

The Patient Feedback Challenge At The Wells Road Centre



Gregg Murray, Sally Pope and Jane Danforth

Patient/Carers Forums

Ward Community Meetings
Annual Safe Space Events
Carers Forum/ ward coffee mornings
Patients Forum/ Social Committee
Project Involvement – Coffee bar/
Lower Wells Road/ Trent Ward
Special Events



Capturing visitors feedback

Postcards

Please use this postcard to tell us what you thought of your visit to The Wells Road Centre

- What was the purpose of your visit?
- What did we do well?
- What can we improve?
- Any other comments?



Monthly report produced from visitors postcards
Relevant themes and actions generated for relevant
departments

Single Point of Contact

WELLS ROAD CENTRE FAMILY AND FRIENDS HELPLINE



The Involvement Manager is available for help with unresolved issues, advice on the service we provide and to listen to your feedback.

At reception ask to speak to Gregg:
(Involvement Manager) or CALL 0115
9691300 EXT 10660
Email gregg.murray@nottshc.nhs.uk

A point of contact when you don't know who to call or have unresolved issues.

- Displayed in reception.
- sent to carers.
- Included in information leaflet.

Carers Contact Plans

Ensures consistency with Trust Policy GG/IC/06 - Information Sharing Between Professionals, Service Users and Carers

Sets out individual agreements with the patient and friend/relative as to the level of information to be shared

*General Information

*Personal Information

*Personal Sensitive

Level and frequency of preferred contact.



“Would the Friend/ relative like to meet the Named Nurse?

Consider options on where and when this will take place I.e. At the hospital, as part of a home visit, or during escorted leave in the community to a specified venue.

Also consider frequency of future meetings”.

PFC: Patient Opinion Website

PFC Leads identified in each department including site wide admin lead.

Patients, staff and carers engaged through events and meetings with PFC team

ACHIEVEMENTS

- **PFC Team welcomed in all wards and departments attended a carers event.**
- **New Links between the Involvement centre and Pre Discharge Unit (Prospect House)**
- **Greater ability to survey and respond to Patient/ Carer Opinion.**
- **Highlighted Feedback engrained within the culture at the Wells Road Centre.**



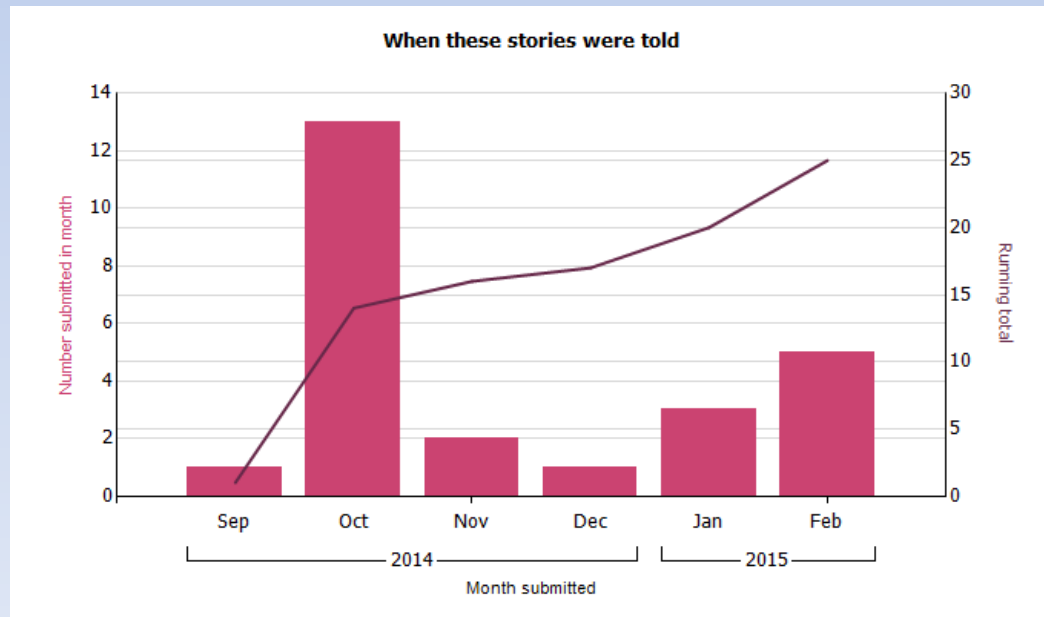
What shall we do now?

We will get better at using Patient Opinion to evaluate and respond to feedback about procedural changes (e.g. mobile phone procedure), the success of events (e.g. food tasting) and generally encouraging access to the site.

I EXPECT CONTINUITY!

- Embedded In Culture and Routine
- Ward Community meetings produce posting each month.
- Patients have access to Internet
- Regular Jnr Matron/ Advocate Drop in sessions on wards.

25 stories posted since September 2014



A Sample of Themes Posted

Staff are immensely supportive and encouraging

Both of my consultants here at Wells Rd Centre have been immensely supportive and encouraging when it comes to carry on pursuing my studies. They said they were impressed with the amount of discipline and commitment I had over 6 years-(part-time studying) to accomplish my degree in philosophy and psychology with honours and saw it as a distinctive trait in a mentally ill patient.

Their help and support-especially their praise has motivated me...

1. Changes on Seacole Ward
2. I want more support from Porchester ward
3. Misuse of the TV
4. Prospect House - Staff give you help when you need it
5. Involvement meeting at Wells Road