



SEIZE THE MOMENT DELIVER THE FUTURE

HCA National Leadership and Development Forum 2017

6-7 April 2017 | Europa Hotel Belfast

“Delivering the future with 10,000 Voices”

Christine Armstrong, Regional Lead, 10,000 Voices

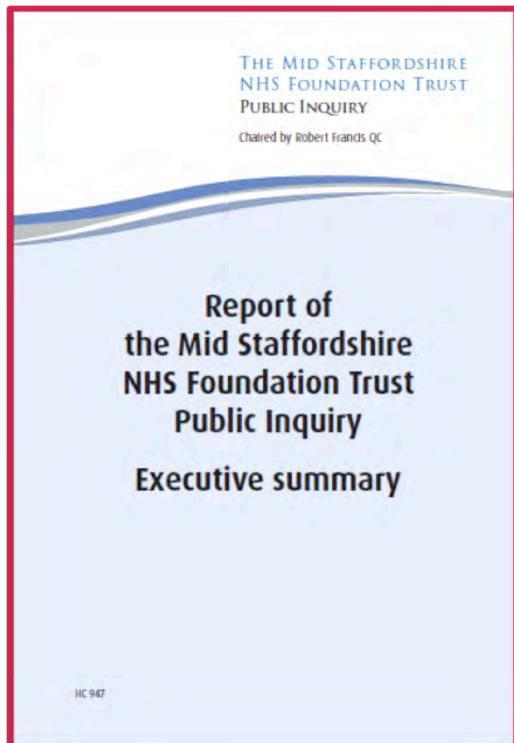


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Context

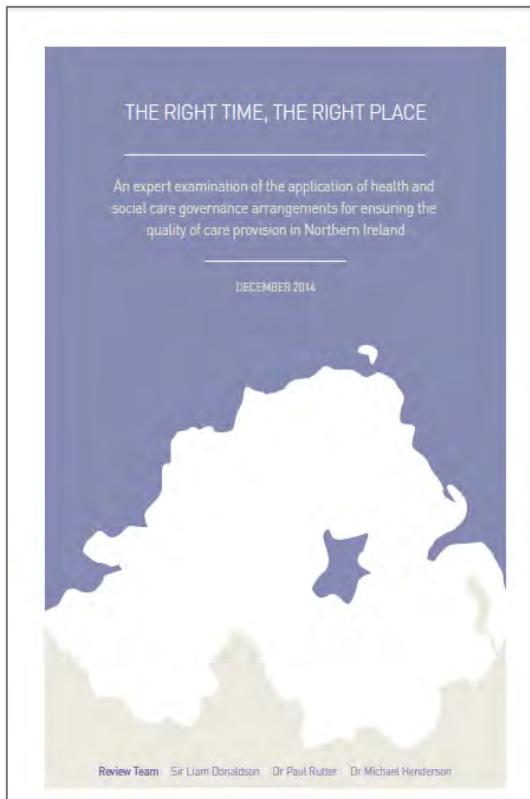




Patients not heard

Building on the report of the first inquiry, the story it tells is first and foremost of appalling suffering of many patients. This was primarily caused by a serious failure on the part of a provider Trust Board.

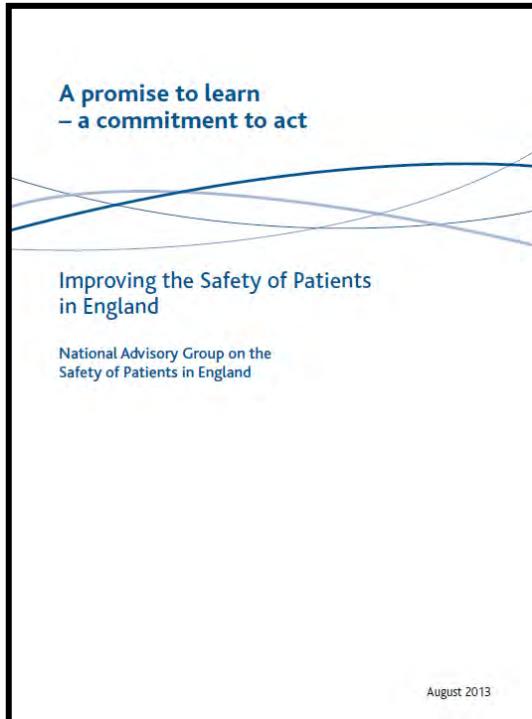
It did not listen sufficiently to its patients and staff or ensure the correction of deficiencies brought to the Trust's attention.



