

BOARD OF GOVERNORS

IMPROVING THE EXPERIENCE OF OUR PATIENTS

Report of: Brenda Hennessy, Director of Patient Experience and Public Engagement

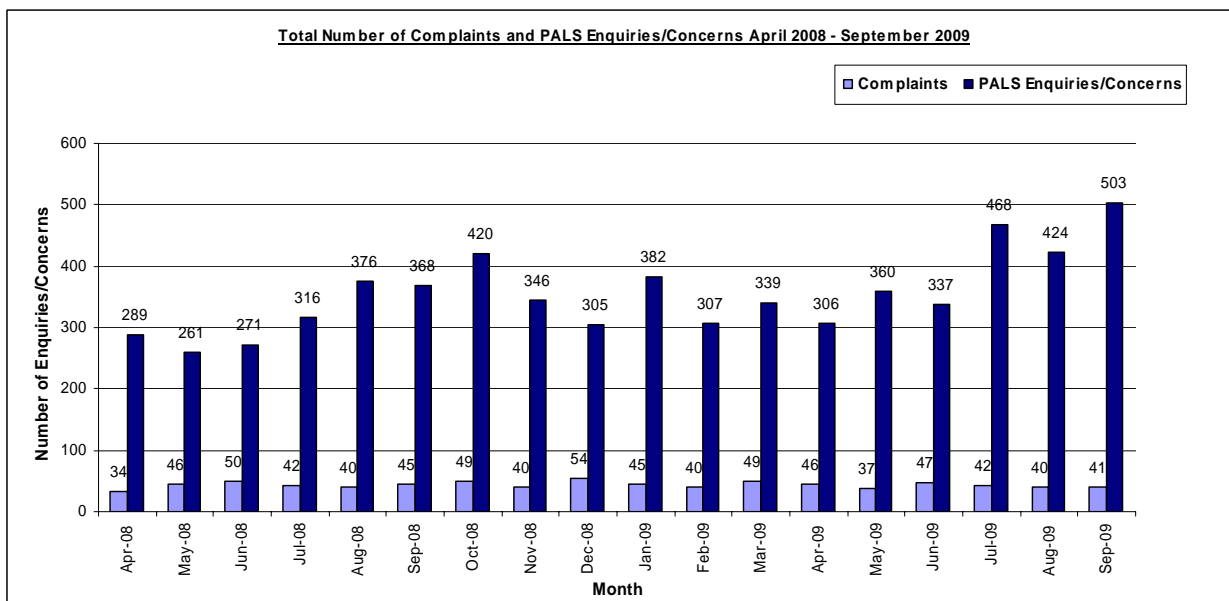
1. Surveys

1.1 Quarterly Inpatient Survey

The quarterly survey has now been completed for October 2009, the results of which are attached as Appendix 1.

The results of the first outpatient survey are attached as Appendix 2. A total of approximately 1,650 responses were received. The data can be analysed by clinic location or by specialty (useful where a specialty runs clinics in more than one location) and will be used to inform the Outpatient Project starting in January to develop standards of service based on the NHS Constitution, and to deliver customer care training. The survey programme will be rolled out in 2010 to include the Rosie, paediatrics, and carers. The Survey team has worked tremendously hard to develop the programme

2. Complaints and Concerns



There continue to be a worrying number of complaints and concerns about staff attitude and behaviour and the PALS team is working closely with managers and the HR team to try to ensure that appropriate action is being taken to address poor performance in this regard.

3 Patient Experience Support Team

Training has now been completed with staff from the Department of Medicine for the Elderly and a report is being prepared for the Chief Executive and senior managers. An action plan will be developed to address issues arising from the training.

4. Engagement Programme

4.1 Patient engagement sessions / Focus Groups

Since the last meeting of the Membership and PPI Working Group, a number of focus groups / patient experience sessions have been held. The interest from operational areas within the Trust in consulting with their patients in this way is increasing rapidly and some of the groups listed have been organised, but not facilitated by the Foundation Trust Office Team.

- Privacy and Dignity – 16 September
- Elective Surgery – 7 October
- Discharge – 22 October
- Emergency Surgery – 28 October

Planned:

- Baby Milk Project (on behalf of MRC) – a series of focus groups
- Rheumatology – 23 November
- Vestibular Service 21 December (includes dizziness, vertigo, imbalance)
- Urology – New Year

4.2 Governors' Events

Governors attended a briefing on Monday 24 August provided by Director of Operations, Tom Bennett and Chief Executive Gareth Goodier, along with representatives of other site partners regarding the Trust's preparedness for an escalation in numbers of cases of Swine Flu.

On 15 September Michael Bright and Brian Gerbaldi gave a talk on the role of the Governors and the Masterplan to Newmarket Rotarians

On Tuesday 18 September, governors manned a stall in the Grafton Centre to meet with members of the public and sign up any interested parties as members of the Foundation Trust.

21 October Meet the Governors session in Soham

21 October Judy Ewer gave a talk to Haddenham Women's Fellowship on the role of the governor

17 November Meet the Governors session in Arbury Community Centre

4.3 Staff Governor Forums

In conjunction with the Communications Department, monthly face-to-face Staff Governor Forums continue. Director of Corporate Development, Stephen Graves provided the session on Site Issues on 22 July with Jim O'Sullivan as the Staff Governor lead.

The next session, was on 21 September was on the very current topic of Think Green and was facilitated by the Trust's Sustainability Project Manager. Rachael May was the Staff Governor lead.

The latest forum was held on 20 October about smoking on site and included smoking cessation initiatives. The governor lead for this session was Jim O'Sullivan and Ruth Murphy, Director of Communications and Tom Bennett, Director of Operations. This proved to be a very useful meeting and a staff group is to be formed to look at issues arising including re-siting of some of the smoking shelters following on from this.

The next forum is to be scheduled for January and will be a return to issues surrounding the food court.

These sessions are proving an excellent way for staff to meet the staff governors (each forum is introduced by a governor) as well as to hear the latest news on issues of concern and interest to staff from senior members of the management team.

It has been decided to organise these meeting when suitable topics for debate occur on 'share your views' rather than every month.

5. Customer Care Training/Our Way

Since September, the Patient Experience Support Team has been undertaking its third intervention and the largest to date. Between September and the end of December, between 150 to 200 staff from an area will undergo the training.

A report is produced following the completion of the training in each area and the Director of Operations/ADO are asked to produce and implement a detailed action plan.

6. Wayfinding

The pilot study of the 2 wayfinding kiosks of Pixel and TouchNav respectively continues to run in the Outpatient hall. We have been able to test the two machines thoroughly over several months and have collected valuable wayfinding intelligence from patients, visitors and staff.

A set of comprehensive, trust wayfinding principles have been written, so that future signage can be manufactured to strict requirements to achieve a joined up corporate appearance.

The Wayfinding business case has been submitted to the 'year ahead' investment meetings to seek approval and funding support.

The wayfinding business case includes:

- Comprehensive signage replacement
- Creation of sign directories for positioning opposite exit from Main patient car park and within OPD hall
- Colour coding of levels within the OPD, as in the ATC – (re-decoration to achieve wayfinding colours)
- New 3-D campus maps will be laminated and sized at A0, positioned at trust entrances and car park exits – 7 in total
- New 3-D campus maps positioned at the entrance to campus partners (cost covered by campus partners)
- Detailed internal maps for each building to include all the levels (ie: 1 x O/P, 1 x ATC, 1 x Rosie etc)
- The maps will be available on the intranet and internet
- 10 touch screen wayfinding kiosks; with comprehensive internal mapping of all the trust buildings
- Thermal printer incorporated into all 10 kiosks

We await the outcome regarding funding approval from the investment meetings.

7. ACTIVE (Children and Young People's Board)

The Active Board are currently working with the web team to design a Children's and Young People's website for Addenbrooke's hospital. The young people are involved with the design and the content of the site. An Active leaflet of the Guess who? Poster is being designed and will be sent to patients prior to attending for a planned operation. Active are currently involved in designing a wall mural for the

outpatients children's play area and an Active meeting in the new-year will be dedicated to undertaking projects in outpatients.

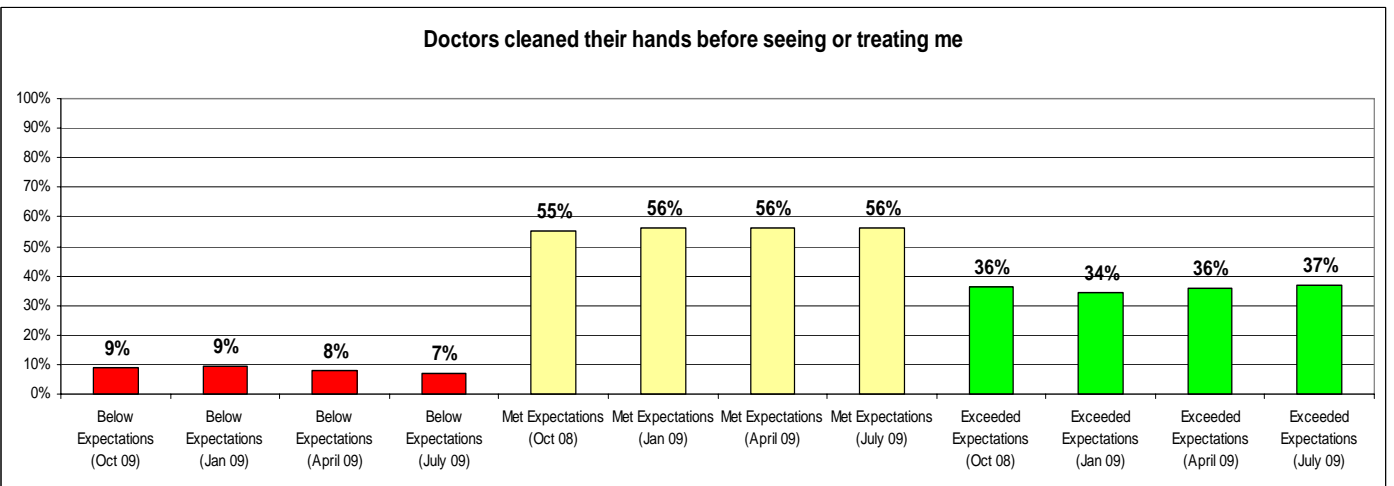
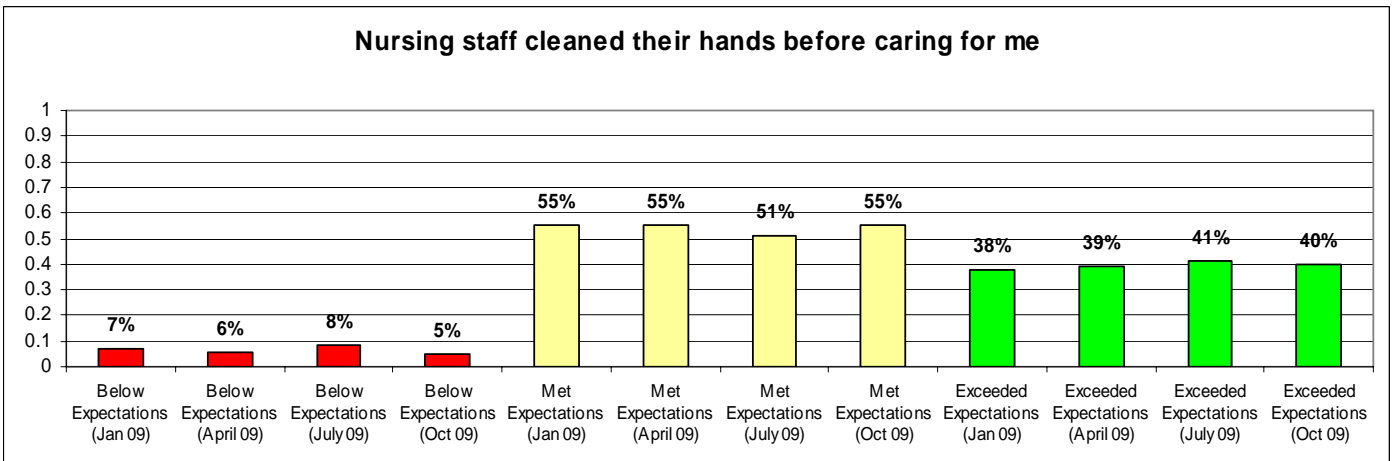
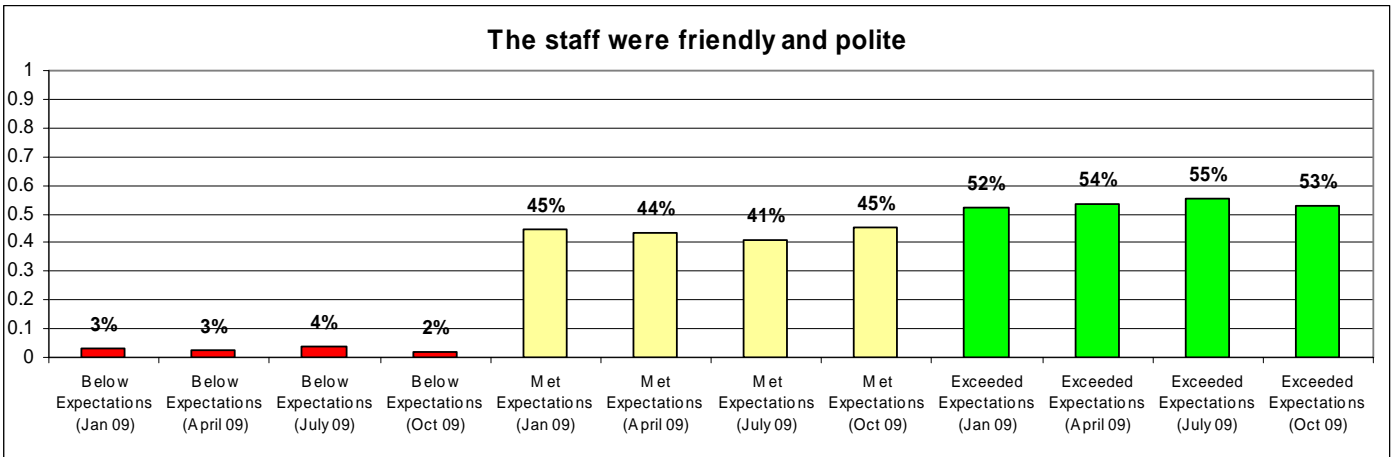
'Active Readers' have had three meetings and are currently working on two leaflets; Having an MRI scan and Having an operation.

