



Health Select Committee

9 December 2009

Report from the Director of Policy & Regeneration

For Action

Wards Affected: ALL

North West London Hospitals Patient Experience Improvement Programme (We Care)

1.0 Summary

- 1.1 The Health Select Committee has asked to see the details of the North West London NHS Hospitals Trust patient experience improvement programme, known as the We Care programme. The Committee was concerned by the results of the 2008 Healthcare Commission In Patient Survey which showed that NWLH was in the lowest 20% of trusts nationally in terms of patient satisfaction and opinion on the services they receive. This was despite an improvement of 5-10% on over half of the questions from the 2007 In Patient Survey.
- 1.2 Improving the patient experience was one of the eight key Trust objectives of 2008/2009 and resulted in a successful application for funding from NHS London, to pilot a multi professional customised patient experience programme.
- 1.3 The We Care programme has been designed to provide patients with a better experience of the North West London Hospitals Trust. The aim was to help to re-establish a culture of caring and compassion for patients in the busy ward environment and to equip staff with the attitudes, behaviours and competencies required to care for and build trust with the widely diverse communities that the Trust serves.
- 1.4 The programme consists of the following components;
- Delivering the 3Cs training – Compassionate care, Consistency & Communication
 - Patient stories
 - Nursing Promise
 - Real time patient feedback
 - Patient surveys on discharge
 - PALS, Complaints and Compliments
 - Bereavement care

- “Ask me 3” – increased patient involvement in their care
- Mystery shopping
- Staff satisfaction survey

1.5 The report provided by the Hospital Trust, attached at appendix 1, contains details on the work that has been done in each of the individual project components and the next steps for moving the programme forward. The Health Select Committee might wish for a further update on this before the results of the 2009 in-patients survey are published. The committee should also consider the results of that survey once they are available in order to see whether there has been an improvement on the results from 2008.

2.0 Recommendations

2.1 The Health Select Committee is recommended to:

(i). Consider the report provided by the North West London NHS Hospitals Trust on the We Care, Patient Experience Improvement Programme and question officers on the work that has been done to date.

(ii). Decide whether it wants a further update on this work before the results of the 2009 in patient survey are published.

(iii). Agree to consider the results of the 2009 in-patient survey when they are available.

3.0 Financial Implications

3.1 None

4.0 Legal Implications

4.1 None

5.0 Diversity Implications

5.1 None

6.0 Staffing/Accommodation Implications (if appropriate)

6.1 None

Contact Officers

Andrew Davies, Policy and Performance Officer
Tel – 020 8937 1609
Email – Andrew.davies@brent.gov.uk

Phil Newby, Director of Policy and Regeneration
Tel – 020 8937 1032
Email – phil.newby@brent.gov.uk