

Learning from Excellence What matters to patients?

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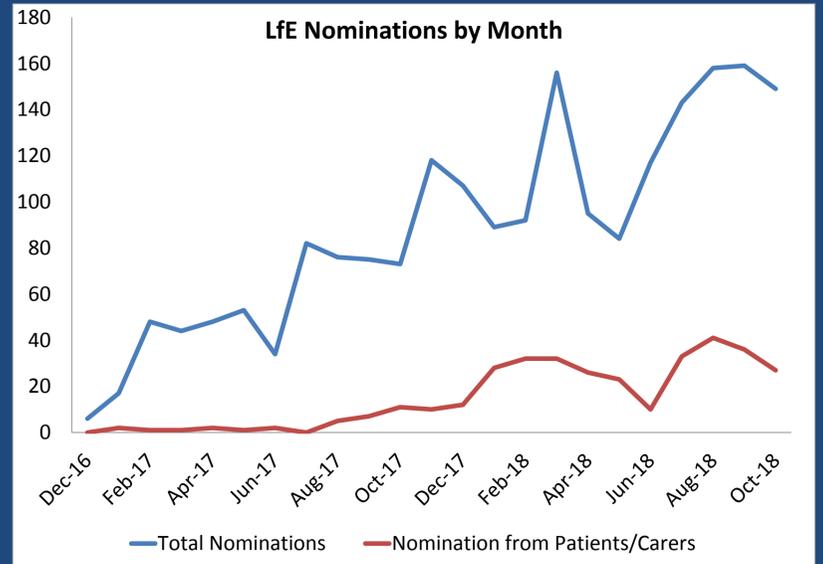


@lfeplymouth

It is becoming increasingly clear that patients also want to say thank you and that it is important they have a voice in improving the care that they receive



- How can we connect patients with the LfE initiative?
- What do patients think is excellent?
- What do they want us to learn?



The LfE project was advertised in two public pilot sites

Screen savers on TVs in outpatient waiting areas



Posters in Childrens' theatres waiting areas



Information was provided on why and how to nominate via the Hospital's external website



Nominations were made via the on line Meridian data capture system



Thank you card sent named staff



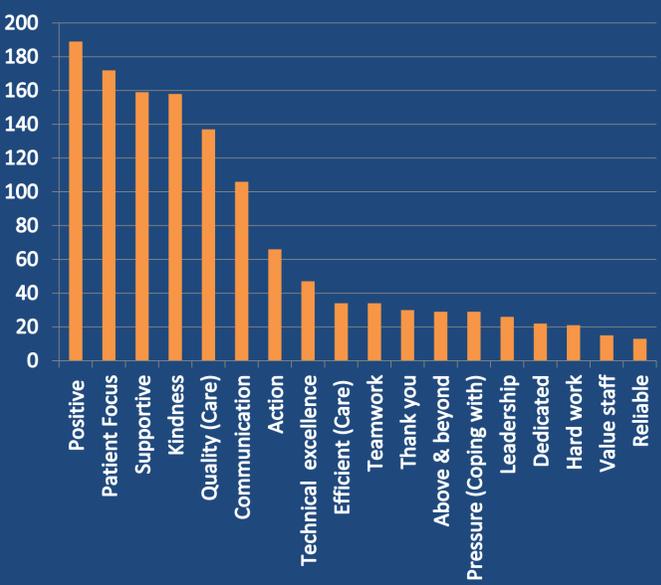
Email confirmation sent to Patient/relative nominator



Nomination themed and action decided

What patients appreciate

Themes



- We have received 341 nominations from patients and relatives
- 2/3 from pilot sites and 1/3 from non-pilot sites
- Patient nominations account for 1 in 5 of all our nominations

What patients want us to learn

- Keep up the good work and carry on
- Value and nurture great staff
- Excellent staff to be examples of role models and be shadowed
- Want to give balance to the negative comments against the NHS
- More publicity of LfE to the general public

Time
'Both Becky and Dr A have taken the time to listen (and read) the concerns I have had, trying to help my husband get to the bottom of why he is having this pain, even if we have no real answers yet. We really appreciate their time, patience and understanding'

Appreciation: working hard in difficult circumstances / doing a good job
'It was my first experience of having to stay in hospital but I witnessed the very best that our NHS service can provide, even when we know there is so much pressure on everyone involved, simply due to the sheer number of patients being treated, standards were not compromised'

Acts of Kindness and Compassion
'Our family can't thank you enough, you made an awful time just a little more bearable with your kindness, we will always remember it and be so grateful to you'

Efficiency
'Then the 'one stop shop' kicked in. Along the corridor to nurse and radiology specialists for immediate care. The seamless processes here make for an excellent patient experience and achieve much in a short time. An hour in this department and I was already partly 'fixed'

Communication
'Simon was there at a very difficult time for me... he listened brilliantly, was able to see things clearly and then articulate and reflect those thoughts back to me in such a way that he brought me through the chaos into a much calmer place'

Findings

- We have demonstrated that Learning from Excellence can be used by patients
- There has been a spread of nominations beyond 'promoted' pilot sites which is similar to the staff LfE experience
- Behaviours are nominated more than technical skills
- Patients are keen to give positive feedback to staff for great care and are a valuable resource for learning about success