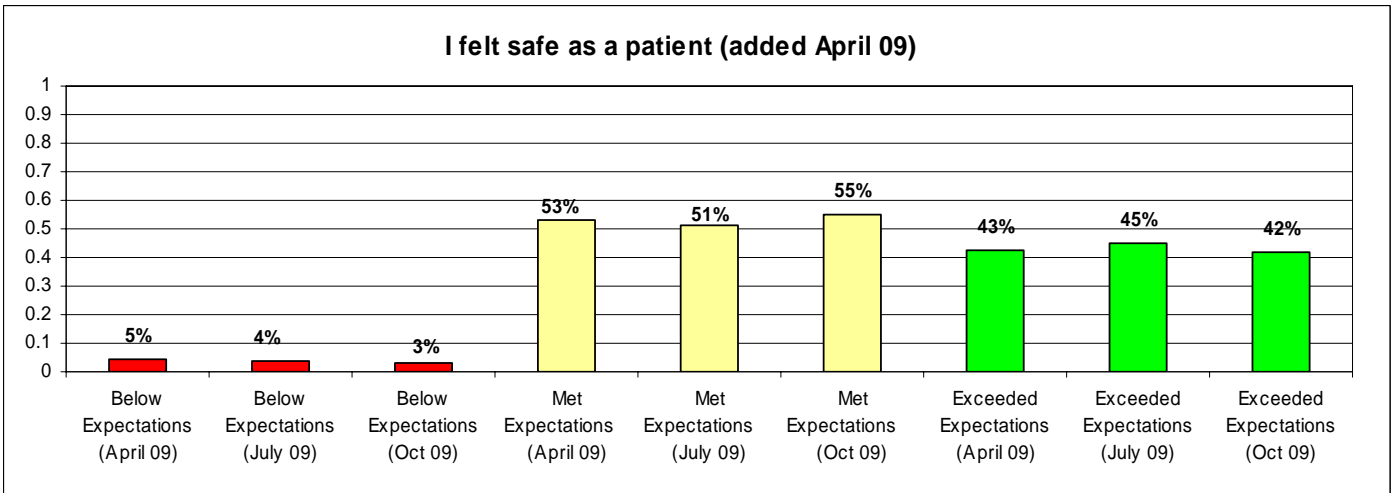
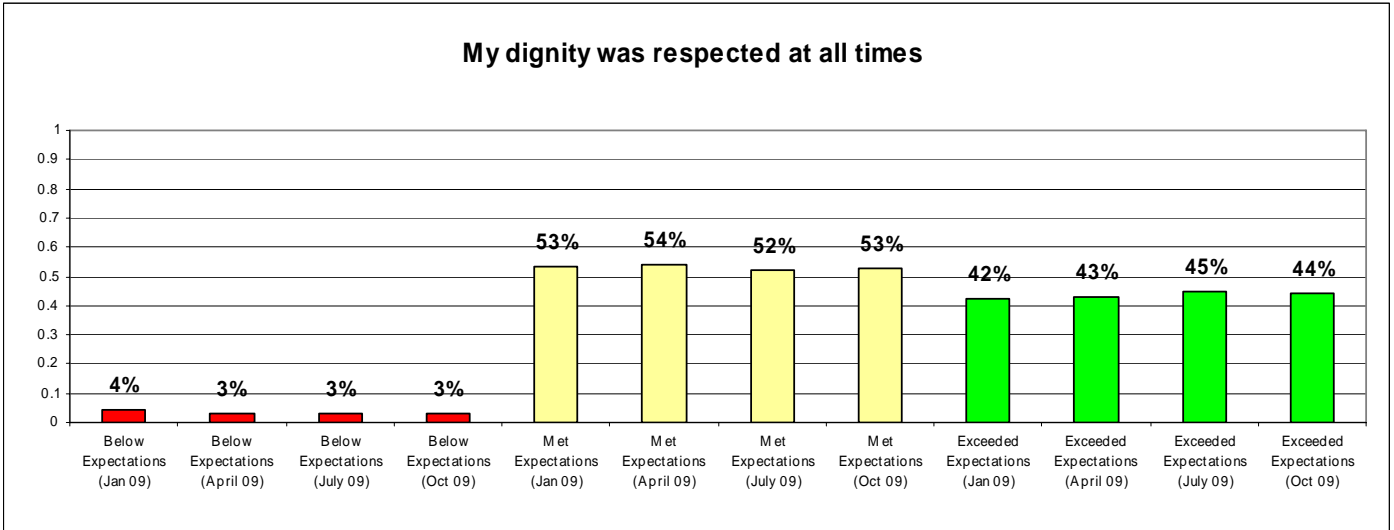
10 members of Active have left to go to university or onto other commitments and have been thanked for their contribution. New Active members are being recruited. Active minutes will now regularly be circulated to the Board of Governors and the new chairs are looking forward to giving a presentation at the next meeting.

Active members attended the hospital's pantomime, Sherlock Bones and the Intensive Scare Unit, on 18th November.

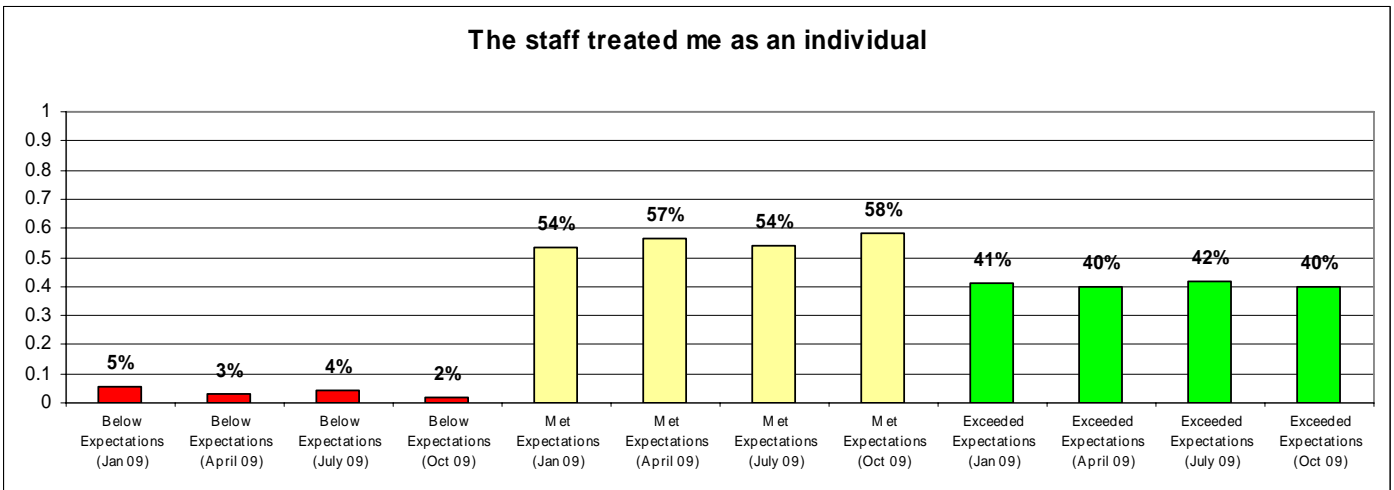
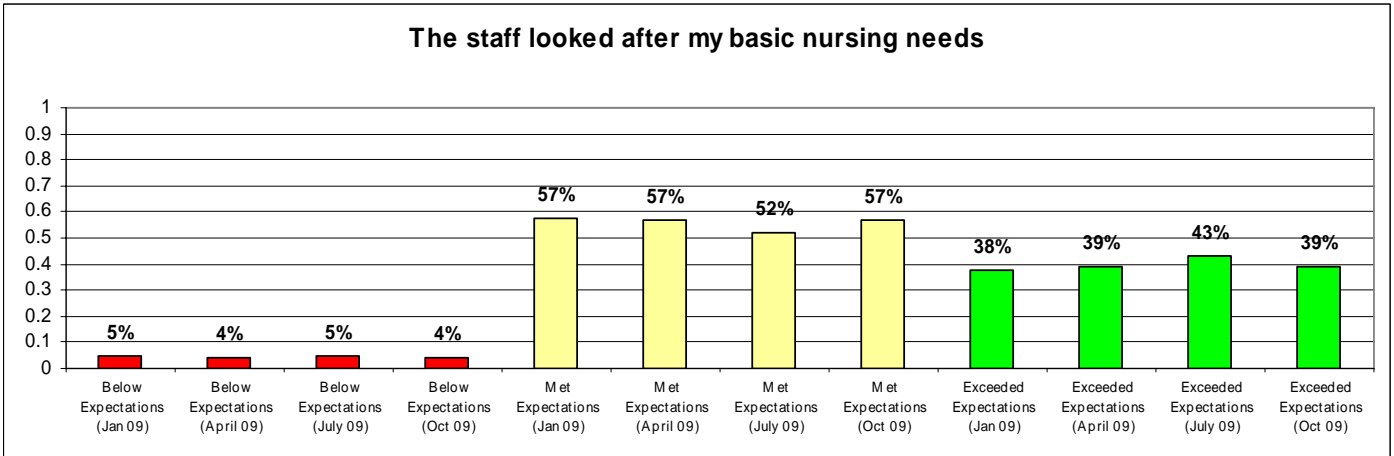
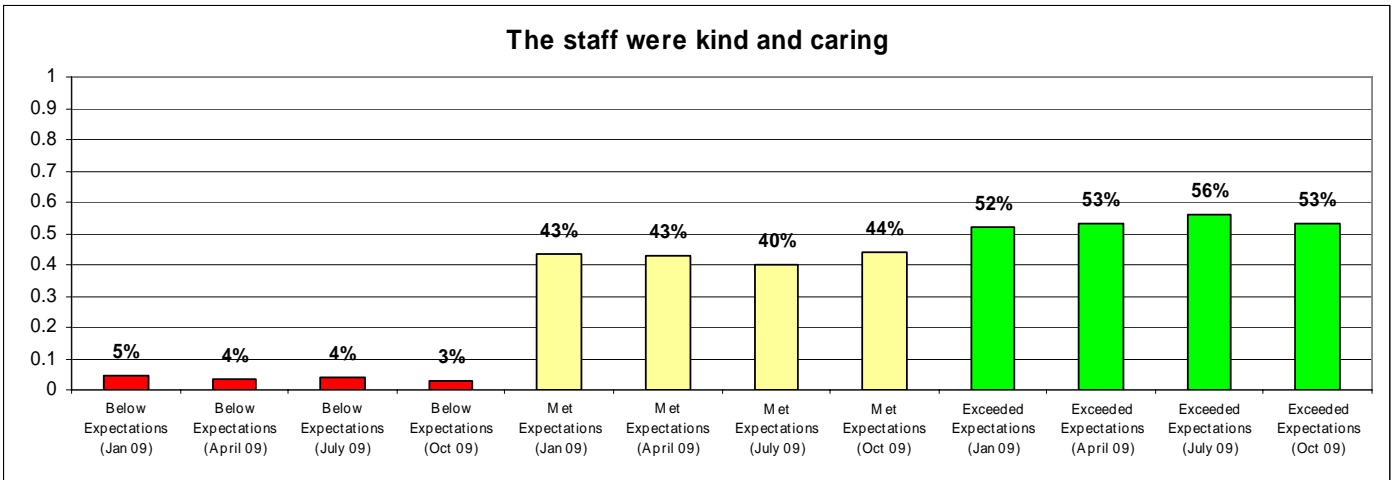
Survey Results for Inpatients Discharged in Oct 08, July 09, April 09 and Jan 09

