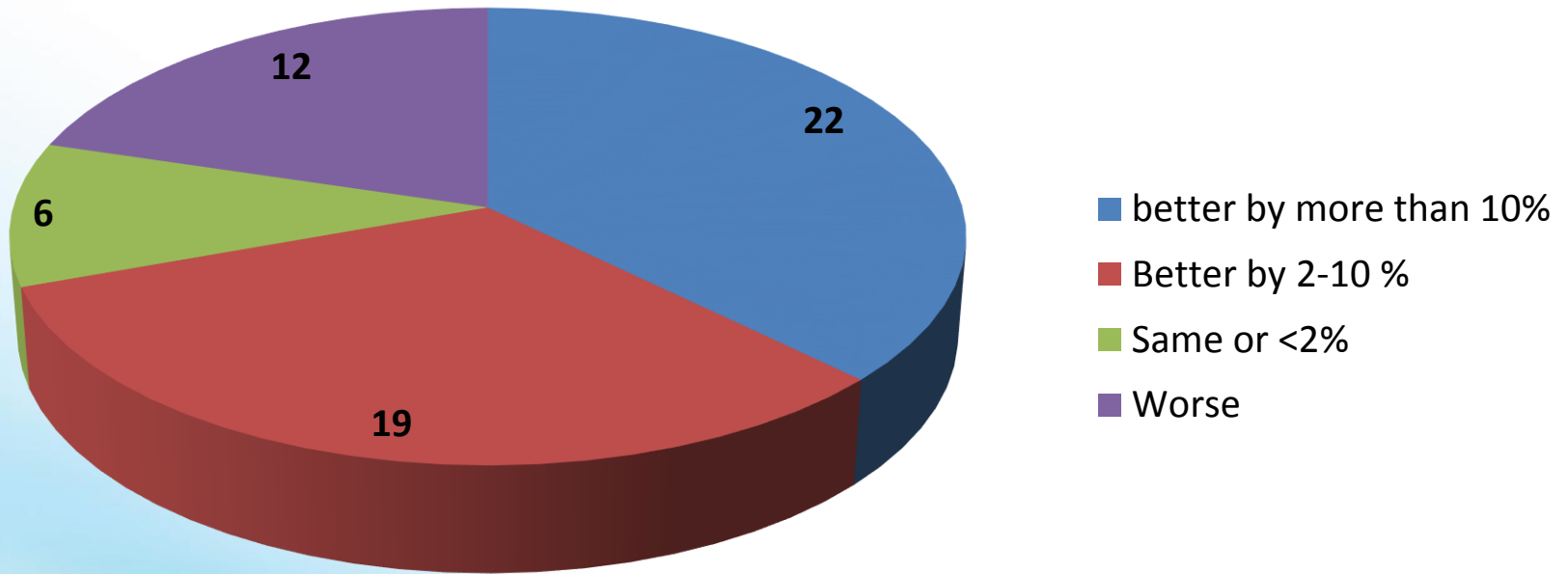
Changes over time

Improvement for the organisation

NHS England over time



Northumbria over time



Our shared purpose



Our commitment to dignified and compassionate care
for frail older people.

Thanks for listening

Any questions ?