

## Patient Experience Strategy

Welcome to our third addition of the Patient Experience Strategy Newsletter. If you have any feedback, please get in touch by emailing

[wuth.corporatenursing@nhs.net](mailto:wuth.corporatenursing@nhs.net) or calling 0151 604 7367.

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.

## We are responding to your feedback!

### Wheelchairs

Several additional wheelchairs have been purchased to benefit patients coming in through the main entrance at Arrowe Park Hospital. It follows feedback that patients are using the main entrance to access the hospital whereas previously they were using the side entrances more frequently.

### Medicines – Ask me about my medicines campaign

To support conversations between staff and patients regarding medication, we have launched the 'Ask me about my medicines' campaign.



Feedback from Care Quality Commission (CQC) patient experience surveys highlighted that our patients would like more information about their medication.

This could be changes to medication, side effects or just general information. Staff will actively promote and encourage conversations with patients and

staff in participating areas will be seen to be wearing this badge.

### Food ordering on the day

Wirral University Teaching Hospital (WUTH) are exploring how we can make hospital food better including the possibility of food ordering on the day. This will benefit patients as they don't have to pick their meals the day before. We have listened to patients after feedback suggested they would like to see an improvement on the choice and quality of food. As part of the project, we will also be asking the public to vote on menu choices and will be holding a tasting session as part of the final menu selection. If you'd like to be involved, please contact Lucy on [lucy.hartman@nhs.net](mailto:lucy.hartman@nhs.net)



# Safe Promise Group



Our Safe promise focus months were November and December 2022.

The Safe Promise is **“Feeling safe and having trust in the staff”**

Pictured above - Safe Promise Group Icon

**Patient and Carer's Passports**

**Carer's Passport**

The Carer's Passport supports staff to honour our carers pledge by acknowledging the patient has a carer in place and values their input. Inside there is a carer partnership agreement which outlines practical steps to support the patient, carer and the hospital to provide the best experience. The carers passport also provides valuable information to support signposting to the carer and practical information. This is a regional passport that is recognised that is by all local hospitals.

**If they have a carer passport we can offer:**

- Regular hot drinks on the wards
- Flexible visiting hours
- Car parking concessions
- The possibility of staying overnight

Order number: PL/5230/MI/CarersPassport

**Health & Wellbeing Passport**

This passport has vital information that will help you as a health care professional identify if the patient requires any reasonable adjustments and or what matters to them in order to provide the best possible care and experience.

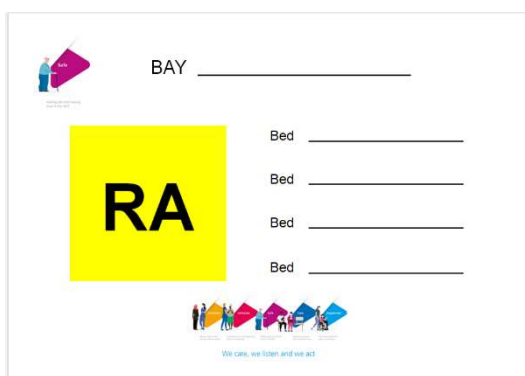
Contact our Learning Disability, Dementia and Complex Care Specialist - **Lisa Cottler** on:  
Tel: 0151 678 5111 ext. 6976

To order copies please contact Lisa Cottler

Please note the Health and Wellbeing passport belongs to the patient. You may take a copy, with their permission. The passport should stay with the patient.

The Safe promise group has membership that includes patients, carers, WUTH staff, Healthwatch and third parties. The group have now met several times and established their first workstream – Patient and carer Passports. The Passports task and finish group have set up Phase 1 of promoting Health Passports within WUTH. Gill Heywood (*Associate Director of Nursing General Surgery, Urology, Head & Neck*) has chaired the meetings.

Phase 1 has been promoting the health and wellbeing and the carer passports. A pilot will be going ahead on Wards 14 and 27 where signs for the bed side tables will be introduced to let staff know if the patients have a health and wellbeing passport or a carer passport. Posters have been placed on all the wards in Arrowe Park hospital and Clatterbridge hospital to bring awareness of the two passports to our WUTH staff.



Pictured above: Poster aimed at staff to promote the Carer passport and the Health & Wellbeing Passport.  
Pictured Left: Signs to be put up outside each bay to advise the staff which patients have health passports  
Pictured Right: Signs for the patients' bed side table to inform staff they have a health passport





## Safe Workshops

The Safe promise group has completed several workshops within their focus months.

Safe had an interactive workshop on Microsoft Teams on 28/11/22. The attendance and participation were fantastic! Several suggestions were bought up by not only those who could join the workshop but on social media beforehand. The suggestions will be taken to the next Safe Promise Group Meeting for the group to decide what workstream they will focus on next. Thank you to all those who contributed!

The Safe Promise group arranged workshops with the Wirral Guides, The Rangers and Barnardo's to discuss with them what made them feel safe and unsafe when visiting a hospital.

The ideas that came out of all three sessions were fantastic and insightful.

They provided their thoughts on how they think the children's friends and family feedback cards should be designed and what they'd like in the Wards and new Emergency Department to make them feel safe when they come into hospital.



