

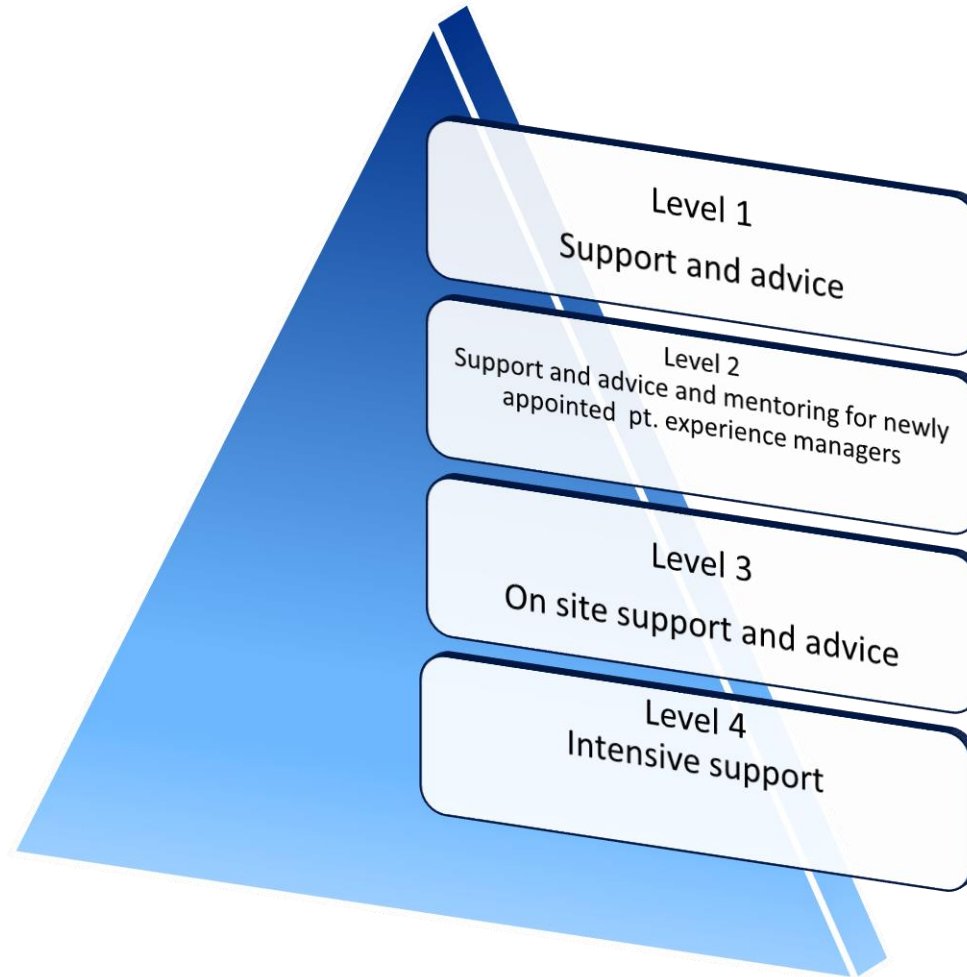
Patient Experience Improvement Framework

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Patient Experience

Single Oversight Framework

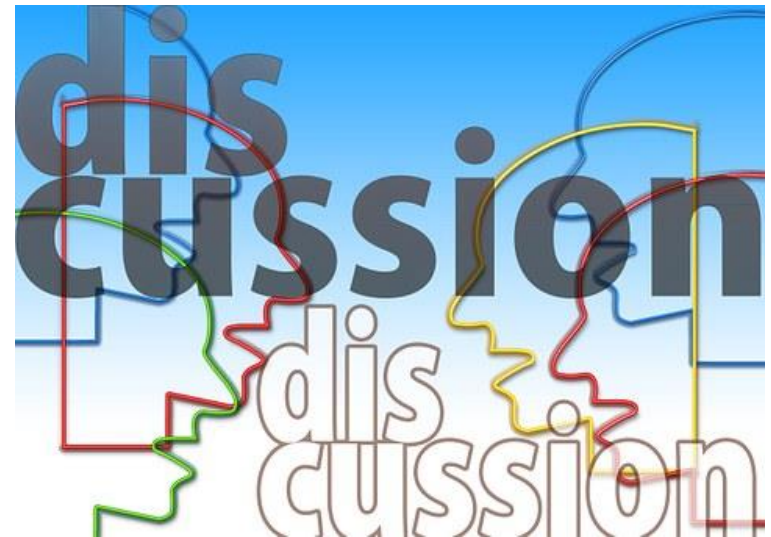


Structure

- Regional focus
- Regional Heads of Quality
- Clinical Quality Leads
- Improvement directors in trusts rated as inadequate
- Work through and with the support of regional teams, linking into the programmes and initiatives
- Close links with the NHS England roles working patient experience and public and patient voice

