

# Making a Difference

Management Programme for Staff Nurses and Staff Midwives



“The hand that touches the patient, makes a difference.”

Dr. Margaret Maher McGuire

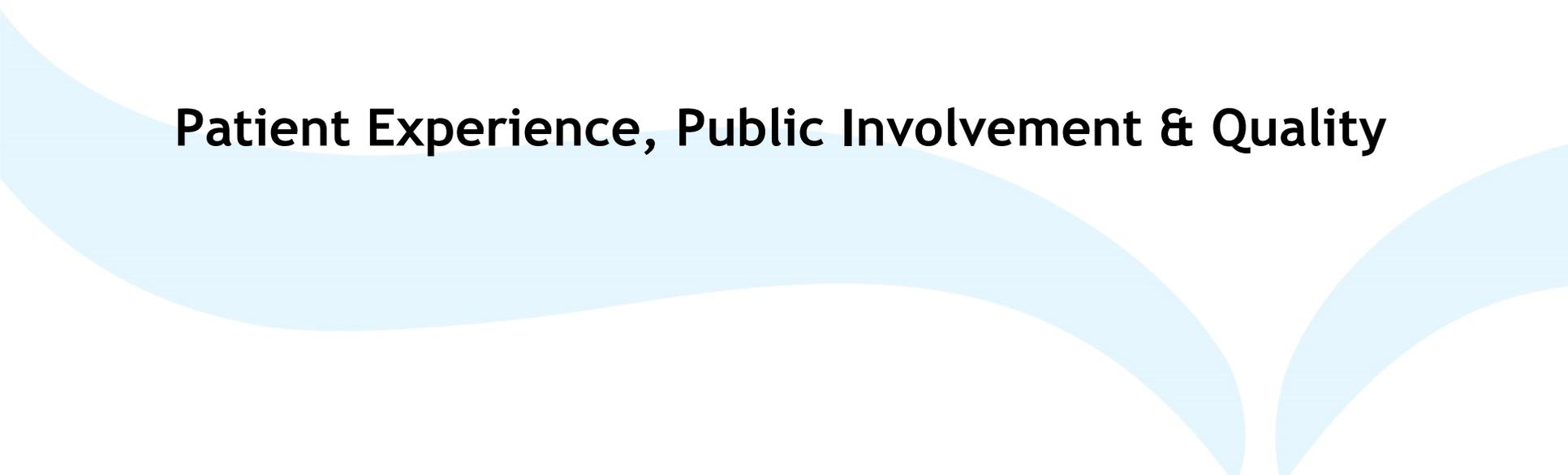
***“Making A Difference”***

***Nursing & Midwifery Management Programme  
for Band 5 Registered Nurses and Midwives***

# **Patient Experience**

**What are people telling us?**

**Patient Experience, Public Involvement & Quality**



Why did you want to be a nurse or a midwife?

**HOW LONG DOES IT TAKE A NURSE TO CHANGE A LIGHT BULB?**



**15 SECONDS TO CHANGE IT, 20 MINUTES DOCUMENTING HOW WHEN WHERE WHY AND WHAT SERIAL NUMBER IT HAD**

# Patient Experience, Public Involvement and Quality



# The Patient Rights Act

Patient focus

Quality care and treatment

Patient participation

Communication

Best use of resources

Patient feedback



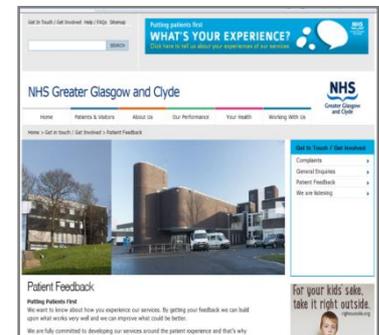
**The Patient Rights  
(Scotland) Act 2011**

A guide for NHS staff and  
providers of NHS services



# How we gather feedback

- Feedback
  - NHSGGC
    - Universal Feedback
    - NHSGGC Online
    - Carers Audits
  - External
    - [www.patientopinion.org.uk](http://www.patientopinion.org.uk)



# Universal feedback

## Please give us your feedback



Now that you are leaving this ward, we would like to ask you a question about your experience. When you are finished please put this card in the box provided.

**How likely are you to recommend our ward to friends and family if they needed similar care or treatment? Please put a cross in the box of your choice.**

- Extremely Likely
- Likely
- Neither Likely or Unlikely
- Unlikely
- Extremely Unlikely

Please can you tell us the main reason for the score you have given?