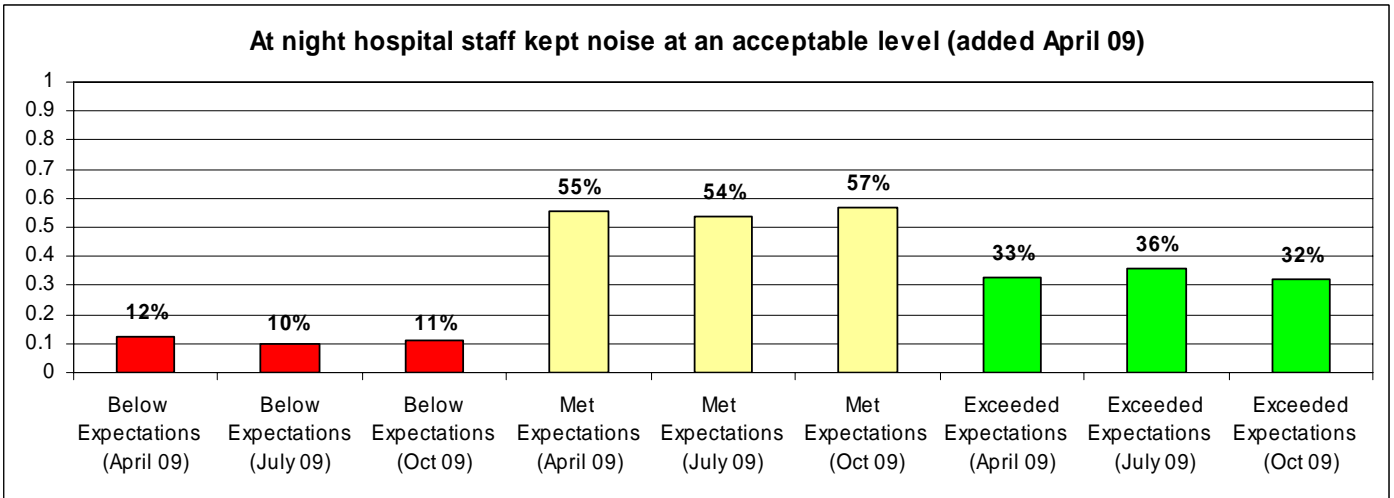
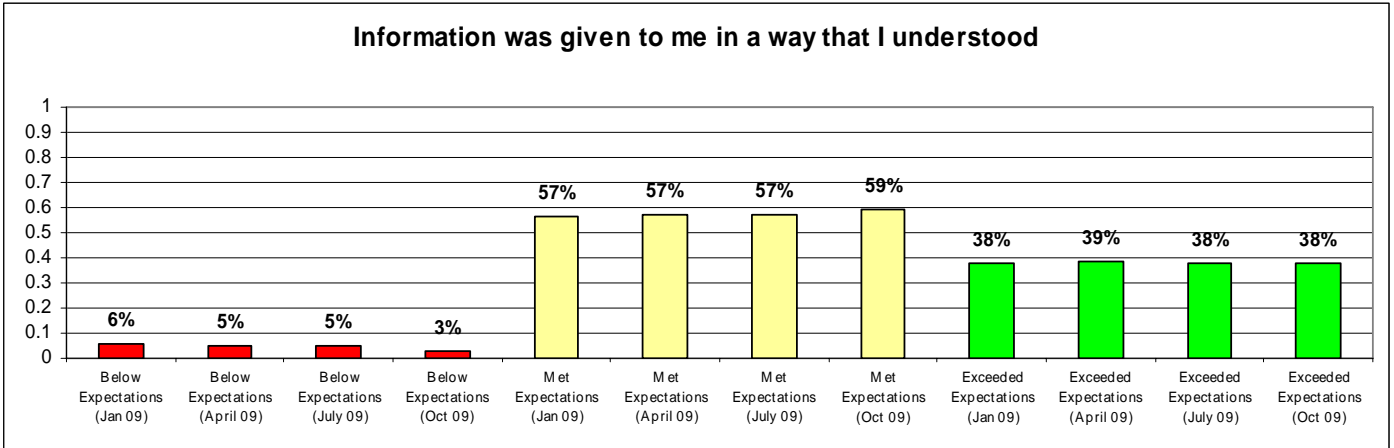
Category 1 - Assurance

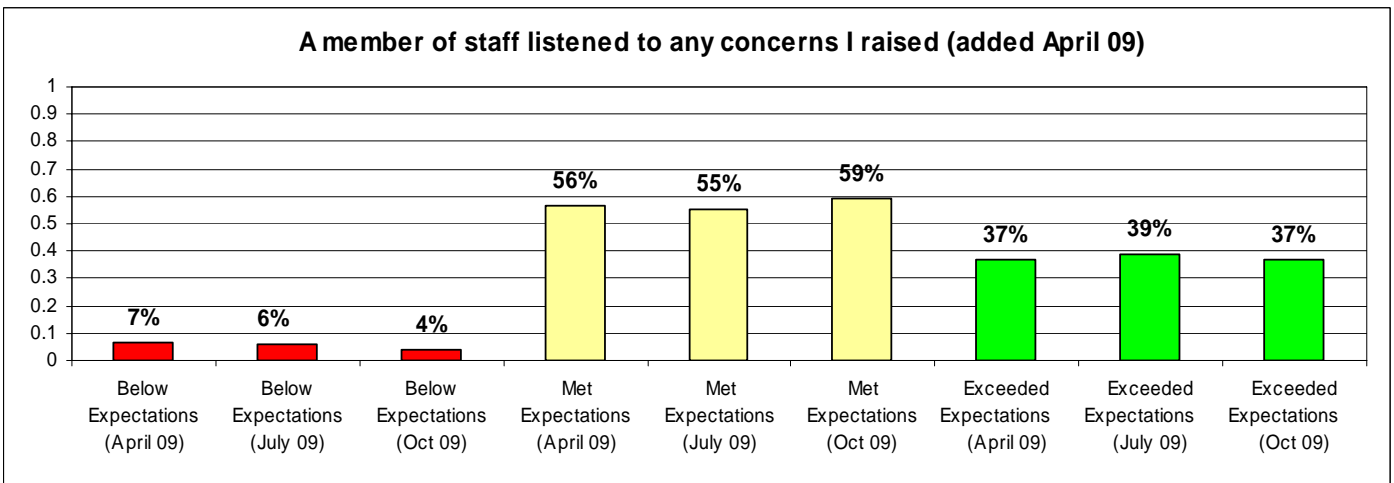
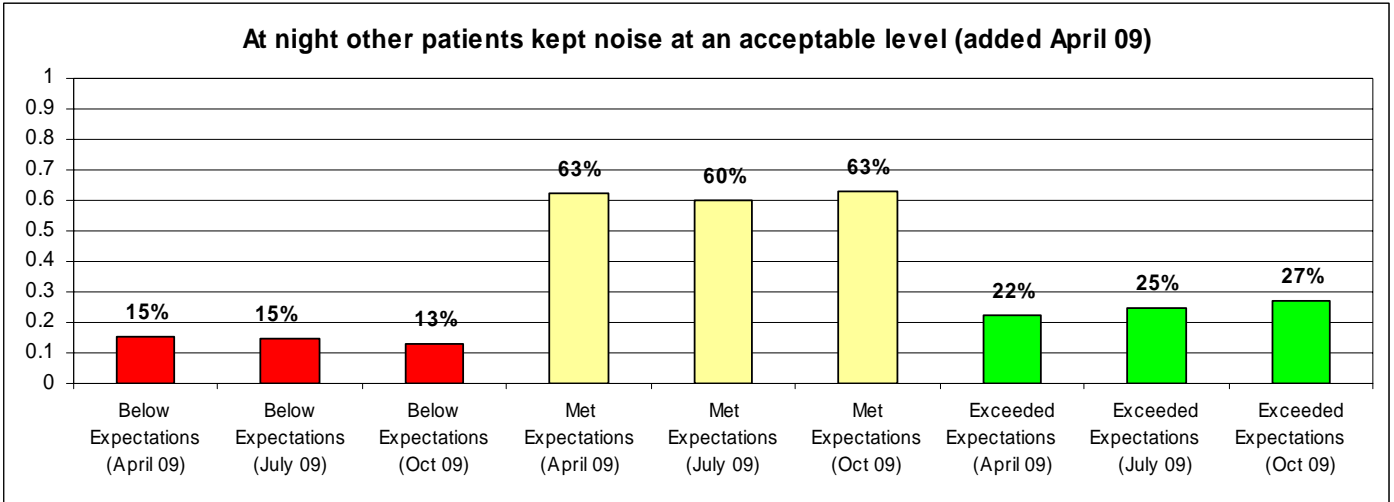