Patient Experience Improvement Framework

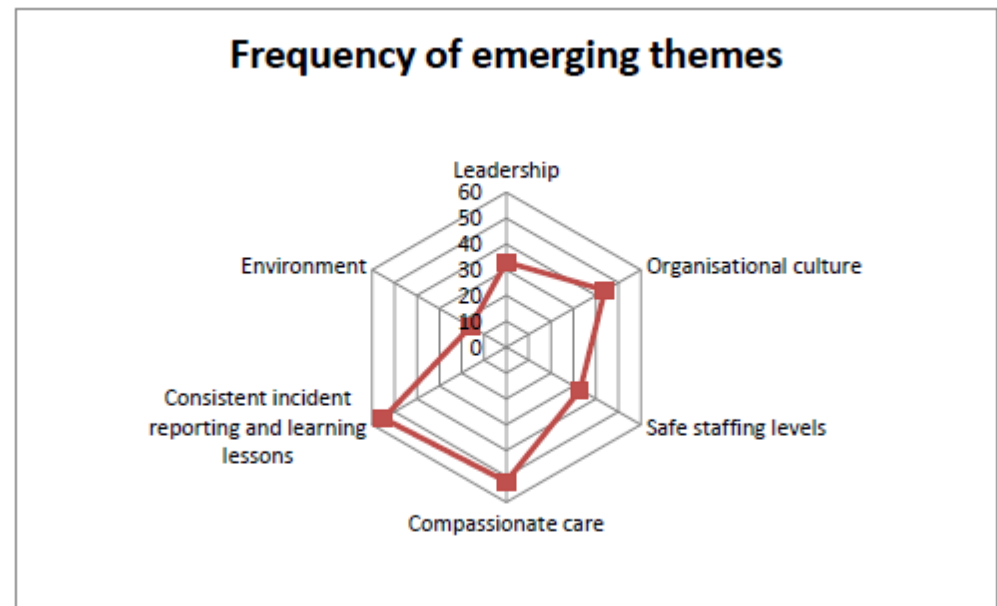
- Improvement tool
- Organisational development tool
- Diagnostic tool
- Discussion and consensus forming
- Don't fill it alone behind closed doors
- Use the knowledge and expertise of those in your organisation



Emergent Themes

Analysis of the CQC narrative reports revealed the following consistent themes when rating acute providers as 'Outstanding' or 'Inadequate'

- Leadership
- Organisational culture
- Compassionate care
- Safe staffing levels
- Consistent incident reporting & learning lessons.



The patient experience improvement framework supports improvement in these areas through self-assessment.

Areas of Focus

1. Leadership
2. Organisational culture
3. Capacity and capability to effectively collect feedback
4. Analysis and triangulation
5. Using patient feedback to drive quality improvement and learning
6. Reporting and publication

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Specific QI Areas

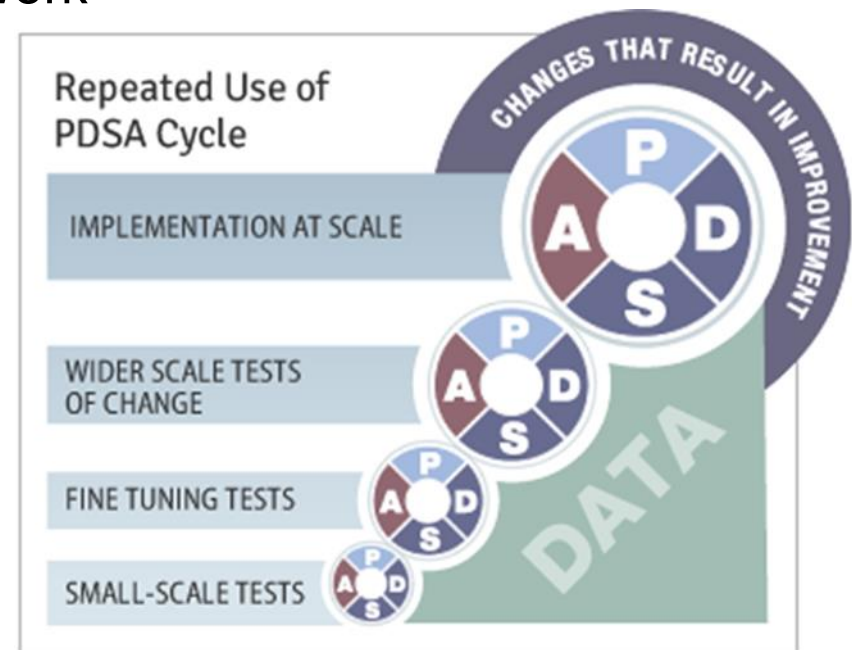
- Frontline staff engage in quality improvement and are given the skills required to identify quality problems, carry out tests of change, measure their impact and act on the results.
- The organisation gives all staff the opportunity to contribute and act on ideas for quality improvement.
- The organisation performs above peer in the NHS Mandate goal to 'improve the percentage of NHS staff who report that patient and service user feedback is used to make informed improvement decisions'.

