

July-August 2022

Patient Experience Strategy

Patient Experience Strategy

Welcome to our second addition of the Patient Experience Strategy Newsletter. If you have any feedback, please get in touch wuth.corporatenursing@nhs.net. It has been a busy time since our launch of the strategy in April 2022. We would like to take this opportunity to say a big

Thank You

to those who continue to support us and get involved.

If you have not had an opportunity to take part in any of our activities and events, there are details on how to do so at the end of this newsletter, and/or how to become a member of one of our Promise Groups.

Co-production is at the heart of delivering the improvements set out in the patient experience strategy, so please do get involved and have your say!

Hopefully, you can see from this newsletter, how patients', carers' and relatives' feedback is making a difference and how easy it is to become a part of this improvement journey and celebrate where we are getting it right.

If you are interested in filming a patient story about your recent visit to one of the WUTH hospitals, please email:
wuth.corporatenursing@nhs.net

Patient stories

At WUTH we really value patient feedback. We are committed to learning and listening to patient experiences so that we can celebrate when we have done things well and identify any areas of required improvement.



One way we do this as an organisation is by capturing patient stories in a short video recording. These short videos are played at our board meetings and shown to staff in meetings for training purposes. They have been shown to be very effective, as they allow us to see and hear directly from patients/carers/family members explaining their personal experience. The stories can be found on the staff intranet under patient experience strategy where it will link to the shared drive. For privacy reasons these videos will not be shared outside of WUTH.

We recently put out an appeal on our social media platforms and had such a good response from our patients and carers.

The stories are diverse, informative, and emotive. They will help us to improve WUTH by hearing what the patient has experienced personally.

We care, we listen and we act



Wirral Mencap Workshop

On 7th June 2022 the 'Safe' promise group held a workshop with Wirral Mencap. The meeting was attended by patients, NHS staff, third parties and carers, and the attendance was excellent.

The participants were asked to review the learning disability passport that is currently in use at WUTH. They told us they disliked the layout and lack of pictures, expressing it was difficult to read. They then completed an exercise which allowed us to see what they found was important and not important to them, so the findings can be included on the health passport.



Way Finding Workshop

As part of Learning Disability week, the 'Welcome' promise group held a way finding workshop on 20th June 2022 with Wirral Mencap. The patients were encouraged to find 5 different departments/wards in Arrowe Park Hospital. The patients then filled out a survey to advise how easy/hard they found the departments to find with the current signage.

They also reported on the environment (lightening, cleanliness, how easy it was to find a toilet suitable to their needs, how the lifts/stairs were). The feedback from the group was mainly regarding signage, as they found it difficult to locate wards and felt the signage around the stairway/lift areas needed to be clearer and easier to read. As the way finding exercise was successful, another session has been arranged for October. Tony Probbing, the Chair of the 'Care' promise group joined the patients in The Retreat to complete the Care survey.

Meet the Welcome Group



**Dylan Edwards, Chair of the
Welcome promise group**

Tell us about yourself:

My nursing career began as a Staff Nurse on Ward 17 (Colorectal) at WUTH in 2001 and following a brief period at the Clatterbridge Cancer Centre, I returned to WUTH as a Primary Nurse and was later seconded to the role of Project Nurse with the Monitor 2000 Audit team until 2005. Following 13 years away from the Trust when I worked at Liverpool Women's, Salford Royal and the Royal Oldham Hospital in various roles including Risk Manager, Ward Manager, Matron, Lead Nurse, Assistant Director of Nursing and Associate Director of Patient Safety, I returned to WUTH in 2018 initially as the ADN for General Surgery and shortly after as the Divisional Nurse Director for Surgery. Since the end of May 2022, I have been in the role of Divisional Nurse Director in the Acute Division. I feel very proud to be part of the WUTH family and I continuously strive to ensure that patients receive the highest standard of care.

Why is the Promise Welcome group so important?

Patients access our services at various points in their lives and often at a time when they feel at their most vulnerable. Therefore, ensuring that our patients feel welcome and at ease and are well informed at all times is paramount. It is essential that our patients are able to navigate through their care journey and have the correct information available to enable them to make individual and informed choices.

Why did you want to be involved in the group?

As a senior nurse leader, I am not only passionate about the standard of care our patients receive at every contact with our services, but also their experience throughout their care journey. I am committed to lead the 'Welcome' group in ensuring that the Trust has the correct systems and processes going forward to ensure that patients' needs are met from the very beginning of their journey through WUTH.





Annalisa Hughes,
member of the
Welcome promise
group

Tell us about yourself:

My Name's Annalisa Hughes and I work on Ward 20. I started my career with the NHS as a Domestic in Feb 2009 (to fit in with childcare while my daughter was young). I experienced all areas of the hospital during this role. Whilst working as a Domestic on Ward 20 I heard of a CSW position being advertised (on Ward 20), as my circumstances had changed at home and I was looking at furthering my career within the NHS, I decided to apply. I got the job and was in this position for 2-3 years. I had come from an admin background before I joined the NHS in 2009 so when I was offered a Ward Clerk Job on Ward 20 back in 2019, I took it and I've not looked back.

Why is the Welcome promise group so important?

The Welcome promise group is important to me as I use WUTH's services and so do my family and friends, so ensuring people know how and where to go and ensuring people understand all the information needed is important. If I can help people, I will in any way possible.

Why did you want to be involved in the group?

I wanted to be involved in this group as I feel I have a lot to contribute. I have produced a Welcome leaflet which is currently being discussed in meetings and will be slowly introduced into all areas within WUTH. A trial of this leaflet has been in place on Ward 20 and is going well.



