



**Health Partnerships Overview and
Scrutiny Committee**
16 December 2010

**Report from the Director of
Strategy, Partnerships and
Improvement**

For Action

Wards Affected:
ALL

**North West London Hospitals NHS Trust Patient Experience Report
and update on the We Care Patient Experience Programme**

1.0 Summary

- 1.1 North West London NHS Hospitals Trust has provided the Health Partnerships Overview and Scrutiny Committee with a report on the We Care Patient Experience Programme, and on-going patient experience initiatives. The previous Health Select Committee had taken an interest in patient experience at the hospital trust following disappointing in-patient survey results, which showed that patient satisfaction was below average.
- 1.2 NWL NHS Hospitals Trust has developed the We Care patient experience programme from stakeholder feedback on the issues they felt were important to ensure a positive patient experience. Three themes were identified by patients as being essential to ensuring a good hospital experience - caring with compassion, communication and consistency. The patient experience exception report has been developed to give assurance that patient experience is actively embedded across the Trust. The report at Appendix A sets out the latest position with regard to both of these initiatives.
- 1.3 The Hospital Trust has summarised the key developments with each of its programmes:

We Care Patient Experience Programme –

- To date 20 wards/departments and 959 staff have undergone the We Care training and are working on action plans to implement the improvements identified.
- This programme has resulted in improved engagement from the wider multidisciplinary clinical teams as well as non clinical staff.

- A more detailed evaluation report will be available in January 2011 and will inform future actions to continue to strengthen the programme.
- Themes from patient feedback include:
 - Not feeling fully informed about what was happening with their treatment, or being involved as much as they wanted to be in decisions about their care
 - Food service
 - Communication
- Actions are in place to improve these and other aspects of the patients experience.
- There has been a reduction in complaints about staff attitude and an increase in compliments.
- The staff satisfaction survey, carried out pre and post commencement of the 3C training, shows a significant improvement in staff morale in some areas.

Patient Experience Initiatives –

- The introduction of Trust wide real time patient feedback and monthly reports to all wards and departments from January 2011 will provide local personalised feedback which will inform local actions to improve the patient experience.
- The Royal College of Nursing dignity training is being rolled out to all disciplines throughout the Trust and dignity Champions have been identified on each ward.
- Patient surveys are being updated to incorporate all current performance management criteria.
- A new Trust core action plan has been devised which supports divisional performance management
- A new patient experience operational group has been formed and the current Patient Experience Committee meeting format is being reviewed to be more action focused.

1.4 The full report from North West London NHS Hospitals Trust is included at Appendix A. Carole Flowers, the trust's Director of Nursing will be at the meeting to introduce this item and answer questions from members.

2.0 Recommendation

2.1 The Health Partnerships Overview and Scrutiny Committee is recommended to consider the report from North West London NHS Hospitals Trust on the We Care Programme and patient experience, and question officers from the trust on progress in implementing these programmes.

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