Category 2 - Empathy

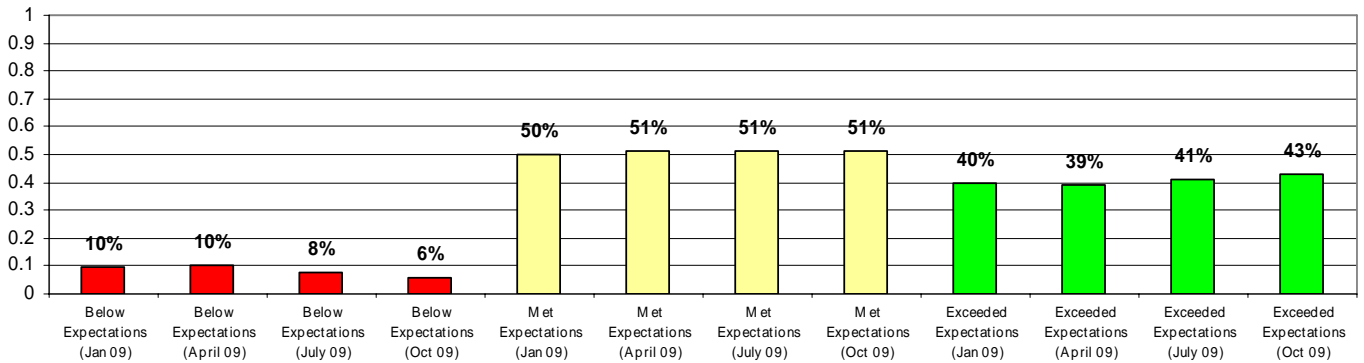




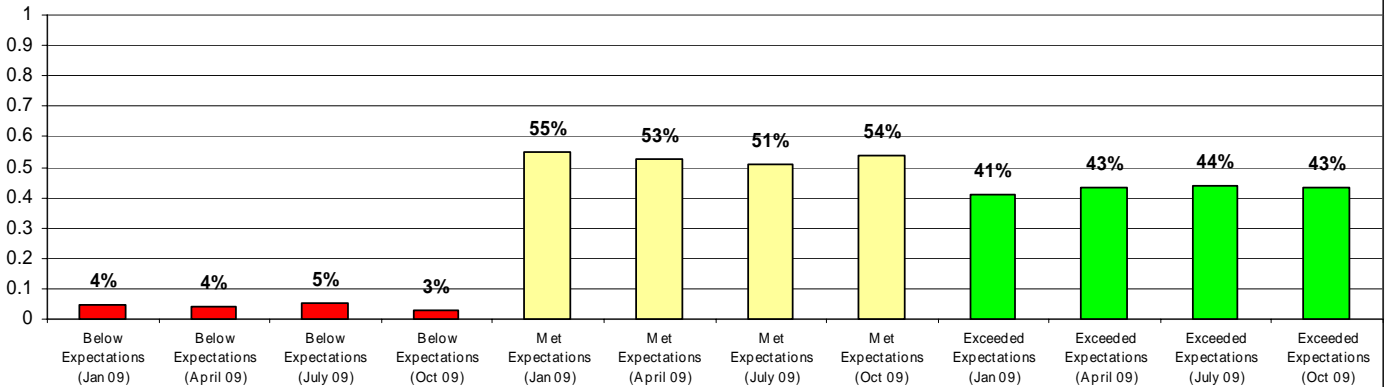


Category 3 - Reliability

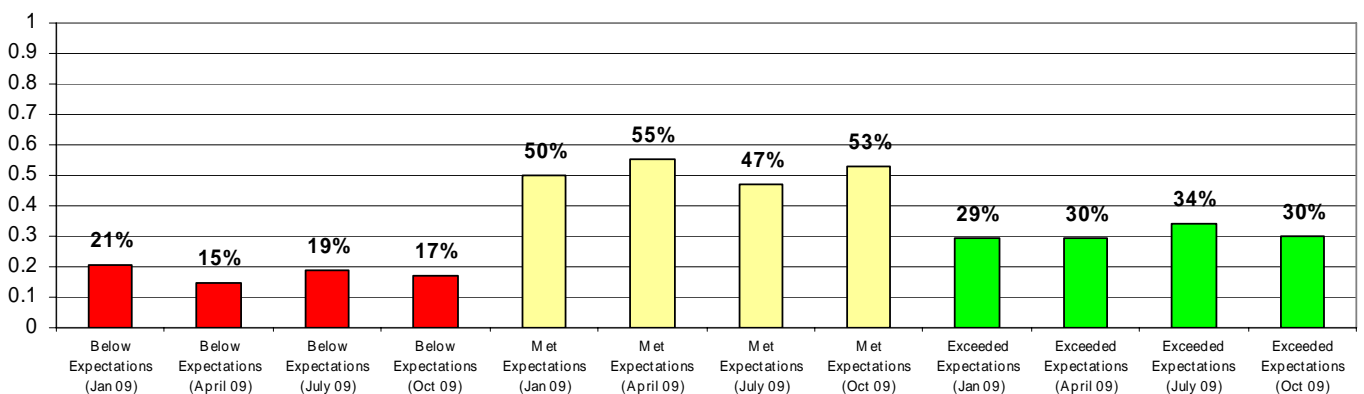
The doctors kept me informed about my condition and treatment

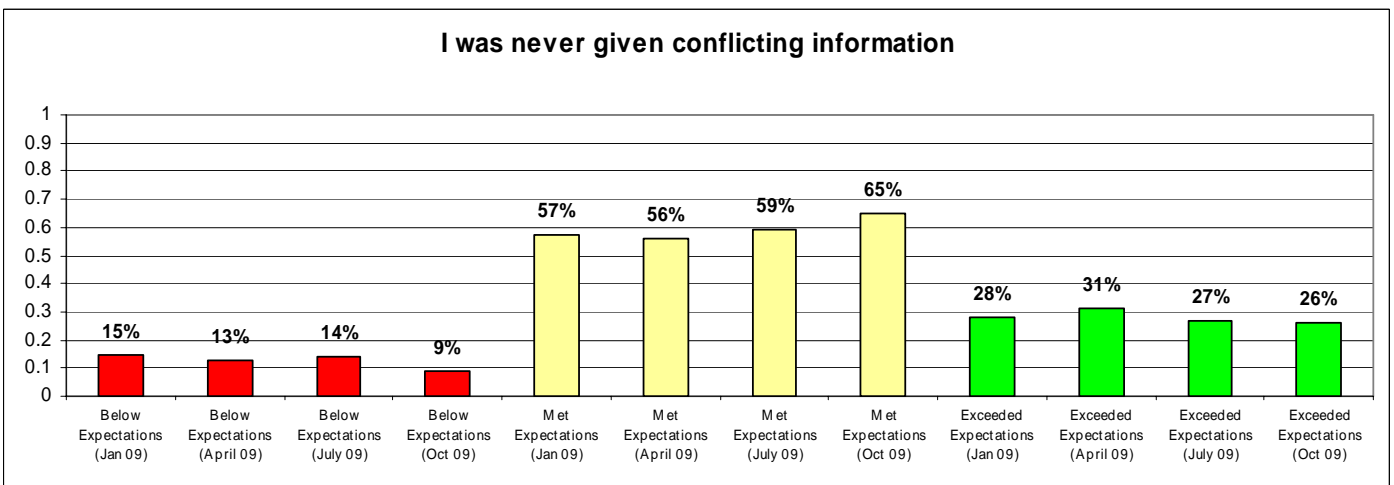
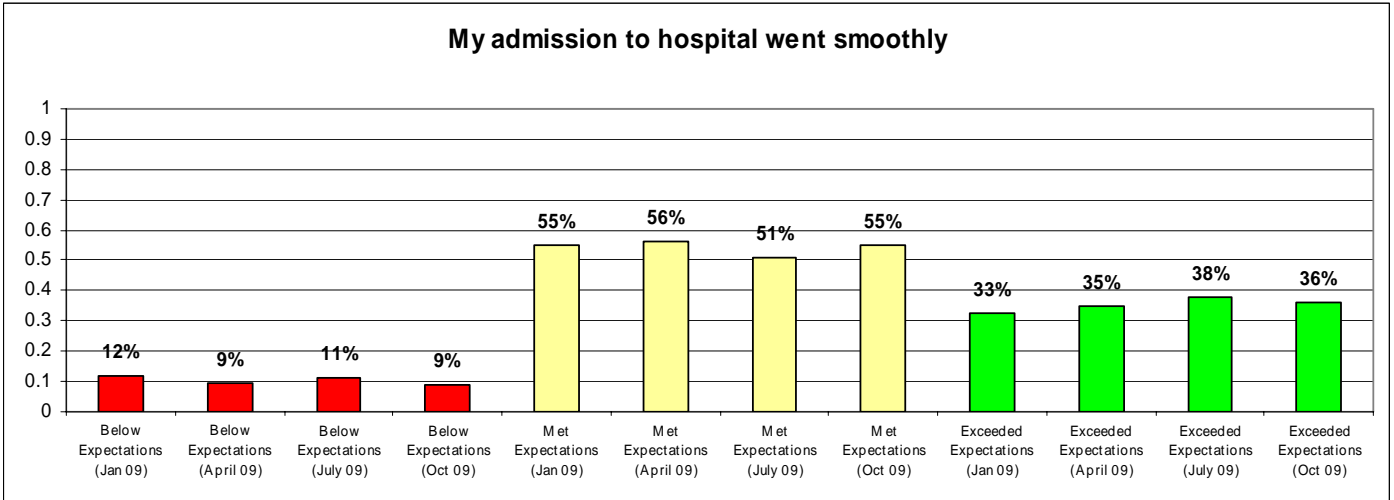


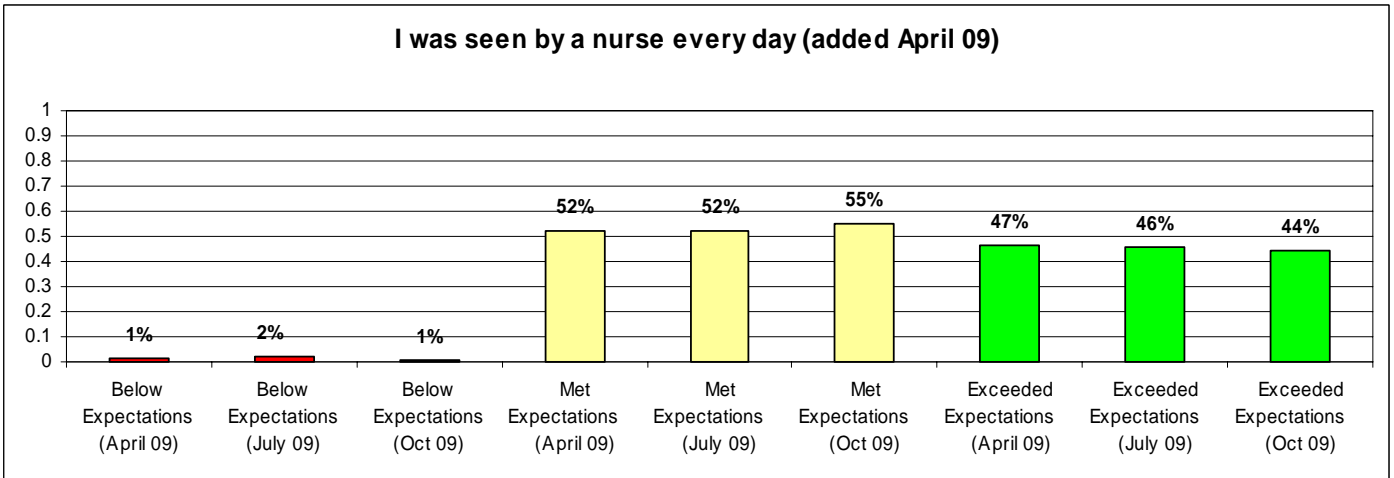
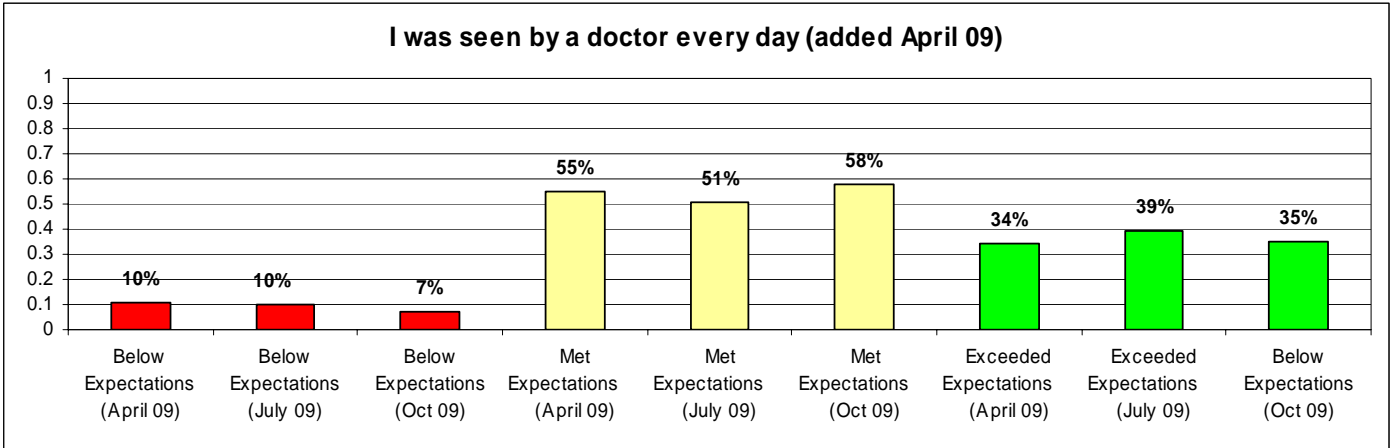
The nurses explained what they were going to do before any care or treatment



