SEEING THE PERSON BEHIND THE DATA

Transforming Patient and Client Experience in Northern Ireland through 10,000 Voices

#hellomynameis
Northern Ireland...
Health care and social care in NI

Integrated Health and Social Care Trusts and Northern Ireland Ambulance Trust

Population: 1.8 million
Aims of 10,000 Voices

- To improve patient and client experience
- To influence how services are commissioned
Experience-Led Commissioning
A new model of commissioning

Core Principles of Experience-based Design

* Partnership approach between patients, staff and carers
* Emphasis on experience rather than attitude or opinion
* Narrative and storytelling approach to identify ‘touch points’
* Emphasis on co-design of services
* Systematic evaluation of improvement and benefits

NHS Institute for Innovation and Improvement
“Working together to make positive change”

Person and their experience

Listening

Patient/client and staff stories

Influencing

Regional action plans and commissioning priorities

Trust action plans

Improving
Overall update on number of stories received (26 October 2015)

<table>
<thead>
<tr>
<th>Phase / Survey</th>
<th>Number of stories regional</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phase 1</strong> Unscheduled care</td>
<td></td>
</tr>
<tr>
<td>GP OOHs. MIUs EDs, Ambulance service</td>
<td>1974</td>
</tr>
<tr>
<td>(September 2013 – June 2014)</td>
<td></td>
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<tr>
<td>Phase 1 refreshed (January 2015 – ongoing)</td>
<td>1008</td>
</tr>
<tr>
<td>Staff experience stories (January 2015 – ongoing)</td>
<td>211</td>
</tr>
<tr>
<td><strong>NIAS</strong> specific survey (ongoing)</td>
<td>239</td>
</tr>
<tr>
<td><strong>Phase 2</strong> Care in Own Home (ongoing)</td>
<td>1402</td>
</tr>
<tr>
<td>Experience of nursing and Midwifery Care (November 2013 – October 2014)</td>
<td>2915</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>7749</strong></td>
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Importance of stories

* **Individual** stories represent unique experiences, every story is valid and valuable

* **Collectively** stories create a picture of health and social care through the themes and trends

(1000 Lives Wales)
I read the staff name badges

I had no idea who was who

Staff introduced themselves to me

...the triage nurse who politely introduced herself, took my details and explained I will be next seen

Treated with a smile and professional manner......they introduced themselves by name - which I felt was very important and examined me and asked a lot of questions to assess my condition, .....
<table>
<thead>
<tr>
<th>What patients and clients said</th>
<th>What we did ....</th>
</tr>
</thead>
</table>
| Not enough information        | • Improve patient /client information leaflets/information about ED  
|                               | • Information about waiting times  
|                               | • Introductions/first impressions: **Hello my name is**  |
| Wanting to feel safe and comfortable | • Review of security in ED  
|                               | • Reviewed provision of food and fluids  
|                               | • Review system for supply of pillows and blankets  
|                               | • Locally improved cleaning regimes  
|                               | • Refurbishment of ED  
<p>|                               | • Review of systems for pain relief  |</p>
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<th>What we did ....</th>
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<tr>
<td>Knowing what matters to them</td>
<td>• Learning events and workshops</td>
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<td></td>
<td>• Development of patient experience DVD for staff induction and training</td>
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<td></td>
<td>• Teaching session for medical and nursing students</td>
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<td>• Establishing additional Dementia ‘Champions’</td>
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<td></td>
<td>• Roll out of butterfly scheme :supporting work of dementia champions/ increased training in care of patients with dementia</td>
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<td>• Development of person centred programme for Band 2/3 staff</td>
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## What patients said......

**What we did....**

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| Women and their partners are generally very pleased with standard of maternity care | • Information used to inform regional guidelines on Midwifery Led Units (MLU)  
• Regional findings presented at RCM events and LSA conferences and workshops  
• Areas for action shared in local Trusts |
Influencing commissioning

Care of patients/clients with mental health issues → Regional Bamford group

Care of patients/clients with dementia → Regional Dementia Strategy

Patients/clients with Long Term Conditions → Long term conditions policy framework

Regional Unscheduled Care Task Group

Local commissioning groups
Key achievements

- Development of a regional structure to capture, understand and improve patient and client experience using a blended approach of qualitative and quantitative information.
- Development of a partnership model to lead quality improvements in patient and client experience in Northern Ireland, which is based on the Experience Based Design principles.
- Implementation of a number of regional and local actions to improve and influence patient and client experience.
- Raising profile of patient and client experience in NI.
...a requirement to have more pillows and blankets available in EDs was reported in response to the ‘10,000 Voices’ survey, as were local actions regarding pain relief.

...A clinical manager at the SEHSCT recalled that workshops for staff to give feedback and develop solutions to the outcomes of the ‘10,000 Voices’

...although there is some very good practice, for example the 10,000 Voices initiative, which has so far drawn on the experience of over 6,000 patients and led to new pathways of care in pain management, caring for children in Emergency Departments, and generally focusing on the areas of dignity and respect.
Future work

- Continuing feedback to staff across all trust sites and disciplines on current work streams
- Continuing service improvement work within Trust
- Integration of PCE work with 10,000 Voices and agree future work plan
- Continuous evaluation
Contact details

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