*Picture of the Girlguides at the Safe Workshop*

They shared with us their thoughts on what makes them trust our staff members, and the most important points from them were that they feel safest when:

- The staff smiled at them
- Spoke to them as well as their parent/guardian/carer
- Told them when/if something would hurt or when to look away (explained how e.g. A slight scratch).

The Rangers drew us pictures of what they would like in the waiting rooms and Wards so they feel safe when being admitted.



*Pictures drawn by the Rangers*

## Thank you to all those who attended the workshops!





Wirral Mencap set up a stand on 10/11/2022. They discussed the Health Passports and how important they can be to those who have a learning disability. They helped completed surveys, asking staff members which passports they currently know of, they were also able to explain how using passports make a difference and how we can better promote health passports to the staff around the trust. A big thank you to everyone at Wirral Mencap that attended!



## Walk around



The Safe promise group held a walkaround on 10/11/22. Norma Hayes – the Chair of the Safe group walked round with WUTH staff and governors to complete two staff surveys.

The first surveys were to grasp the staff's understanding and current knowledge of the health passports and the second staff survey was to see how the staff thought they were living up to the

Patient Experience Strategy promises.

We received nearly 200 responses to our surveys on the day, giving us plenty of information to go back to the Safe Group members to establish their next workstreams.



**If you would like to join the Safe promise group and help ensure our patient feel safe and have trust in the staff, please email [wuth.corporatenursing@nhs.net](mailto:wuth.corporatenursing@nhs.net)**

# Meet the Safe Group



**Norma Hayes, Chair of the Safe promise group**

## **Tell us about yourself:**

My name is Norma Hayes, and I am one of the Associate Directors of Nursing for the Division of Medicine. I began my Registered Nursing career on Ward 14 (then Urology), following this I worked for the community trust. I came back to WUTH almost four years ago as a matron in medicine. My role is challenging but rewarding and each day is different - responding to different priorities as they arise.

## **Why is the Promise Safe group so important?**

It is important that Patient Safety is a priority at every step of our patient's journey while they are under our care at WUTH. Shaping our services around what is important to our Wirral residents will ensure that their experience is enhanced.

## **Why did you want to be involved in the group?**

My passion for Patient Safety and Quality Improvement has never changed throughout my career. I am so pleased to have the opportunity to chair the SAFE promise group - working with our patients, their families, our staff groups, and external stakeholders to improve patient safety.



**Tina Phelan, member of the Safe promise group**

## **Tell us about yourself:**

I manage the Information, Advice and Advocacy Service at Wirral Mencap where I support people with a learning disability and their parents and carers. Making sure people know their rights and can speak up for themselves and for others is my passion!

## **Why is the Safe promise group so important?**

People with a learning disability know what they need to make them safe. It is important that any service working with people with a learning disability and their supporters listens, hears, and respond to these views. The SAFE promise group creates a space where this can happen.

## **Why did you want to be involved in the group?**

To represent the voices of the wider community of people with a learning disability. We hear from many people who want their experiences, positive or negative, to help improve things for others. I want to make sure all those experiences are heard and contribute to positive change



**Lisa Cottier, member  
of the Safe Promise  
Group**

### **Tell us about yourself:**

I qualified as nurse 20 years ago, and I have worked in community settings as a nurse and as a manager working to enhance the lives of people with complex health needs, learning disabilities, acquired brain injuries and autism. I commenced my role at WUTH in November 2021. I have a passion to care and support people who are unable to do so themselves or who need extra help to make their needs known. I have two grown up children and many pets at home! I love to read, watch movies, walk my dogs and holiday.

### **Why is the Promise Safe group so important?**

The Safe Group is important because it is crucial that patients, their families, and carers can feel they are in a safe place where they will be cared for during their time of vulnerability and ill health. I feel that by improving things for patients, their families, and carers we can improve the whole experience of coming into the hospital environment, in the hope that patients will feel that hospital is a safe space where people will have their needs met in an understanding and professional manner.

### **Why did you want to be involved in the group?**

My role in the hospital is all about helping patients, their families, and carers to experience the best care possible and to support additional needs as needed. I feel that my role allows me to have the knowledge and skills to assist in making improvements for all patients, especially those patients with additional needs. I also feel that being part of a group that aims to bring about positive change is a privilege and therefore I am proud so far of the work that we have completed so far.

## **Supported Promise**

February and March will be our focus months for the Supported Promise.

The supported promise is **“Working together to plan my aftercare”**.

We will be holding a workshop on 20/03/2023 1pm until 3:30pm, anyone and everyone is welcome to join to provide their opinions on what being supported by WUTH means to them. Any ideas that come out of the workshop will be given to the Promise group members to discuss their next workstream on how to improve WUTH.

Please let us know if you would like an invite to the workshop by emailing [wuth.corporatenursing@nhs.net](mailto:wuth.corporatenursing@nhs.net).

**Want us to contact you? Scan the QR code**



## “How can I get involved?”

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

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. 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 (you will not be identified) if you would prefer. We also know that every staff member could be a patient, so we want to hear from you too!

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.

We update our **Social Media** sites regularly, please show your support by following us on:



Twitter: @PatientWuth



Instagram: @patientwuth



Facebook: Patient Wuth



LinkedIn: Patient Experience WUTH

Tag us in any of your posts and use the hashtag: **#WUTHPatientExperience**

**You can call us on 0151 604 7367 or 0777 662 3547 if you have any questions.**

We care, we listen and we act