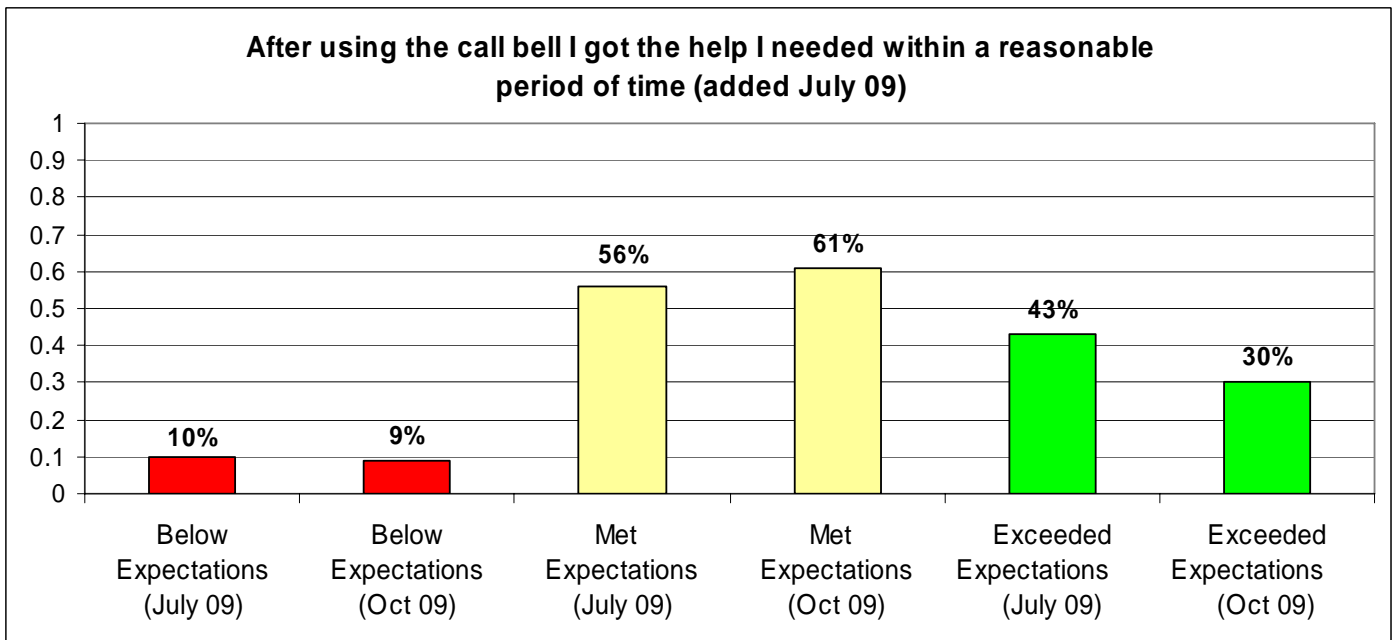
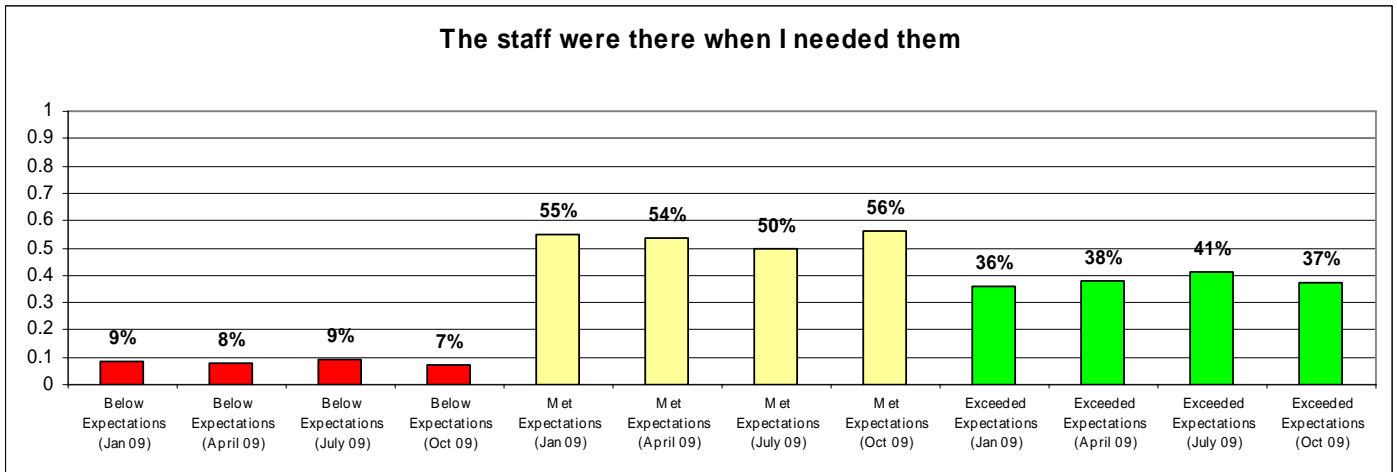
My discharge from hospital went smoothly





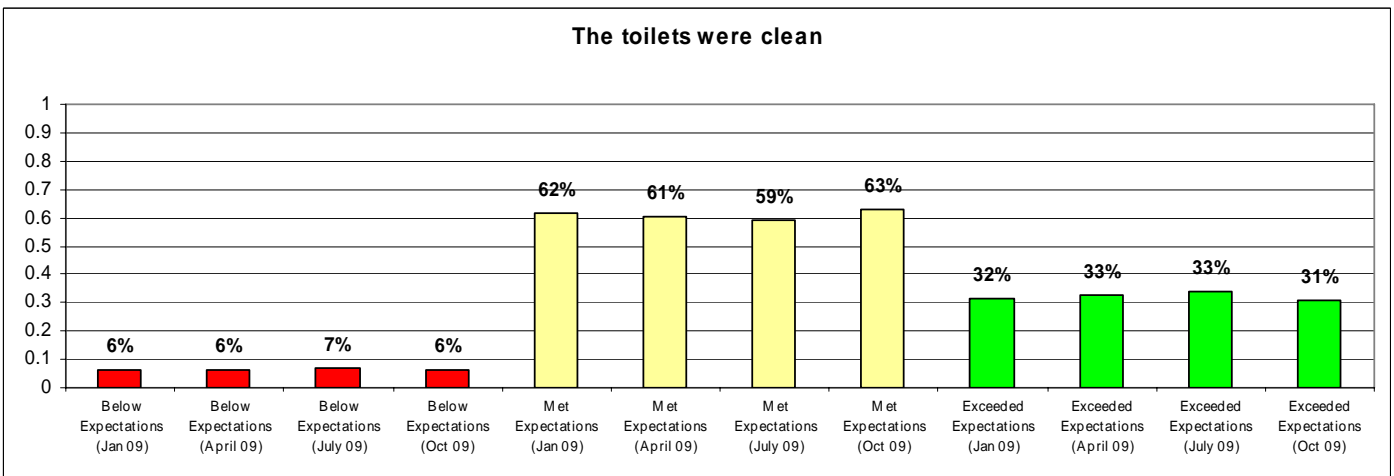
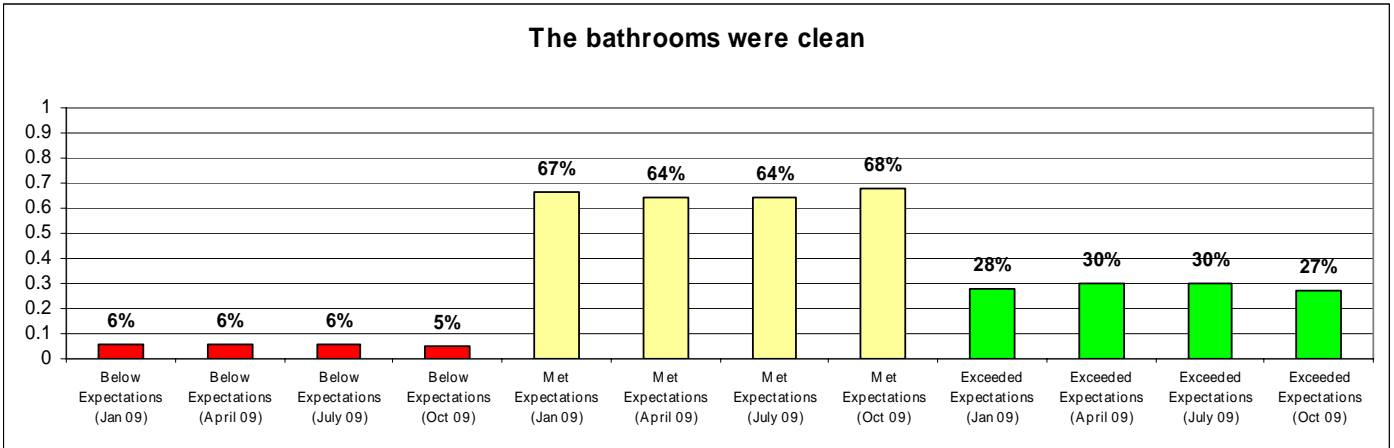