If you'd be interested in joining the Welcome promise group or the work stream group for the welcome pack/leaflets, if you would like to help with the next way finding event in October or would be part of the upcoming virtual workshop, please email us on wuth.corporatenursing@nhs.net. All staff, carers, patients and third parties are encouraged to join!





Jacqueline Canning,
member of the Welcome
promise group

Tell us about yourself:

I have had a very varied career, mostly customer service/frontline focussed. I have worked in the Third Sector for over 20 years developing and managing job clubs, basic employability programmes and community development such as Wirral Carer Services.

At present, I am the Community Engagement Officer within Healthwatch Wirral. As well as leading on our Enter and View programme, I lead on our outreach work, engaging with the public about Health and Social Work services, gathering their experiences, views and concerns and feeding back the findings to the decision makers to ensure the public voice is heard.

Why is the Promise Welcome group so important?

This is a chance to ensure the patient voice is heard and their experience's (good or bad) are learned from to drive a more positive patient experience.

Why did you want to be involved in the group?

To offer some of the experience I have gained listening to the patients and public in Wirral in the hope their voice is heard moving forward.

A virtual workshop will be taking place on Microsoft Team on 3rd October 2022 14:30-16:00. Everyone is welcome to join, we want opinions from everyone on how to ensure the patients feel at ease and reassured when visiting one of the WUTH sites.





Being made to feel
at ease and reassured

Welcome Promise Group

Our Welcome promise focus months are September and October.

The Welcome Promise is:

“Being made to feel at ease and reassured”

The Welcome promise group is made up of patients, carers, WUTH staff, Healthwatch and third parties. The group have now met several times and established their first workstream, welcome packs/leaflets. Annalisa Hughes (Ward 20), one of the Welcome group members has dedicated a lot of her time to making the leaflets. A

smaller work group has been put together to provide their comments on the leaflets. The group is made up of WUTH staff and patients, all of whom have been very helpful with their opinions on what they believe the patients will want to know during their stay on the wards. With the help of Lisa Cottier, Learning Disability, Dementia and Complex Care Specialist, they are making an easy-read version of the leaflets, which will be shown to Mencap for their comments.

The Welcome promise group have also held their first way finding event with Mencap where they were provided with cards asking them to find a specific department or ward in Arrowe Park Hospital and comment on how easy/difficult they found it to locate the given location. They were also asked to find the nearest toilet suitable to their needs then find their way to The Retreat for refreshments and to fill out a survey with the Welcome group members. They commented on the lighting, the cleanliness of the hospital, the signage and stairs/lifts to get to the departments.

The wayfinding event was very successful and was enjoyed by everyone who participated. Another way finding event will be held on 4th October 2022 around the Women and Children's department.



Meet the Volunteers

Meet some of the Corporate Nursing volunteers. These wonderful individuals give their own time to help WUTH. They visit the Wards and departments completing surveys with patients gaining their feedback and collect patients' friends and family tests.

We are really grateful for all their help and time. If you see them around Arrowe Park Hospital, give them a wave.



MEET OUR NEW
VOLUNTEER IN
CORPORATE NURSING:

Olivia



MEET OUR LONG
STANDING
VOLUNTEER IN
CORPORATE NURSING:

Mike



MEET OUR VOLUNTEER
IN CORPORATE
NURSING:

Sue



If you would like to volunteer contact us on wuth.corporatenursing@nhs.net for more information.

How to get in contact with us:

Direct message us on our Twitter or Instagram pages @PatientWuth

Text or WhatsApp message us on 07776623547

Call us on 0151 604 7004

Email us wuth.corporatenursing@nhs.net

Or fill out our contact form for us to get back to you by scanning this QR code



Please let us know when you contact us, if you would like to be included on our mailing list for updates and information



Take part in our **Engagement Surveys**. You may see our volunteers walking around the hospital holding tablets or be given a paper survey on being discharged from the hospital. Being open and honest about how you feel about your visit to our WUTH hospital, whether it is something we can improve on or highlight something we did that stood out to you that we should continue in future.

Join in on our interactive Microsoft Teams **Workshops**

We will hold an interactive workshop for each one of our group promises, to discuss the Patient Experience Strategy. This is a place to share your ideas with patients, carers, Healthwatch and NHS staff on how to improve/better the WUTH experience. At the sessions we would like to explore how we can best deliver on our promises. Everything discussed at the workshops will be treated in the strictest of confidence.

“How can I get involved?”

We are glad you asked!
There are several ways for you to get involved!

We want to hear your **Patient Stories**. You can record a voice clip or video, where you tell us about your experience as a patient at the hospital, from any department or length of stay. We want to hear from you. All experiences are important, whether they are poor or positive, to learn from your critiques and praise the staff or departments that have stood out to you. We at WUTH are committed to listening and learning from our patients' stories and we

can keep it completely anonymous if you would prefer. We also know that every staff member could be a patient, so we want to hear from you too!

We update our **Social Media** sites regularly, please show your support by following us on our Twitter and Instagram pages **@PatientWuth**. And our Facebook page **Patient Wuth**. Tag us in any of your posts and use the hashtag: **#WUTHPatientExperience**

Become a **Group member**, as a group member, you will support the hospital in identifying ways in which we can improve and areas to celebrate, aligned to one of our five promise groups. We currently meet via Microsoft Teams every other month to discuss areas of improvement with patients, carers, third parties, Healthwatch and NHS staff. The groups will monitor, measure and provide oversight for the delivery of our Patient Experience Strategy promises to ultimately deliver the Patient Experience Strategy vision. As a group member, you will support the hospital in identifying ways in which we can improve and areas to celebrate, aligned to one of our five promise groups. We arrange Teams meetings every other month to discuss areas of improvement with patients, carers, charities and NHS staff.

