

Focus on bringing the Patient Voice to front-line teams

Improvement Academy

Launching a new coaches' network for 'Patient Feedback and Improvement'

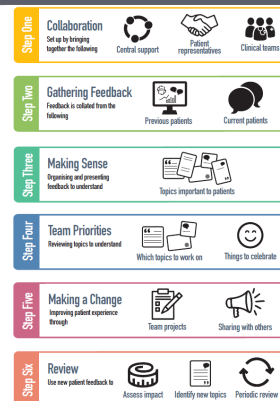
We know that frontline staff are frustrated that lots of patient experience feedback is collected (e.g. Picker survey, Friends & Family Test, complaints, internet reviews or patient stories) but that it is not easy to use to make things better.

The Yorkshire Quality & Safety Research team have worked with volunteers and hospital staff (frontline clinicians and patient experience teams) to develop the **Yorkshire PET (Patient Experience Toolkit)**. This is a step-by-step guide to six key steps necessary to obtaining and understanding feedback and making improvements, alongside a set of resources for each step. It is aimed at those with supporting roles for clinical teams who could work as **coaches** - e.g. patient experience or QI teams or those with clinical leadership roles.

You can download the '6-steps diagram' and a 'ward experience leaflet' [here](#). We will be launching our **coaches' network** at a **half-day workshop** in Leeds - if you think you can support use of the PET in your organisation, this **event** is for you. Alternatively, for more information on the toolkit, have a look at our resource page [here](#) or contact our Patient and Public Engagement Lead, **Claire Marsh**.



Yorkshire Patient Experience Toolkit



Key insights from the frontline



PET was tried and tested with diverse teams: an Emergency Department; surgical, medical, rehabilitation and maternity wards. In most cases, we found that routinely collected feedback (e.g. Friends & Family Test) did not provide the detail staff wanted about THEIR patients. Volunteers talked to patients to collect feedback from bedsides and we helped staff develop small tests of change to make things better for them.

Overall, we found that patient experience at the frontline is about people, not complex datasets. It's about listening, reflecting and a belief that change is possible. On these wards, staff worked on loneliness, anxieties, communication and noise, achieving notable improvements. For more information on the achievements of the wards, have a look at our ward experience leaflet [here](#) and read Claire's blog - 'People not data: getting to the heart of patient experience' [here](#).

Bronze Quality Improvement and Human Factors Training—a resource for patients too!

Our free online **Bronze Quality Improvement** and **Human Factors** e-Learning Training is a great resource for all, including patients and the wider public! Petra Bryan, Head of Quality Improvement & Innovation at Doncaster and Bassetlaw NHS Foundation Trust, who is also a member of our Quality Improvement Trainers Network, has shared her plan to engage more patients in QI work. To do this, the QI team are promoting the completion of our Bronze QI training to all interested patients. Both Bronze QI and Human Factors are easily accessible by the public and we have ensured that the examples used are easy to understand for everyone based outside of healthcare too. To access click [here](#).



Computer Aided Risk Scores

Computer Aided Risk Scores (CARS) are automated scores used to predict the risk of death and sepsis following an emergency medical admission to hospital. This relies on NEWS (National Early Warning Scores) and blood test results, placing no burden onto hospital staff. We conducted focus groups with patients as well as staff to find out what they thought about the score and how it could be implemented. If this is something that might benefit your organisation, register for our upcoming event [here](#).

Sorry we were offline for a little while...

After sadly being victims of a cyber-hack on our web platform, we would like to apologise for any inconvenience caused and let you know that we are now LIVE and our website is currently being updated with new **training events**, new content on our **project pages** and new **resources**. We're also keen to hear back from those of you who have attended our training and are actively using the resources shared. Please **get in touch** and let us know what improvements these are making in your organisations. Thank you for your continued support!

For further information please contact Shahima Begum / Communications Coordinator
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