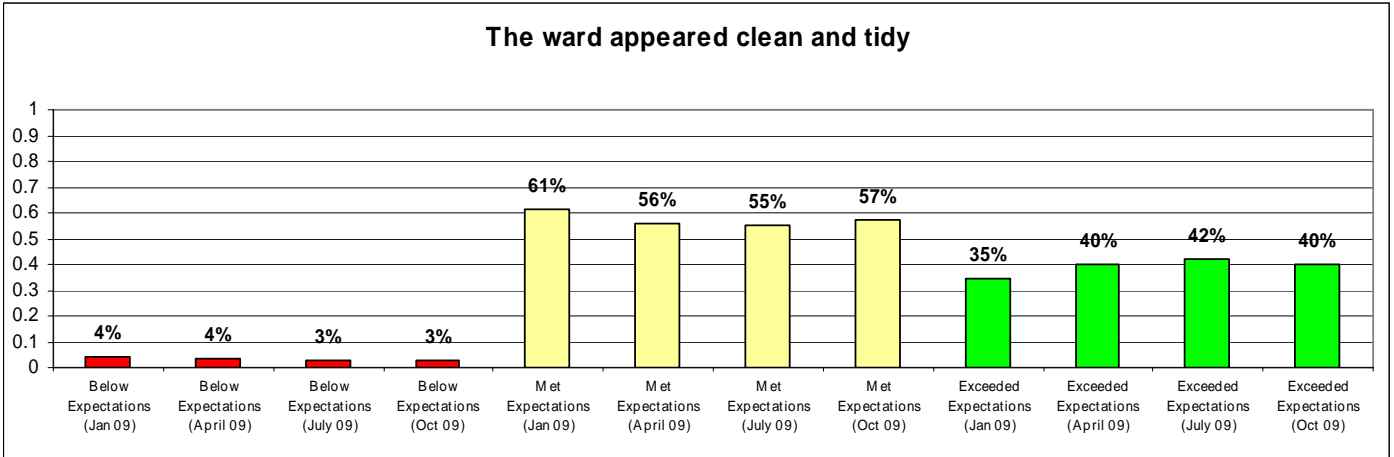
Category 4 - Responsiveness



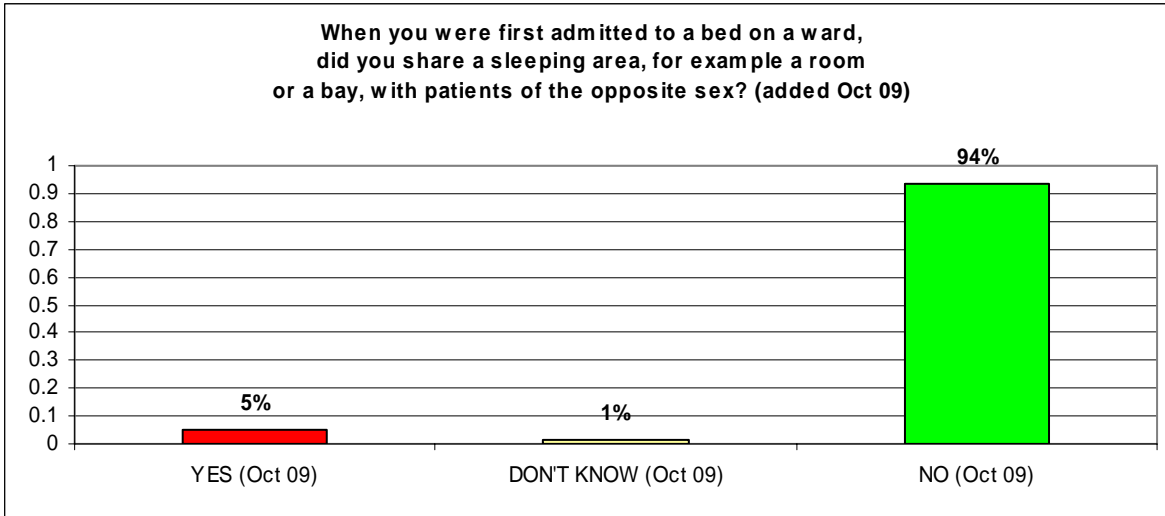


Category 5 - Tangibles

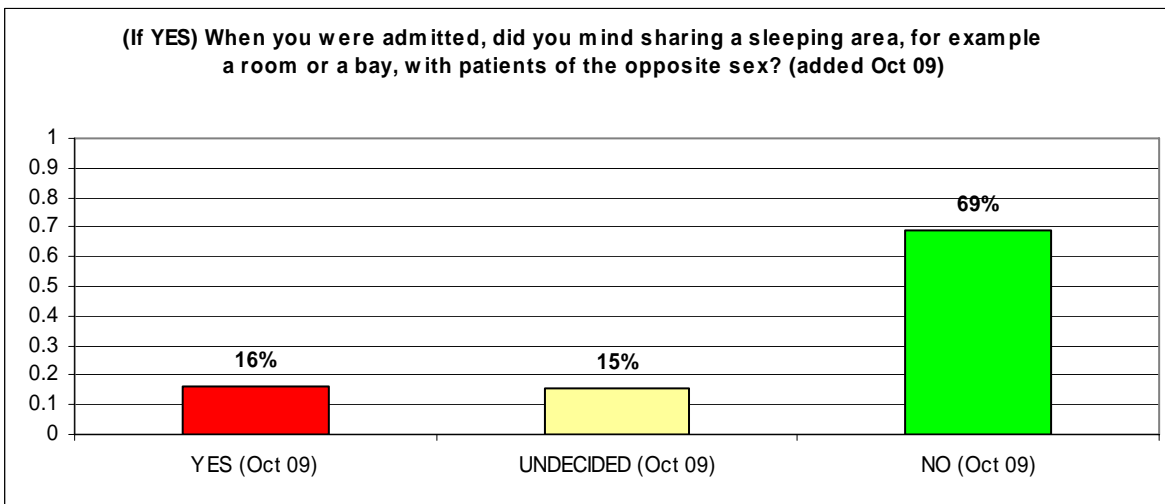




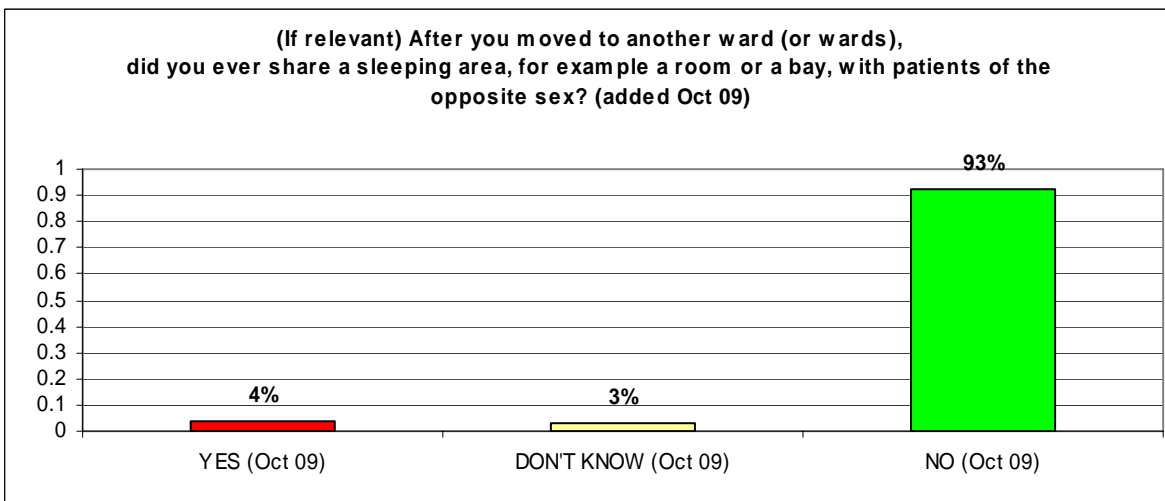
Category 6 – Gender Accommodation



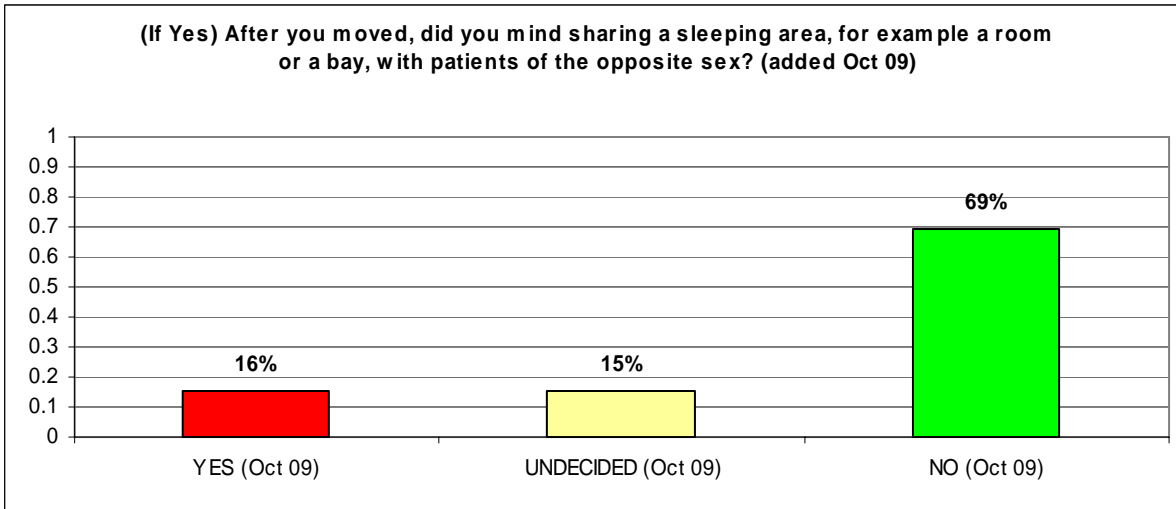
54 patients answered this question yes out of 1136 patients



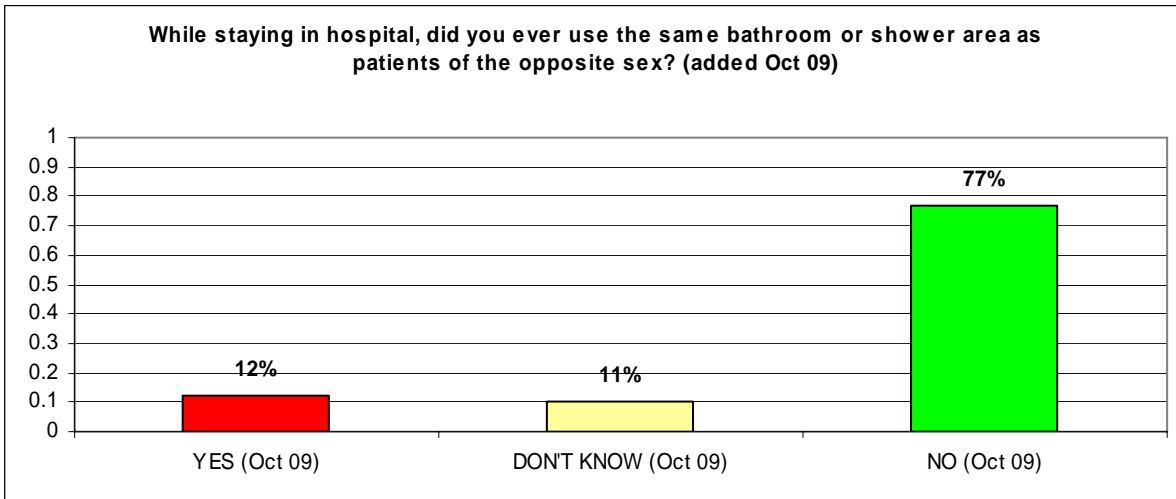
236 patients answered this question although only 54 patients answered yes to the previous question