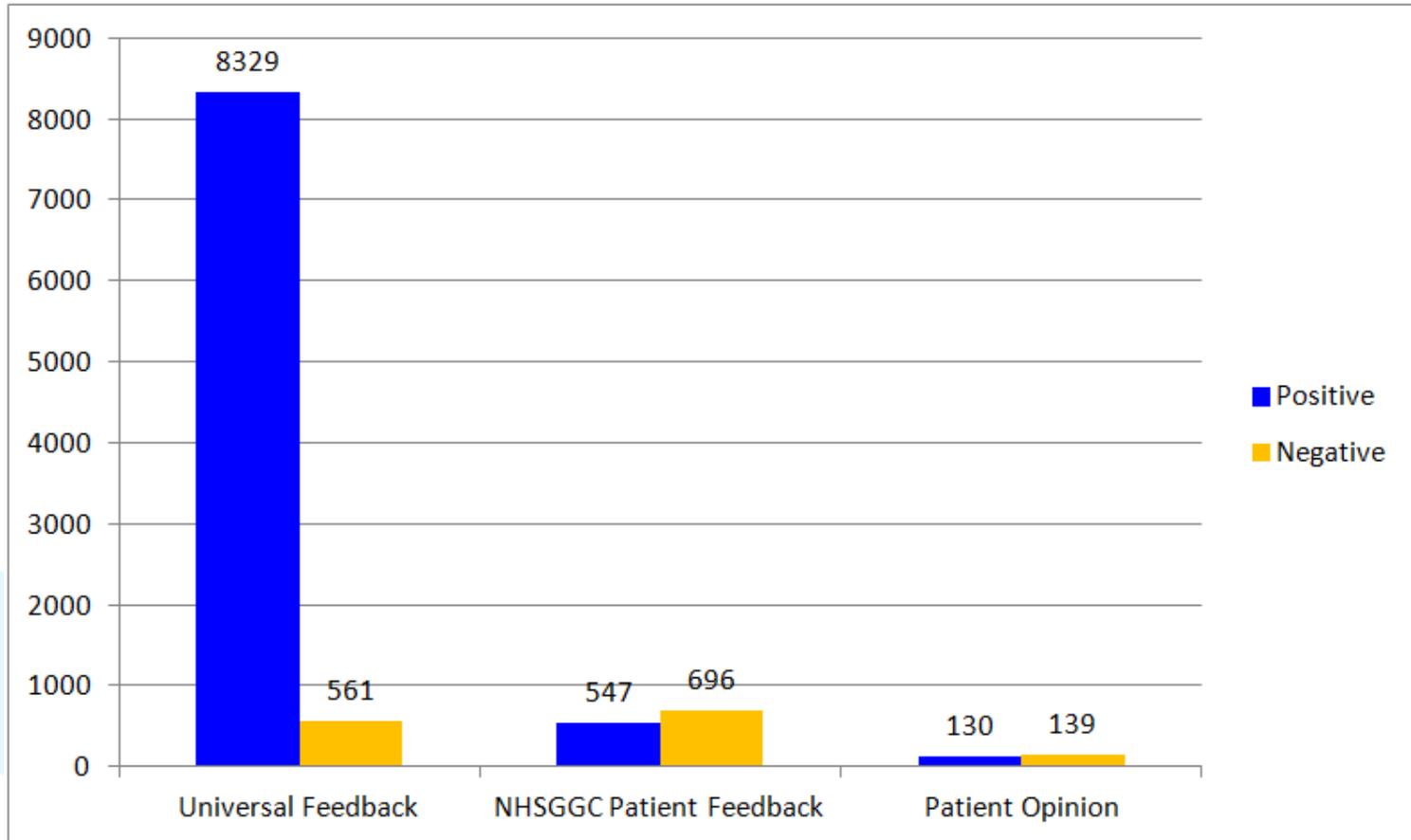
Staff are extremely helpful. Very professional in their jobs and made me feel at home. Every nurse makes an effort to personally get to know me as a patient + person

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### Please do not fold this card. Thank you!

If you would like to give us more detailed feedback please visit [www.nhsggc.org.uk/patientfeedback](http://www.nhsggc.org.uk/patientfeedback) or [www.patientopinion.org.uk](http://www.patientopinion.org.uk) or alternatively you can call us on 0141 201 0385 or Freephone on 0300 123 9987

“We only ever hear about the bad stuff”