Evidence of What is good practice

- QI strategy
- Clear accountability
- Expertise in QI approaches
- Training and action plan/schedule to cover QI skills for front line staff
- Patients, carers and the public integral to the improvement work
- Many trusts using the Always Events as a way of working with QI and combining co production
- Real time electronic data that can be easily accessed used to review themes and trends
- A clear mandate from the board
- Regular reports to board on how patient experience feedback is used for QI
- Trust board hold the organisations to account on delivery of the action plan

Feedback for QI and Learning

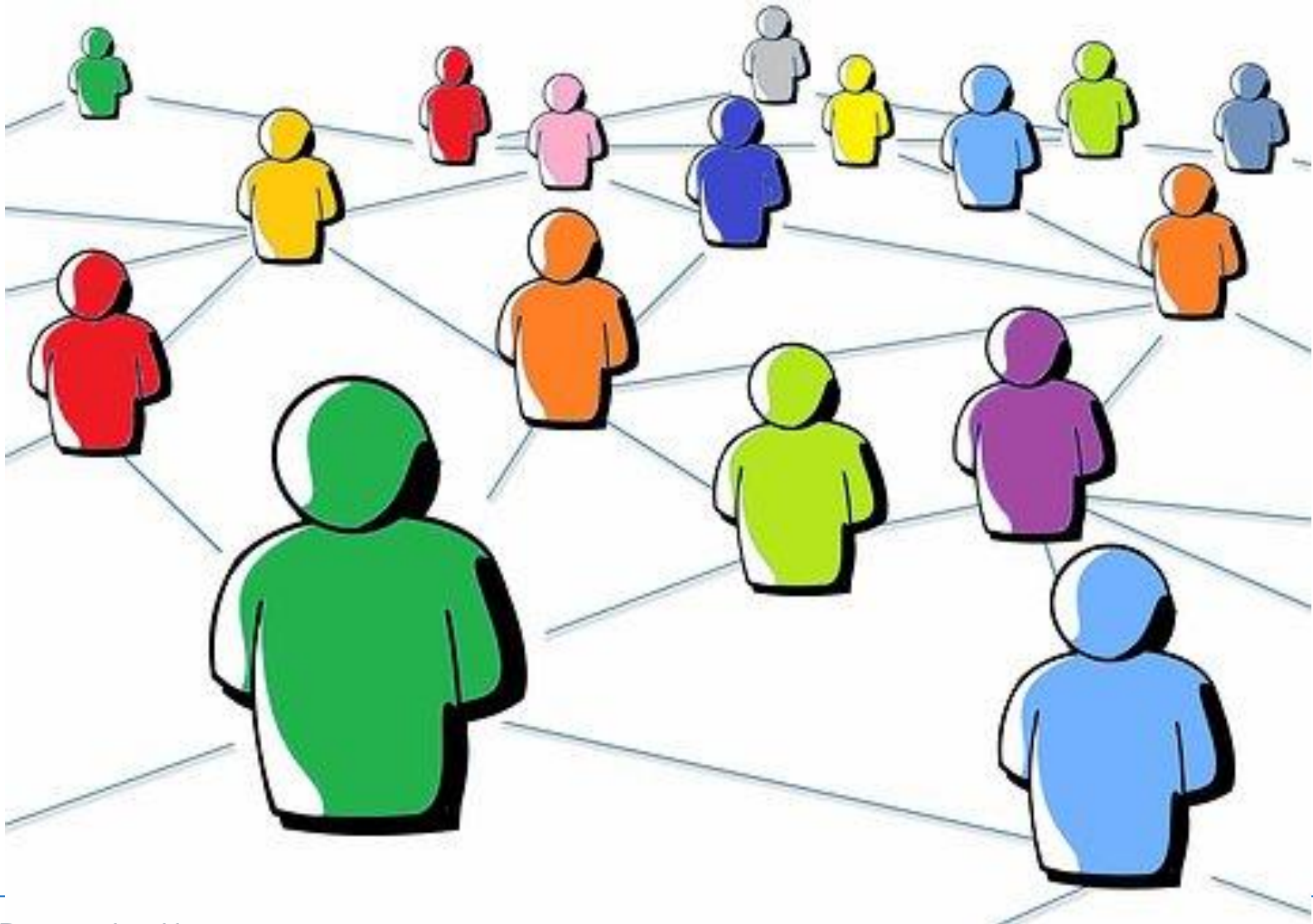
- Links to all other areas of the framework
- Leadership
- Culture
- Communication
- Knowledge of what's taking place within the organisation
- Need direct relationships between patient experience department and QI department is crucial
- Often the staff don't know the detail of the work that each department is working on
- Awareness



Using patient feedback to drive quality improvement and learning

- **Connection**
- **Communication**
- **Cohesion**
- **Co production**

Connections to drive improvement



Contact



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