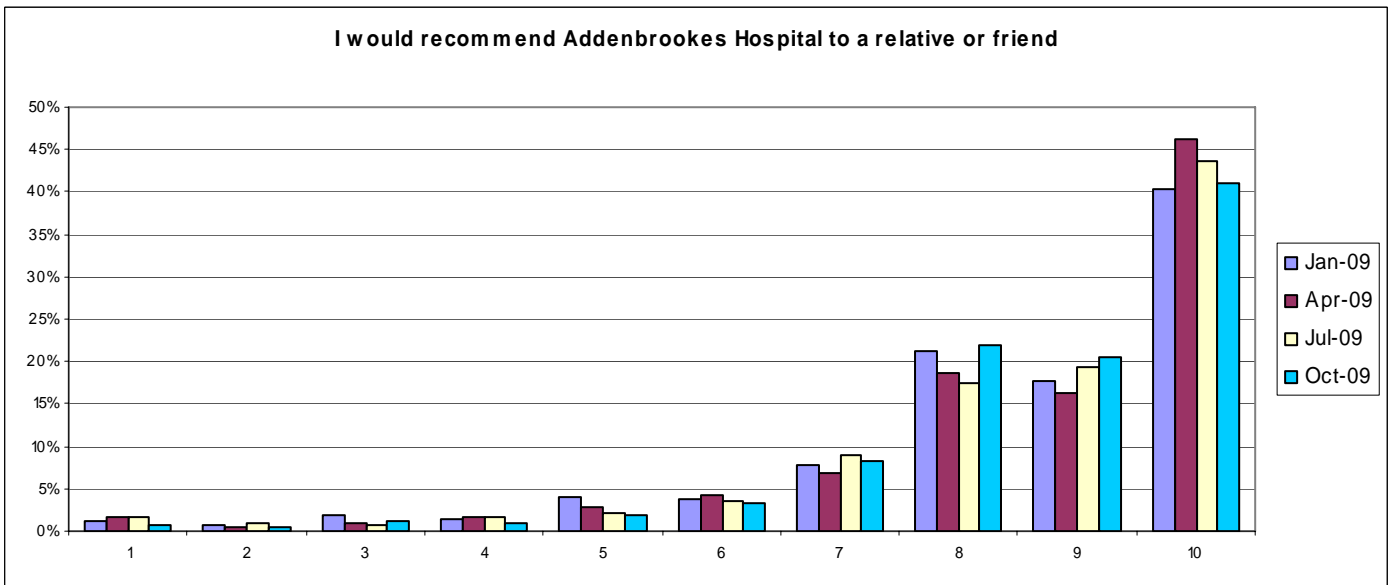
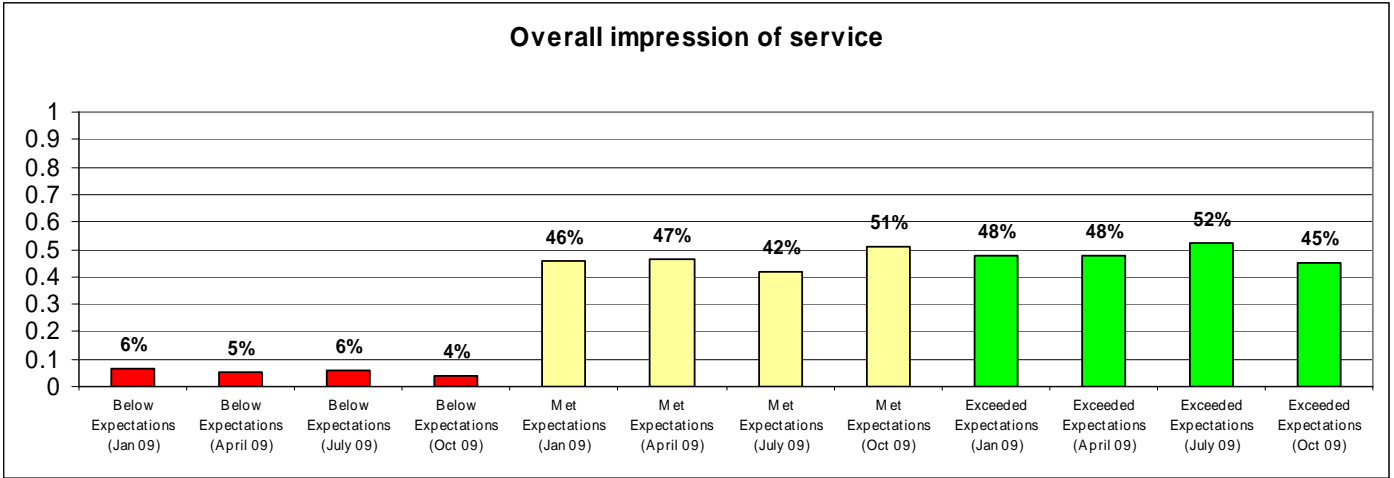
23 patients answered the above question YES out of 551 patients



179 patients answered this question although only 23 answered the previous question

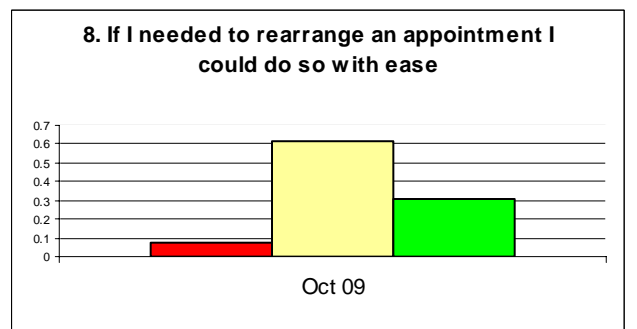
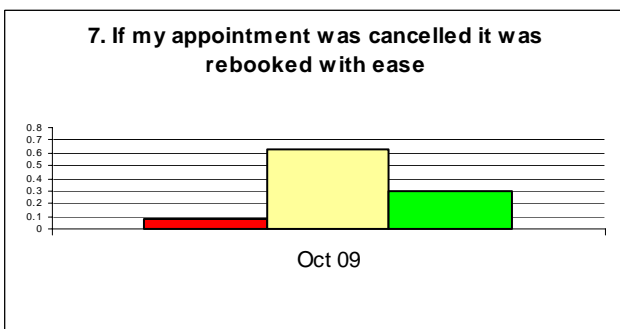
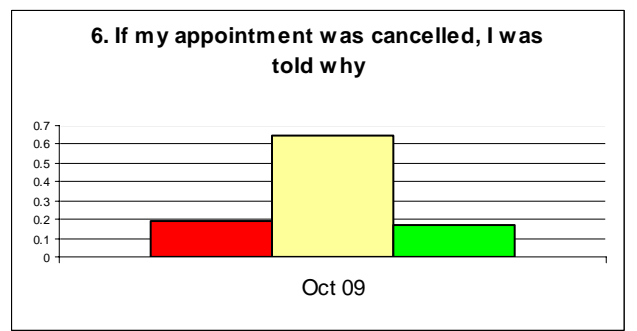
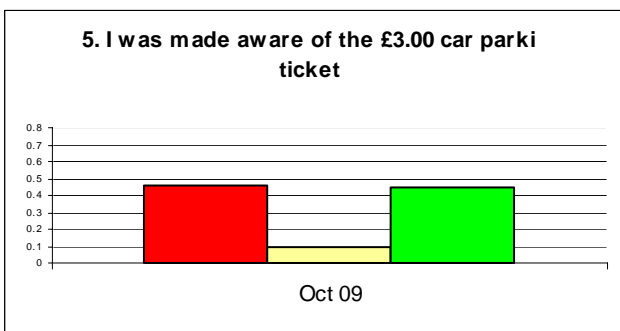
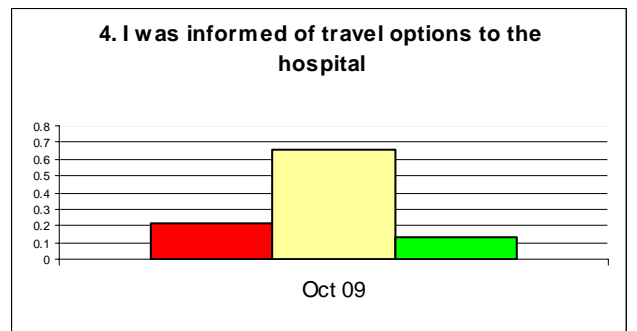
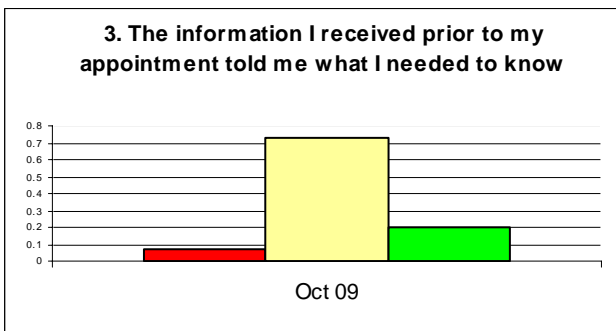
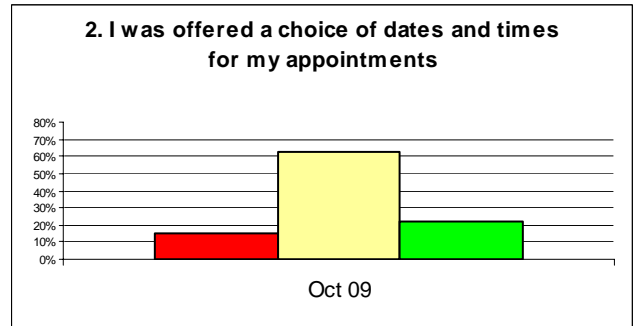
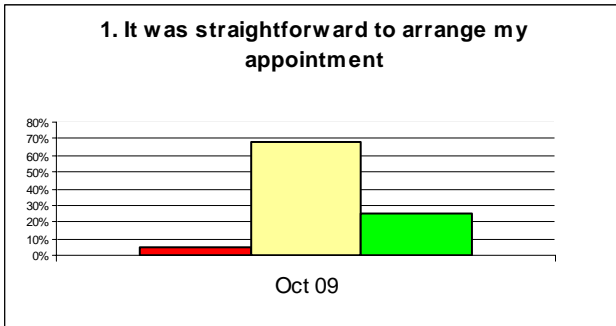


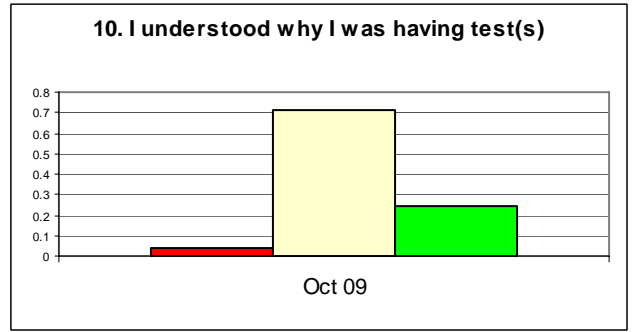
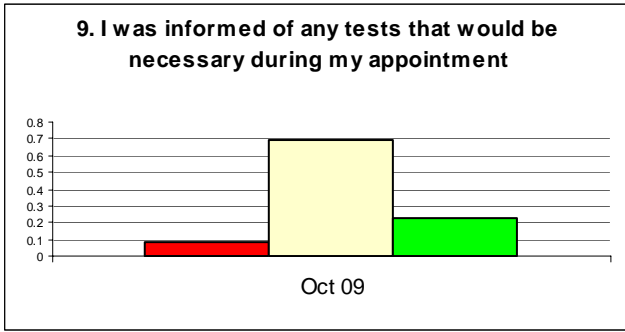
Category 7 - Overall



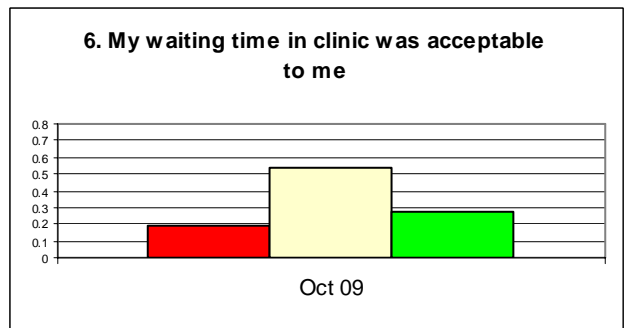
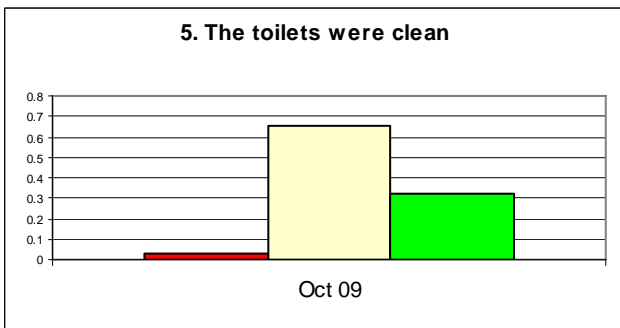
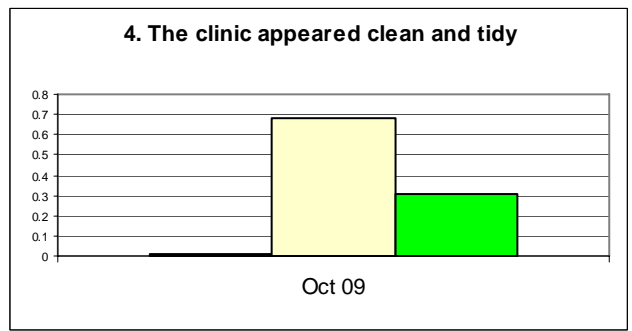
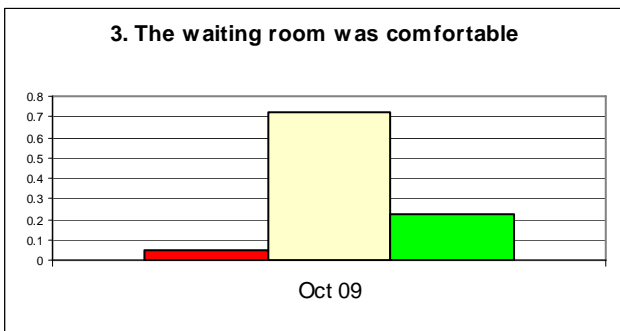
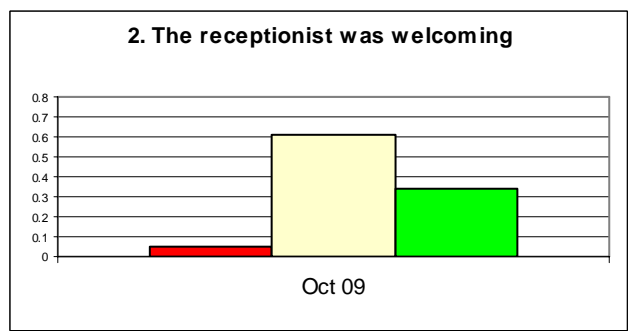
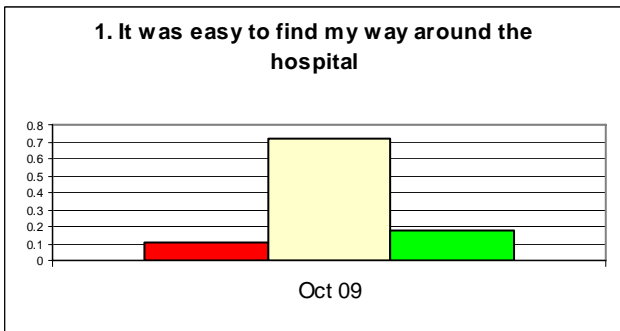
OUTPATIENTS SURVEY – OCTOBER 2009

