



18 April 2019



Experience of Care Week

Experience of Care Week is an international initiative, which runs from 22 April to 26 April, and to celebrate the work that is happening across health and social care to keep improving experiences of care for patients, families, carers and staff.

To mark Experience of Care Week, we have:

- Re-launched the patient experience webpages and created a patient experience portal which is now much easier for patients to navigate
- Produced a short patient experience film that captures and recognise the value of the Trust's 'hidden heroes' who contribute to a patient's journey

- As part of SaTH's Patient and Carer Experience (PaCE) Panel, a carers' sub-group has been established to focus on the support available to carers and the experience they have at SaTH
- Using Observe & Act to Improve Patient Experience
- The purpose of Observe and Act is to look at a patient's experience of a service from their perspective and then learn from it, share good practice and where necessary act to make improvements.

During the week we are also asking you to share stories about how a colleague, or yourself, made a difference to a patient's

experience. It may be that a colleague went the extra mile for a patient or it may be that you spent time reducing a patient or family member's anxiety.

Finally, a Dementia Café at RSH will take place and a mobile afternoon tea will be held on Ward 10 at PRH on Tuesday 23 April.

■ Find out more about what we are doing next week on pages 2, 3, 4, 5, 6 and 7

■ Don't forget to share your stories next week on social media using the hashtag #Expofcare



I am the patient experience

The Trust recognises the value each individual employee plays in contributing to a patient's experience.

Many roles are often not seen by the patient and their family, however each member of staff contributes to the patients safety and the experience they have whilst being treated within SaTH.

To promote awareness of staff who care for patients behind-the-scenes, a short patient experience film has been developed highlight the value of our 'hidden heroes' who contribute to a patient's journey.

The video will be launched next week.



Online patient experience portal launched

New Patient Experience webpages have been developed and launched in the run up to Experience of Care Week.

Please take a moment to visit the webpages and learn about what is happening across the Trust, how we are engaging with patients and meet the patient, carer and public representatives who are members of the Patient and Carer Experience (PaCE) Panel.

[Visit the webpages here.](#)



Visit www.library.sath.nhs.uk

Here is a small selection of books/ reports available from The Shrewsbury & Telford Health Libraries.

- Seeing the person in the patient: the point of care review paper (2008)
- Patient experience in adult NHS services: improving the experience of care for people using adult NHS services (2012)
- The EBD approach: experience based design: using patient and staff experience to design better

healthcare services (2009)

- The point of care: measurements of patients' experience in hospital: purpose, methods and uses (2009)
- Intelligent kindness: reforming the culture of healthcare (2011)
- Lean healthcare: improving the patient experience (2008)
- Accelerating health care transformation with lean and innovation: the Virginia Mason experience (2014)

#Expofcare



Experience of Care Week



22nd-26th April 2019





Using Observe and Act to improve patient experience

The purpose of Observe and Act is to look at a patient/carer's experience from their perspective, and then learn from it, share good practice and make improvements.

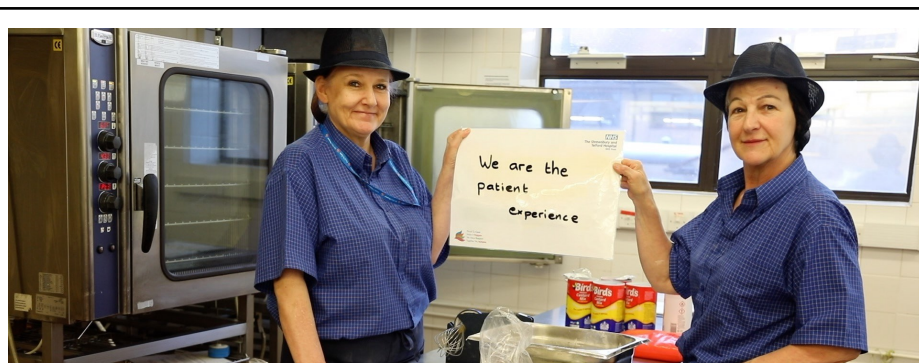
Observations should only be made from a non-clinical view as the perspective should be as a service user, and can therefore be completed by a non-clinical person or a volunteer in addition to clinical staff.

