

# Case Study: A provider perspective

## How Northumbria NHS Trust collects and uses patient experience data

**In their own words:** the trust relies on national surveys to benchmark their data. Last year, Northumbria Healthcare sought 34,500 responses from patients about their experiences of care within the Trust. This information is independently provided by Patient Perspective, a contractor approved by the Care Quality Commission. The surveys are deliberately sent out in the two weeks after discharge, when patients are statistically at their least satisfied and perhaps more free to tell us why.

A 'Two minutes of your time' exit survey is in place to cover the friends and family question. In June 2010 Northumbria developed their real-time programme designed around eight core domains of care. Feedback is given to staff within 24 hours and shared with patients, families and the public. Consultants get individual feedback on what patients have said about them, which is then included in their appraisal.

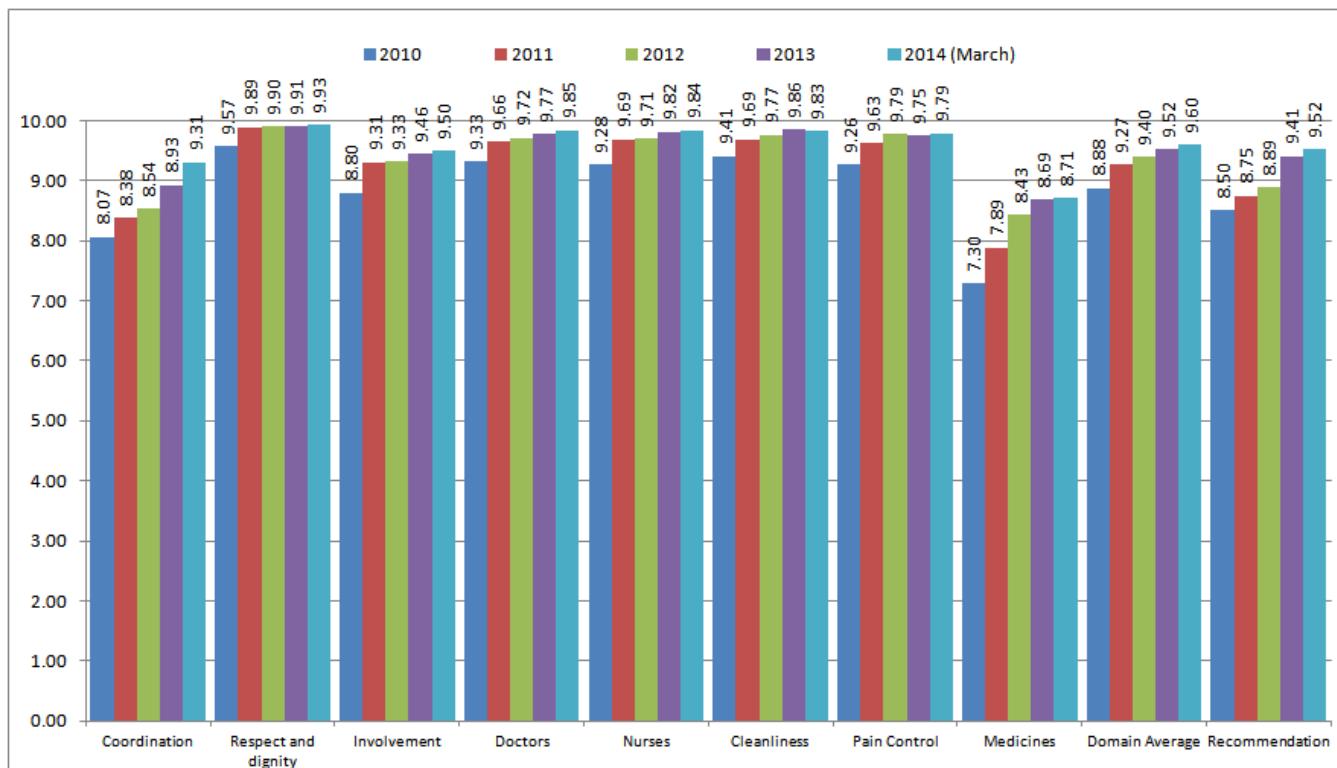
The trust also works with a team of patient advocates from Age UK who consider the experience of the service from the perspective of a person with dementia who is unable to provide feedback.

Across the trust, feedback scores in key domains (such as respect and dignity or cleanliness) are high and a level of 90% is set as the bar. Wards or services falling below this are expected to review patient feedback and use this to consider changes and improve.

One outlying medical ward team, for example, came up with the idea of dignity boxes which included nightwear and basic toiletries for those patients arriving in hospital without these. One of the unintended consequences was the opportunity for staff to spend more time with patients, talking whilst applying hand cream which was in the box. Wards are also supported to improve, with staff released for person-centred training in dementia and delirium where appropriate.

In the annual NHS staff survey, the trust performs exceptionally well, with 91% feeling that their work makes a real difference.

*Continues on next page*



**Real-time improvements; Feedback on eight domains over four years, from more than 17,000 patients.**

We now also ask our patients simply whether they have been treated with kindness and compassion whilst in our care. Latest results reveal 99% of our patients feel they are treated with kindness and compassion.

The trust is currently being funded by the Health Foundation to carry out a project known as ‘Shared Purpose’, which aims to ensure that older people receive kind and compassionate care, in environments where their needs are understood and met. We have eight ‘Shared Purpose’ wards, in which we are using patient experience to drive and measure some of the interventions in this project which include testing the value of nutritional assistants in encouraging our older patients to eat and socialise, the use of independent observational volunteers to provide staff with independent feedback on their practice, and experience-based co-design of the new ‘transfer out of hospital’ service, to ensure integrated care and avoid unnecessary admissions and readmissions.

*Adapted from case study in ‘Future Hospital: Caring for Medical Patients,’ Royal College of Physicians, September 2013*