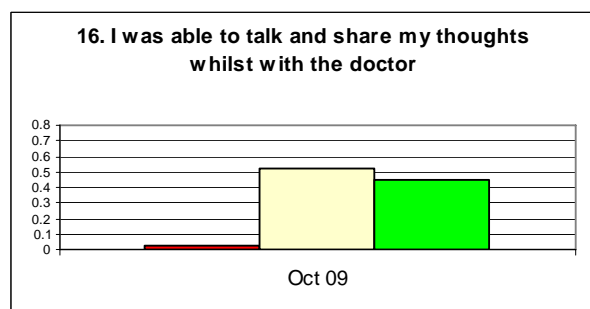
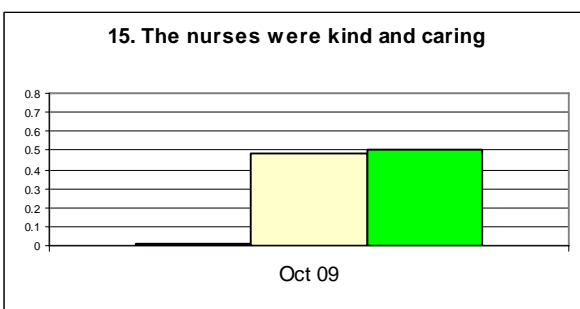
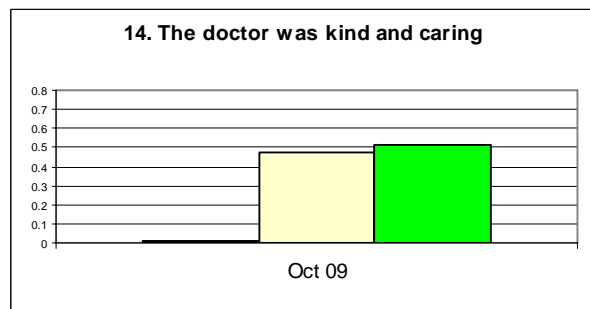
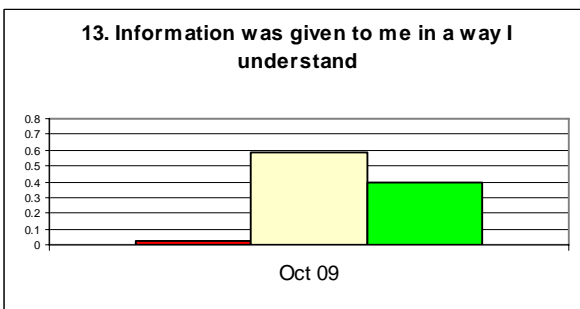
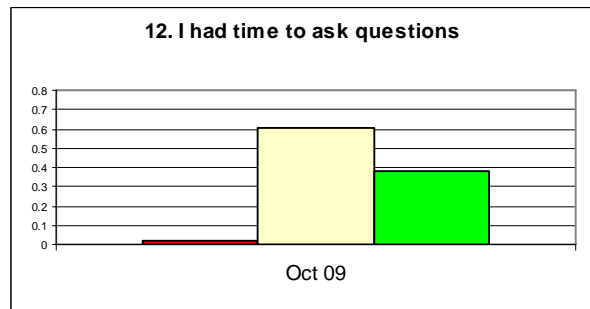
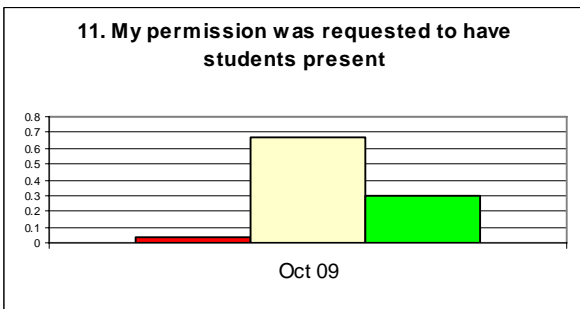
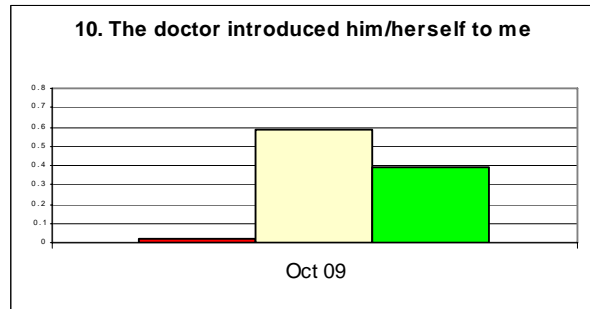
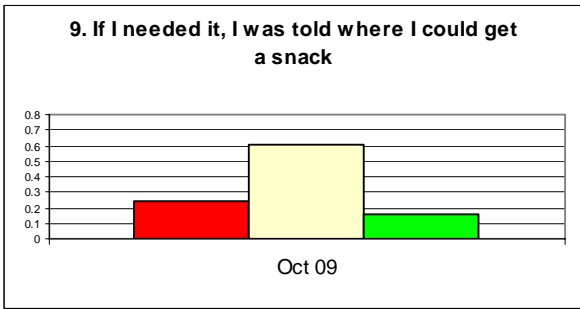
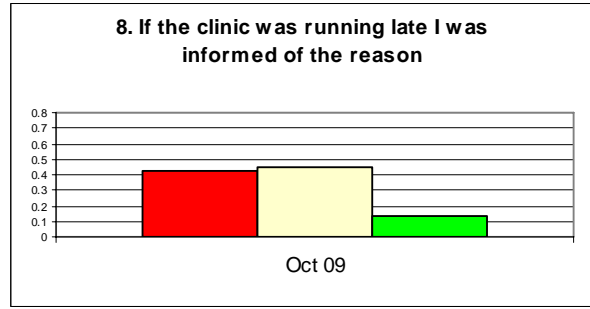
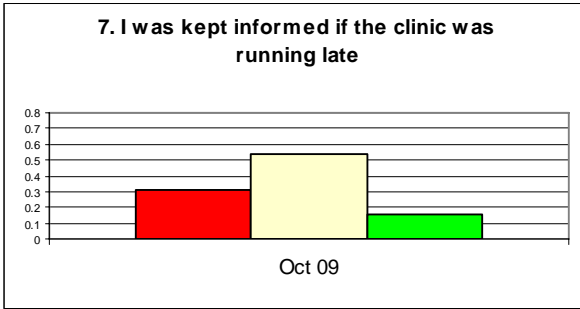
Pre-clinic

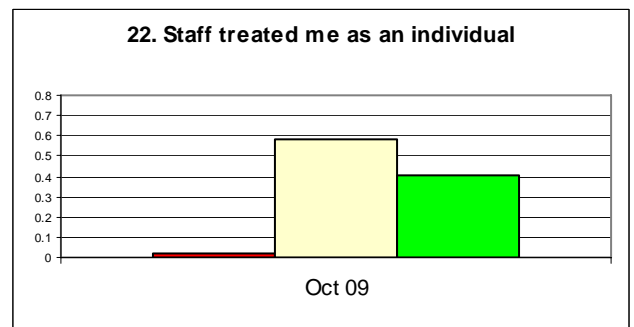
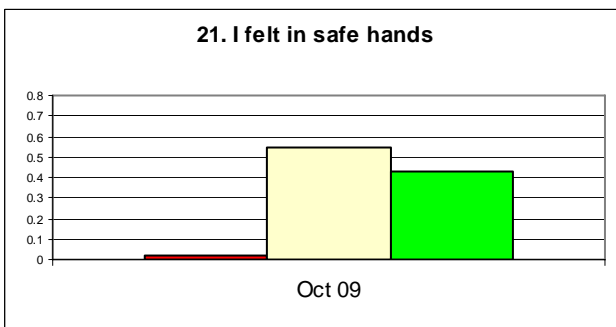
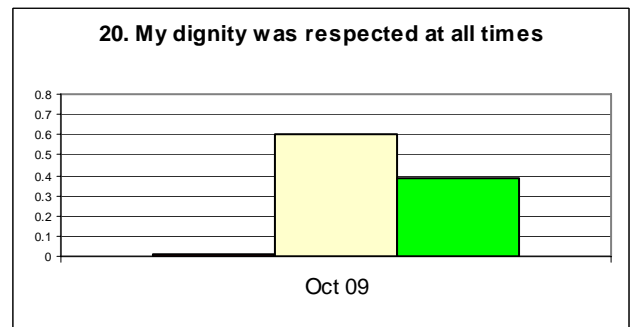
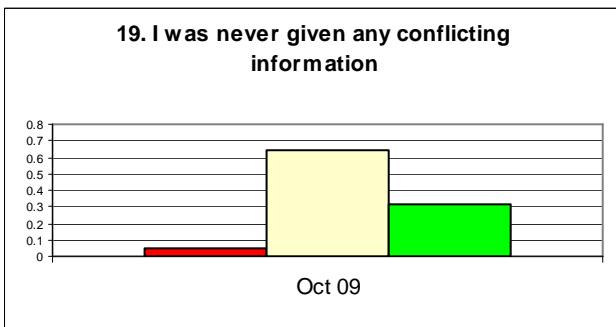
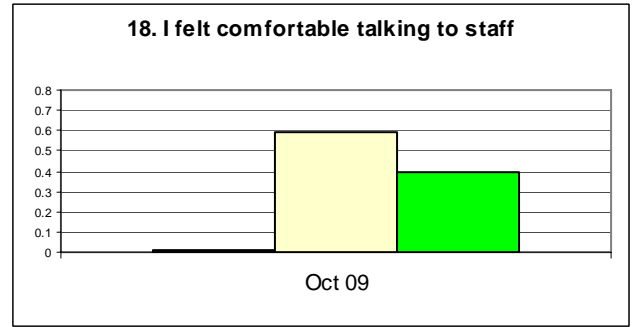
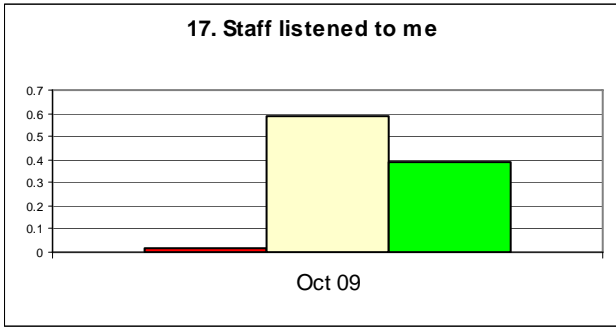




During Clinic







Post-clinic