The voices of patients, clients and families are too muted

At the heart of the traditional approach to assessing whether a service is responsive to its patients and the public are surveys of patient experience and attitudes. This is still a very important part of modern health social car

This is not a prominent feature of the Northern Ireland system, 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.



The patient's voice should be heard and heeded at all levels with the organisation, even when the voice is just a whisper

Berwick 2013

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

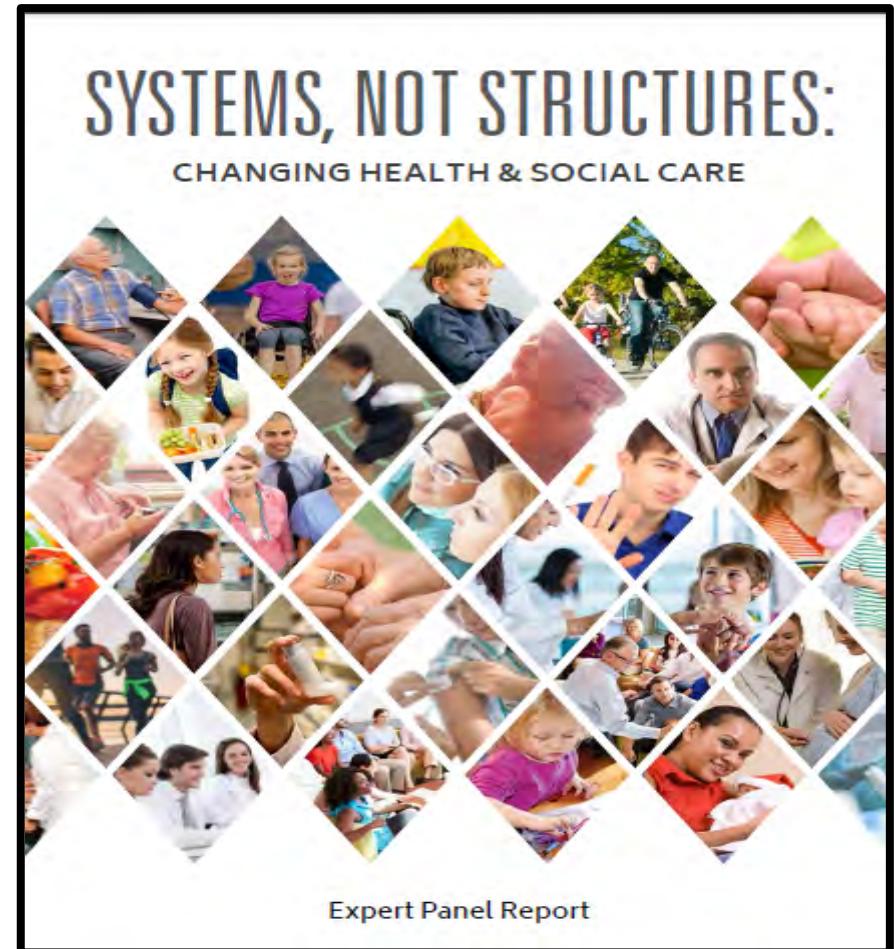
(1000 Lives Wales)



The Panel recommends using the dimensions of the Triple Aim as a framework for reform, including an increased emphasis on the experience of those who deliver care.

