Person Centred Care – Action Plan

Our approach to support the delivery of person centred care and the promotion of listening to and acting upon patient and carer feedback in 2016-2017 includes:

- Ensuring that all nurses, midwives, Allied Health Professionals and healthcare support workers starting employment with NHS Greater Glasgow and Clyde are aware of, and understand, our core value: we put patients at the centre of everything we do. We will introduce induction training for all new starts with a module on person centred care and listening to and responding to patients. Led by our Patient Experience and Public Involvement Team current patient feedback and stories will be used to emphasise the importance of the 5 “must do with me” principles of care;

- A further module on dementia is delivered by our Dementia Champions to all new starts as described above. NHS Greater Glasgow and Clyde has 67 Dementia Champions with a further 20 currently going through the training process;

- We will undertake 10 Carers Audits across NHS Greater Glasgow and Clyde as part of our “A Listening Ward” work, to listen in depth to the views of carers, families and friends regarding the care their family members receive. These will be shared with our ward staff and our Senior Nursing and Management cohorts – celebrating good and excellent person centred and family focussed work and supporting staff to address areas where improvements can be made;

- We will make clear our commitment to valuing and involving families, carers and friends as partners in the care of our patients. We will introduce and evaluate family and person centred participation and partnership initially in the care of patients with dementia (in line with “John’s Campaign”). A Carer’s Audit will be undertaken to assess the impact this has on both the patient and their carers and families;

- We will offer every in-patient in Greater Glasgow and Clyde a Universal Feedback card on their discharge, ascertaining their satisfaction and comments on the care received. The feedback received will be shared each month with every Senior Charge Nurse and all ward staff. (We will place each ward’s monthly scores on line for all staff to review and provide quarterly reports to the Board on response rates, satisfaction scores and issues raised);

- In ensuring every Child’s Voice is heard, we will pilot a child friendly version of Universal Feedback alongside the use of a child friendly version of Patient Opinion alongside facilitating four focus groups with children and young people in the Royal Hospital for Children. There are plans to host a ‘Listening Hospital Event’ for children, young people and their parents and share the output from these with all involved in an accessible manner and provide reports to our senior nursing, medical and management teams;

- We want to share widely our commitment to listening to our patients and carers and using their feedback, comments, concerns or complaints to encourage our staff and address areas where improvements can be made. We will produce two videos for use on our internal staff website and “YouTube” to explain clearly why we want to listen to
our patients, and our commitment to valuing our patients, carers and the public in our service and seeking their views and feedback. We will explain the three main methods of feedback we use: Patient Opinion and our own Website, Universal Feedback and our free phone feedback;

- We will renew our feedback awareness materials and produce a new Patient, Carer and Public focussed leaflet and poster for use across NHSGGC seeking feedback and indicating the 3 main ways this can be provided. These will be displayed outside each ward by end of 2016. (measured by information audit);

- We will renew the Public Partnership membership of the Board’s Patient and Carer Experience Group to reflect best practice and be more representative of the population we serve. We will work with the patient and carer members, informed by other sources of patient and carers feedback and local and national drivers, to produce an agreed workplan for subsequent improvement work;

- We will trial “A Listening Hospital” project in two of our hospitals: the Beatson Centre and the Royal Hospital for Children. These events will invite our current patients and carers to join staff, managers, nursing and medical staff for an evening of sharing news and views, hearing what matters to our patients and carers, sampling that season’s patient meals and celebrating the work of our staff and the lives of our patients and carers. We aim to use these events to help identify patients and carers with real experience of our care and facilities. These events will be evaluated by all participants;

- We will continue to support the NHSGGC Person-Centred Health and Care Programme. NHS Greater Glasgow and Clyde is one of three Board pilot sites to further develop and test methods for gathering, analysing and using care experience feedback and narratives to drive improvement. Project plans are in progress to develop a process for the collection of near real-time quantitative and qualitative narrative across pathways of care as opposed to one defined time point. Gathering feedback across pathways of care offers the opportunity to listen and learn on what contributes to the quality of care experience at all points of care and gain a greater insight and understanding of the whole system experience from people who use our services. The intention is to identify and design improvements to create a more consistent and co-ordinated care process and experience which will include the five ‘must do with me’ principles to develop and embed person-centred care in routine practice for every patient. Where possible triangulation of feedback will be considered from a range of data sources and will link improvement interventions and actions identified with other quality improvement strands being taken forward across the pathway of care to achieve safety, effective, person-centred care.

The aim of the pilot is to improve care experience for people using health and care services across two pathways of care:

a. Acute Assessment Unit (North Sector)
b. Maternity Pathway (South Sector – Women and Children’s Directorate)

The expected Key Deliverables:

- Test and develop methodology for gathering care experience feedback in real-time across two pathways of care.
- Identification of ‘touch-points across the pathway to gather care experience feedback.
- Development of improvement plans for each pathway of care using care experience feedback to influence and drive the improvement interventions and actions.
- Demonstrable improvements using quantitative and qualitative data analysis / measurement.