# How do you view feedback?

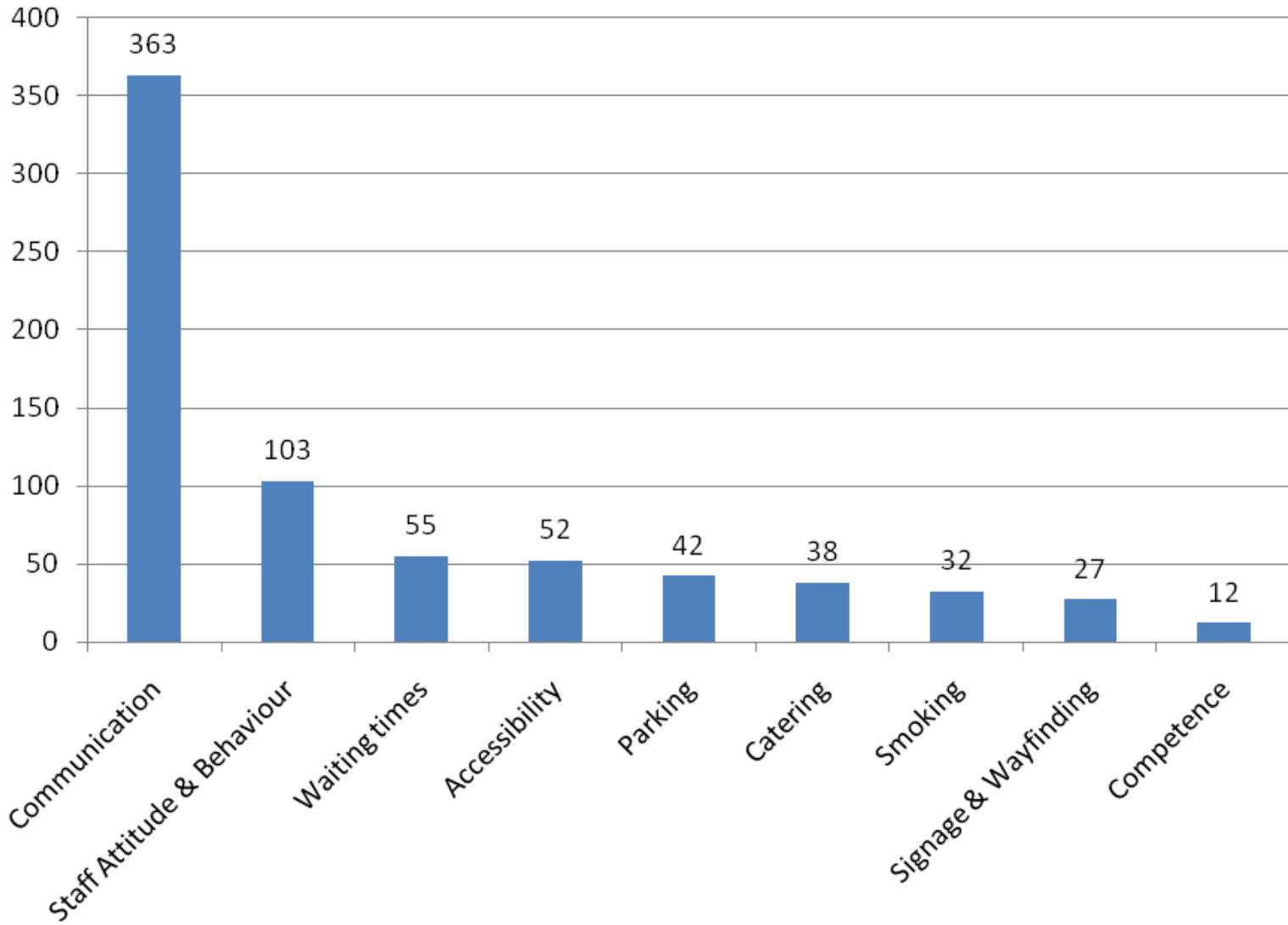


- Complaint
- Criticism
- Judgment



- Review
- Evaluation
- Evidence

# What is feedback about?



# What our patients tell us

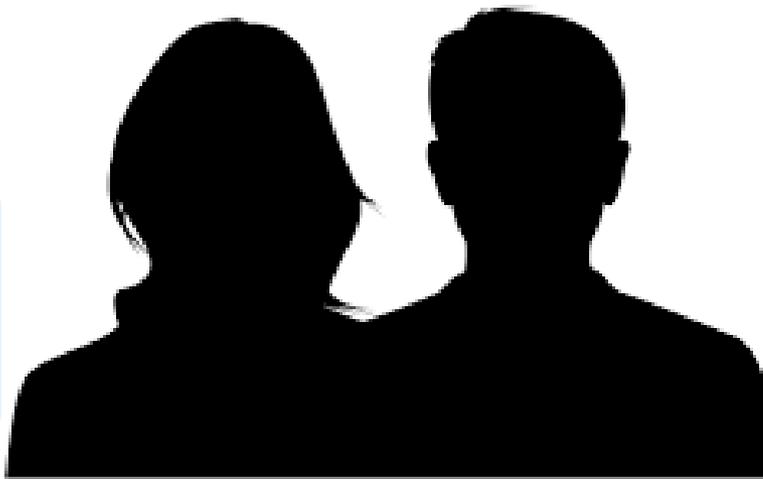
## Things we can influence

- The positive
  - Communication and staff attitudes and behaviours good
- The negative
  - Communication and staff attitudes and behaviours poor



# What Matters to You?

- If your family was in hospital
- If you were in hospital
- As a nurse / midwife



# What family and carers have told us

*“If the staff didn't stand chatting to a porter for 15 minutes in the corridor, the buzzer would have been answered and my father would not have been faecal incontinent!*

*Something that was hugely distressing for him, and apparently a massive inconvenience for the staff involved - as he was told by one that they were overdue their tea break!”*

# What patients have told us

*“Having been admitted as an emergency patient I was incredibly impressed at the level of patient care and treatment that I received. All staff were calming, reassuring and explained all steps of my treatments throughout my stay.*

*All staff were friendly, helpful, efficient and caring. Whilst a hospital is not a place that one wishes to be, my experience was made much easier by the people working there. Thank you!”*

# Attitudes and behaviours

- What would you want to hear from staff?
- What do you expect to hear from patients?
- What will you do with feedback when you receive it?
- How will you improve attitudes and behaviours where you work?