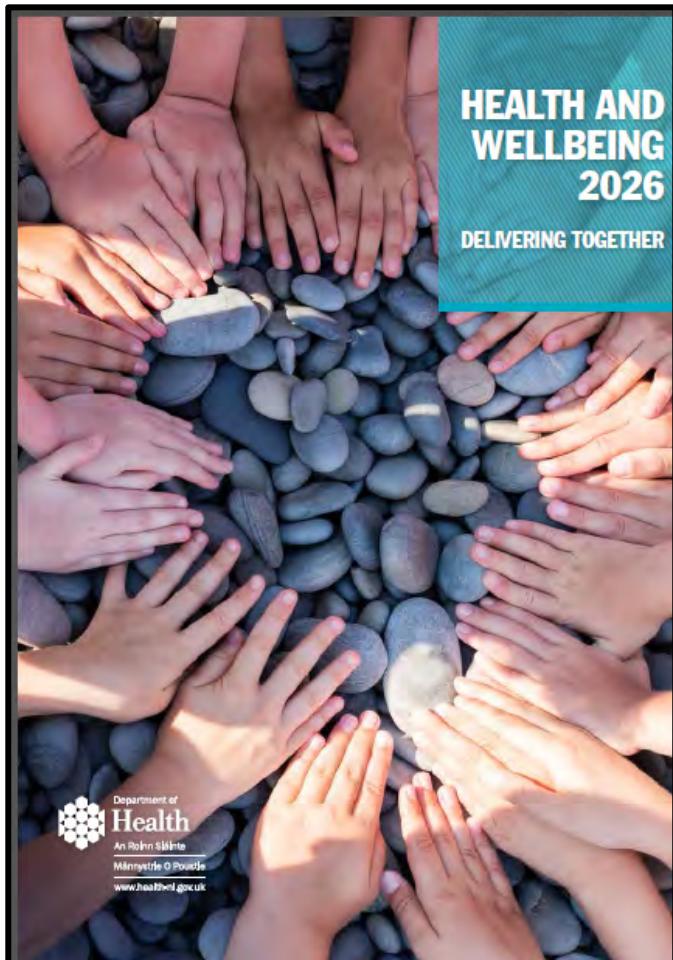


Co-production describes an approach that takes this changed relationship to a new level. Co-production involves breaking down barriers between professionals and the people they serve, recognising people who use services as assets with unique skills.