The tool has been designed and developed for use in a range of settings, including wards, departments and clinics.

The process is not to be viewed as an inspection, rather to identify supportive issues around a service that may seem small but can make a difference to the experience of patients.

For staff who complete the training to support the Trust in service development and improving the patient experience, a commitment of 2.5 hours every two months to assist in conducting observe and act observations is required.

If you are interested and have the support of your manager please contact a member of the Patient Experience team by emailing sath.patientexperience@nhs.net



What people are saying about Observe and Act

"Observe and Act has good potential as a tool to help improve the way in which the hospitals and clinics are run. It is helping managers from the patient's experience to receive feedback on how their services are run. Observe and Act allows feedback is used to improve or slightly better what they have in place." - **Marcus Watkin – Volunteer.**

"I was interested in taking part from a layman's point of view, to look at how things work in the hospitals and to make a difference to the patient from my experience as a carer, relative and past patient. I look forward to getting involved in more Observe and Act Sessions." - **Marian Chitty – non-clinical member of staff**

"We were very pleased to be asked to support this project and we found all of the discussion and the point raised from this to be very constructive and encouraging. The overriding positive from this for us is seeing the local community have input into the development of the hospitals. We would very much like to be part of future projects." - **Nick Parkin, Ian Stuart and Joe Warwick—following an Observe and Act visit to the Mytton Restaurant at RSH.**



Use social media to celebrate the great work you and your colleagues are doing during Experience of Care Week.

Using the hashtag #ExpOfCare, please post photographs and stories online. You all contribute to the patient experience.

#Expofcare

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Dementia cafes



The Dementia Support Team play a key role in improving the patient experience for patients with dementia receiving care within SaTH.

The cafés are a great success which are made possible through a group of volunteers who support the team in delivering these sessions.

On Tuesday 23 April there will be a Dementia Café taking place at RSH and a mobile afternoon tea on Ward 10 at PRH.

Updates on last year's #ExpOfCare pledges

Jules Lewis, End of Life Care Facilitator

Last year's pledge: "To help improve patient care I pledged to develop the Swan Scheme and develop more Swan Rooms."

Update: "We now have over 20 Swan Rooms and plans for more in 2019 and 2020. We have one chance to get it right for every person every time. It is a privilege to be involved in the care and support of people at end of life and support family and friends at the hardest of times."



Karen Breese, Dementia Clinical Specialist

Last year's pledge: "To help improve patient care I pledged to develop pop-up dementia-friendly cafes at RSH and PRH."

Update: "We made good progress with promoting cafes on Ward 21 at RSH over the last year and these continue. We will focus on PRH this year."

Kate Ballinger, Community Engagement Facilitator

Last year's pledge: "To help improve patient care I pledged to support communities to get involved with us and help us to make our services as good as they can be."

Update: "We have worked with colleagues across the Trust to involve members of the public in the work we do over the past year, and look forward to increasing the number of opportunities for involvement in the future."



Nick Parkin, Catering Manager

Last year's pledge: "To help improve patient care I pledged to raise money for the Swan Fund through the raffle of a fabulous hamper."

Update: "The hamper—donated by our coffee supplier Bridge Valley—was superb and raised a substantial amount of money for the Swan Fund. We will continue where possible, to support all the fantastic charities and initiatives across the Trust. This year, my main task is to help reduce single use plastic used in the catering department."



Staff across the Trust are being asked to share a story during Experience of Care Week



Please share a story about how a colleague or yourself have made a difference to a patient's experience in SaTH. It may be that a colleague went the extra mile for a patient or it may be that you spent time reducing a patient or family member's anxiety.

Describe the situation and people who were involved, what actions were taken, what you said, where and when this happened and how you / they felt. Describe how you or your colleague showed empathy and caring, making a difference to the patient or family member.

Don't forget to include your name, department and contact details:

All stories need to be submitted to: sath.patientexperience@nhs.net by the 28th April 2019 and a winner will be announced on the 3rd May 2019