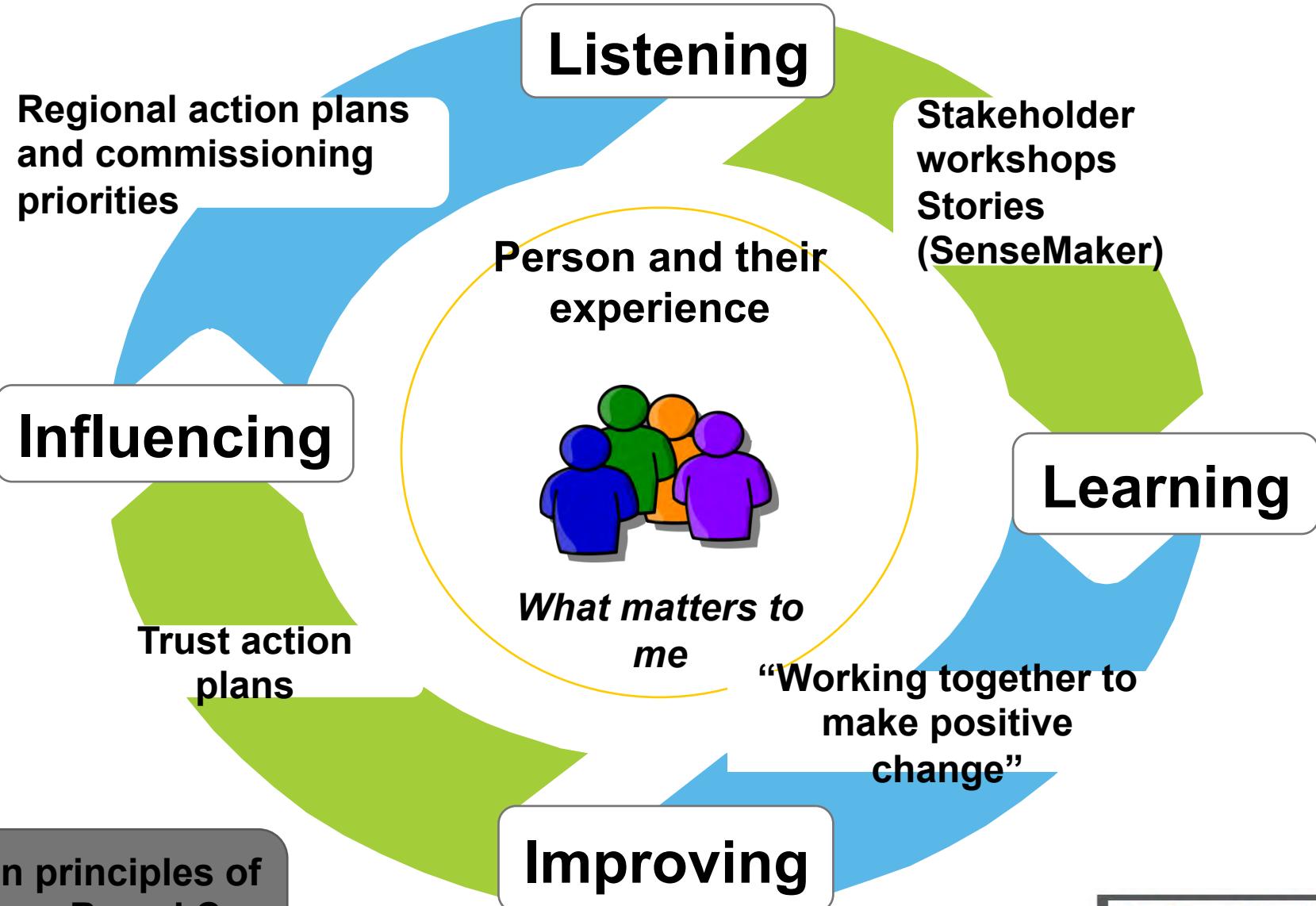




..... the development of a new culture of partnership, involvement and listening.



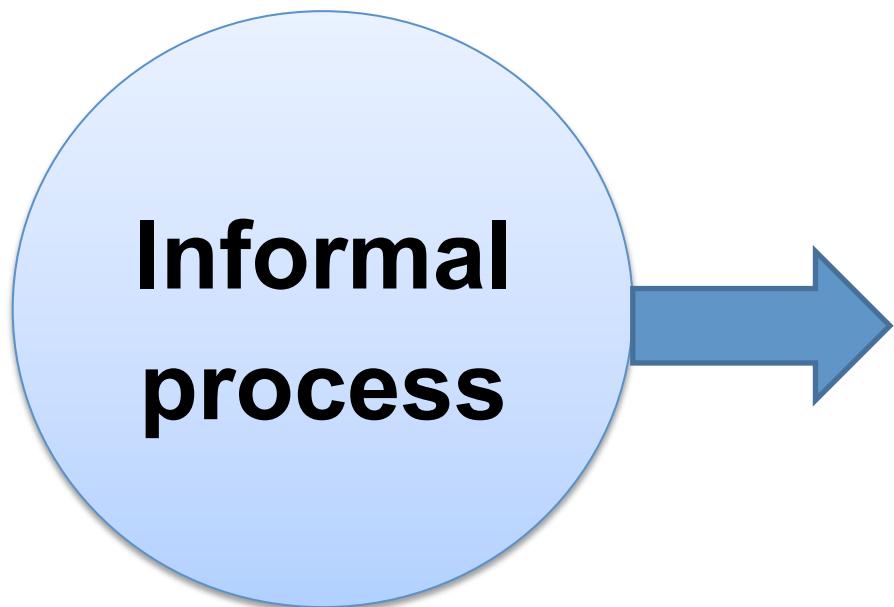
Everyone who uses and delivers our health and social care services must be treated with respect, listened to and supported to work as real partners within the HSC system





Project Set Up

PROCESS FOR SETTING UP 10,000 VOICES PROJECTS



Initial informal discussion
with the appropriate team
Discussion on the area of
focus and the most
appropriate methodology
(SenseMaker/patient
surveys/observation of
practice)

Core Regional Drivers



- Regional and commissioning priorities
- Strategic directions
- Reform and modernisation: New services/service frameworks
- Best practice: NICE Guidelines Learning Events
- Professional responsibilities and regulation
- Thematic reviews: SAIs, Complaints,

Core Regional Drivers

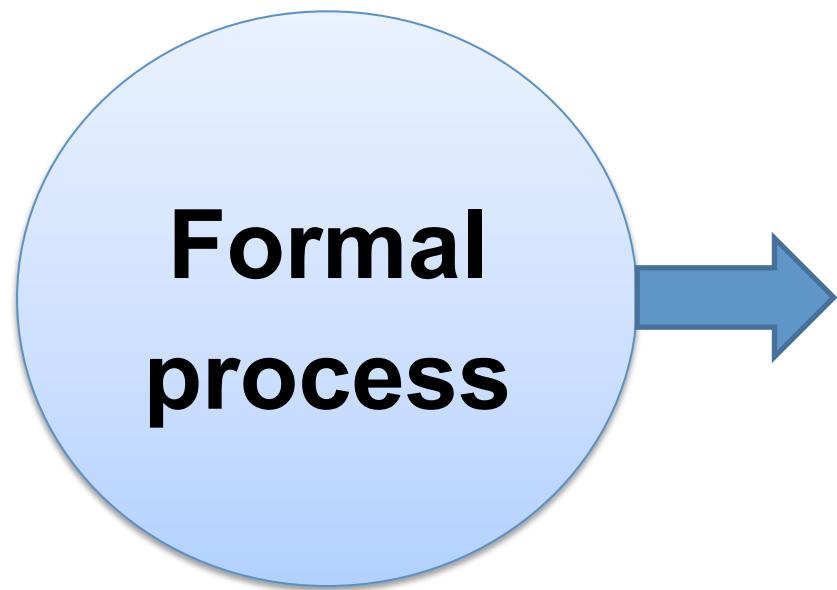


- Patient and Client Experience (PCE) Information/10,000 Voices,
- Personal & Public Involvement (PPI) standards
- Patient & Client Council information
- Public inquiries
- RQIA reviews and recommendations

Linked Local Drivers



- Complaints
- SAIs
- Service development
- Service improvements
- PCE Local Trust Information: e.g. through
 - 10, 000 Voices, Electronic systems, PPI standards
 - Regional reviews and recommendations e.g. RQIA, PCC



Obtain agreement from PCE steering group to include project in work plan:

Must meet core regional drivers/ local drivers

Outcomes should improve patient/ client experience and influence commissioning



Planning

Establish Project Team and appoint nominated Project Lead
Agree Terms of reference

Develop Project Implementation Plan (include plans for stakeholder workshops, timescales, engagement processes and governance arrangements) – to be shared with PCE steering group for information

Design Survey with key stakeholders (including service users) at stakeholder workshops

Pilot phase to test tool and processes for collection of stories

Analysis of pilot and survey redesign (in collaboration with key stakeholders including service users)



Planning Stakeholder workshops





10,000
TEN THOUSAND VOICES

Improving people's experience in health and social care

www.10000voices.info

Survey tools

10,000
TEN THOUSAND VOICES

Adult Safeguarding
Improving your experience

NORTHERN IRELAND ADULT SAFEGUARDING PARTNERSHIP

www.10000voices.info

HSC Public Health Agency

10,000
TEN THOUSAND VOICES

EXPERIENCE OF HEALTH AND SOCIAL CARE IN NORTHERN IRELAND

MAKE YOUR VOICE HEARD AND IMPROVE HEALTH CARE

Have you or do you care for someone who has recent experience in:

- Autism Services for children and young people 0-18 years
- Child and Adolescent Mental Health Services (CAMHS)

If you have had contact with these services during the past twelve months, we are asking that you would tell us about your experience by completing the following survey.

If you would like some help completing the survey or would like an alternative version made available please contact: 03006560116 ext 3210 (office hours).

This is an anonymous survey and therefore we will be unable to respond to any individual experiences.

If you have a complaint or compliment or other comment about services delivered to you these should be directed to the relevant Trusts, using their formal processes.

Autism & CAMHS

CAMHS / AUTISM (Short questionnaire)

Please tell us about your visit to the clinic.

Did you like the room?

<input type="checkbox"/>	<input checked="" type="checkbox"/> I liked it	<input type="checkbox"/> It was OK	<input type="checkbox"/> I didn't like it at all
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Tick one box

Did the people help you?

<input type="checkbox"/>	<input checked="" type="checkbox"/> They really helped me	<input type="checkbox"/> They were OK	<input type="checkbox"/> They didn't help
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Tick one box

When my visit was over I felt....

<input type="checkbox"/>	<input checked="" type="checkbox"/> Happy	<input type="checkbox"/> OK	<input type="checkbox"/> Sad
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Tick one box

What three words would describe your visit?
1. _____ 2. _____ 3. _____

How could we make things better?

Thank you for giving your views.
They will help us to try and improve what we do.

HSC Health and Social Care Board HSC Public Health Agency

10,000
TEN THOUSAND VOICES

MAKE YOUR VOICE HEARD AND IMPROVE HEALTH CARE

Help us to plan future services

Have you or someone you know been a victim of abuse and been involved with Adult Safeguarding Services?

As this can be a stressful time it is important that we make your contact with our services as effective, safe and comfortable as possible.

In order to ensure this, we are asking, if you have had contact with these services from 1st January 2015 and your case is now closed to Adult Safeguarding, that you would tell us about your experience by completing the following survey.

If you would like some help completing the survey or would like an alternative version made available please contact: 028 95 362810 (office hours).

NORTHERN IRELAND ADULT SAFEGUARDING PARTNERSHIP

Adult Safeguarding Draft 2 March 16



Go live

Survey goes live on 10,000 Voices System and Implementation of widespread engagement plan

Communications and Media brief to support live survey

Weekly observations of stories received and action where appropriate and feedback to operational services as per governance process

Feedback to 10,000 Voices Trust Lead as appropriate

Listening

Person and their
experience



*What matters to
me*

Stakeholder
workshops
Stories
(SenseMaker)



SenseMaker Analysis

Did you feel the staff were..?

Select Window Help

Indexes

- While you were waiting did you fi
- Did you attend the department b
- Overall how would you rate your
- Comments
- Your Gender
- Your Age
- What is your ethnic group
- Country of birth
- CountryOfBirth_Other
- Your sexual orientation
- In your experience, which of the f
- Which setting does your experie
- In which Trust did your story occ
- ExperienceRelatedTo
- Other_ExperienceRelatedTo

Legend

In which Trust did your story occur

BHSCT

SHSCT

NHSCT

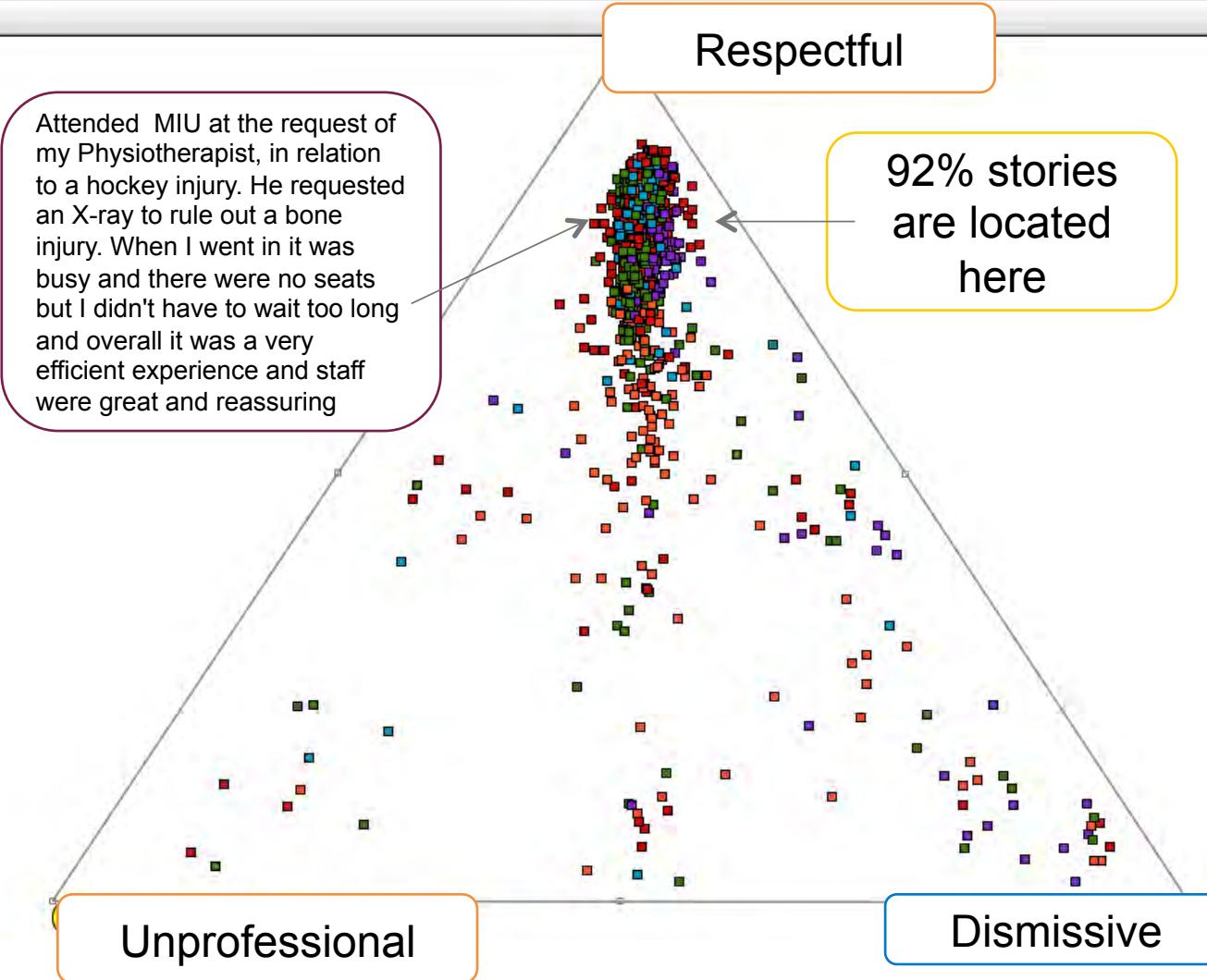
MHSCT

Dynamic queries

In which Trust did your story occur: ALL

(drag question here)

(drag question here)



Listening to patients/clients and staff



Completed 10,000 Voices Projects

- Unscheduled care
- Experience of Nursing and Midwifery care
- Care in Your Own Home
- Direct Access to Physiotherapy
- Paediatric Autism and CAMHS

10,000 Voices Ongoing Projects

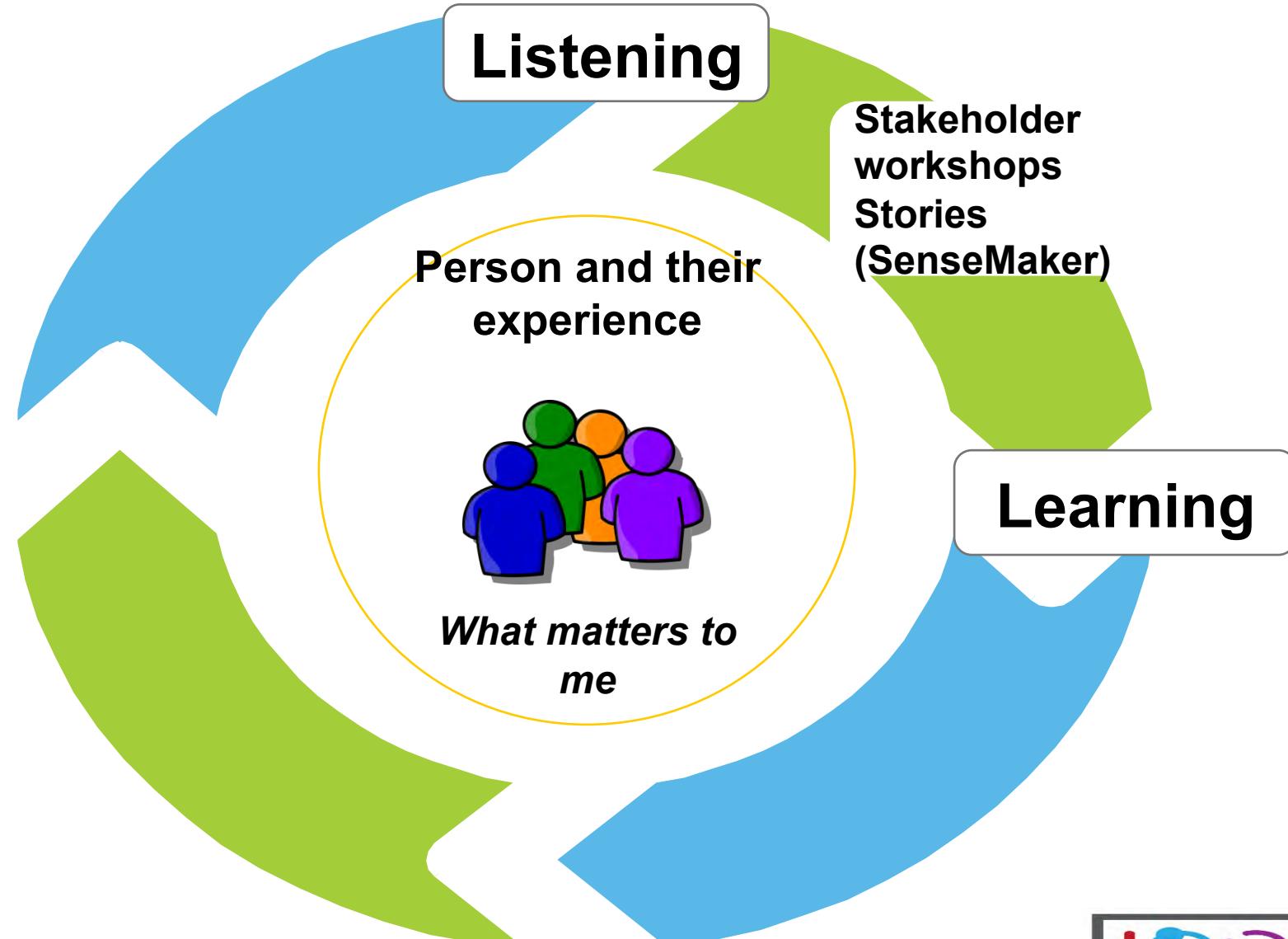


Ongoing projects

- Unscheduled care remains live
- Process of Adult Safeguarding
- Eye care services

Pilot phase

- Experience of hospital discharge
- Experience in relation to delirium



Analysis



Hold analysis/interpretation workshop with key stakeholders to identify key themes and actions

Develop local and regional analysis report (including identified actions)





Learning from patients/clients/staff

What matters to me (summarised from stories)

- Being treated with compassion and respect
- Feeling safe and having confidence in staff
- Having access to the right treatment and information at the right time
- Being kept updated with what is happening in their care journey/episode
- Having a balance of independence and support





Improving experience

- Addressing over crowding within Emergency Department: Care and comfort while waiting
- **Access to food /drinks while waiting**
- Staffing roles/support for staff/mentoring
- Management of patients with Dementia/Delirium
- Management of pain
- Management of Paediatric patients within the ED



Improving experience...

Access to meals and drinks while waiting

- Hot meals available three times a day in all Trust Emergency Departments for patients requiring a meal
- Snack packs/snacks offered outside mealtime provision if required

Hot meals coming down as this is something that did not happen in the past, as the numbers of patients that waited in ED more than 4 hours was quite small. As the annual attendance has increased year on year and patients wait much longer for admission beds the need for provision for hot meals has been a welcome addition (staff story)



What patients say about food....

- Most patients are very satisfied with the standard of food available
- Patients report that staff endeavour to ensure that choices in food are available
- Patients are very grateful to the staff who serve food and are very complimentary about the way in which they carry out their duties
- Provision of food in day centres, clients enjoy meals and the social aspect



What patients say about food....

I was in very bad shape before I came and now I have the company and kindness of everyone and good food. I really don't know what I'd do, if I was at home on my own, I would not even bother cooking or getting any food.

Excellent

The food is lovely - too much even very well cared for. The lady that brings the food round is very nice always happy.

What patients say about food....



No complaints

- *The food is good. Cornflakes/toast and marmalade. Dinner you get 3 choices, its very good, soups, salads, pork is very good, lovely puddings rice and something. there's plenty of it, and its warm enough as I have to let it cool.*

Very good

The food is good; staff who provide this are very good, courteous, happy, cheery and kind

Stories which highlight areas for improvement



Good care at a stressful time

The food is fine other than when you get all your courses together by the time you get to the hot course it can be cold. Its not a hotel I understand that. The toast often doesn't come with your tea either.

If you came in and miss your tea, they say haven't got food for you, important for diabetic



Stakeholder workshops
Stories (SenseMaker)

Influencing

Trust action plans

Learning

“Working together to make positive change”

Improving



What matters to me

Based on principles of
Experience Based Co-Design





Influencing regional policy/commissioning

- Nursing and Midwifery Care/Unscheduled care : integrated into ***Dementia Together NI & GAIN guidelines for MLUs***
- Care in Your Own Home: Integrated into ***Making Life Better & Review of Domiciliary Care***
- Direct Access to Physiotherapy: patient stories integral to overall feedback and will help to influence regional roll out



Influencing regional policy/commissioning

- CAMHS and Autism: Regional Draft framework for ***Children and Young People's Developmental and Emotional Well Being services***
- Stories are shared with the HSCB/PHA commissioning teams
- Presentations to Local Commissioning Groups



In conclusion, 10,000 Voices

- Provides evidence of safe, effective care from patient/family/carer/staff perspective
- Provides evidence of what matters to patients and clients
- Informs quality improvements in patient experience
- Is integrated into regional work/policy/informs commissioning
- Informs induction, training, undergraduate and post graduate education



Thank you for listening to 10,000 Voices

Contact details

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