

TRUST BOARD
29th September 2016

AGENDA ITEM NUMBER	5.5	
TITLE OF PAPER	iWantGreatCare Briefing Paper	
Confidential	NO	
Suitable for public access	YES	
PLEASE DETAIL BELOW THE OTHER SUB-COMMITTEE(S), MEETINGS THIS PAPER HAS BEEN VIEWED		
None		
STRATEGIC OBJECTIVE(S):		
Best outcomes	√	There is significant evidence supporting the link between positive patient experience and improved clinical outcomes.
Excellent experience	√	The introduction of the iWantGreatCare solution will support the Trusts objective to provide excellent patient experience and ensure quality across all of its settings.
Skilled & motivated teams	√	The ability for staff to receive relevant quantitative and qualitative patient feedback will lead towards improving staff morale.
Top productivity	√	
EXECUTIVE SUMMARY	<p>This paper details the status of the roll-out plan for the new feedback solution, iWantgreatCare, recently adopted by the Trust. A timeline is attached showing current progress and future steps. This work will lead to the Trust being fully engaged and pro-active in collecting feedback from users by location and service, and also by individual clinician, practitioner and staff.</p> <p>The plans encompass a pilot group for trialling the clinical feedback solution. This pilot group will go live in early November 2016, followed by a trust-wide launch event planned for early December 2016.</p>	
RECOMMENDATION:	For Noting	
SPECIFIC ISSUES CHECKLIST:		
Quality and Safety	√	
Patient Impact	√	
Employee	√	
Other Stakeholder		
Equality & Diversity	√	
Finance		

Legal	
Link to Board Assurance Framework Principle Risk	
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DATE	29 th September 2016
BOARD ACTION	Noting

1. Background and scope

The Trust would like to give patients the means to feedback directly and openly about their care, as well as the clinician or practitioner looking after them. iWantGreatCare is a company which provides this open and transparent feedback available on a public website. This will increase engagement and will lead to staff being more aware of the patients' experiences, supporting staff and patients in quality improvement, and increasing the overall safety for patients.

Since the introduction of the Friends and Family Test (FFT) in 2013, the Trust has used three different companies to provide feedback from patients and staff across its services. This has caused challenges in interpreting data at a trust-wide level, as well as logistical obstacles, which led to a lack of engagement.

The Trust is therefore now working with iWantGreatCare to provide the FFT service across the whole Trust, as well as providing open and transparent feedback to individual clinicians and professionals.

2. Strategic issues and options

The Trust has recently rolled out the FFT by speciality and location. We are now embedding steps to ensure there is good engagement with data, and improvement actions are taken when appropriate and shared. The plan for rolling out the new service is attached in Appendix 1.

The clinical engagement plan will start with the Orthopaedic Team who will pilot the clinical feedback solution for the Trust from early November. All lessons learned from this will support the Trust in managing a successful roll-out to all clinicians. There will be a planned launch event in early December 2016.

There is a communication plan which is currently being designed and led by the Head of Communications.

3. Context

The Trust will have greater visibility of the patient and staff experience in a more real-time manner. We will be able to link and analyse staff feedback together with patient feedback, thus enabling a more robust system for improving patient and staff experience.

Using one provider for patient FFT, staff FFT and clinician feedback allows the Trust to triangulate data by specialty and clinical area. High level reporting to Board will be possible with more intelligent analysis and thematic information.

iWantGreatCare's approach of transparent sharing of feedback in the public domain can position the Trust as a provider of choice with patients and demonstrate a listening culture.

4. Assurance

The implementation of this new model of feedback is led by the Chief Nurse and Medical Director. It is linked to the 'Philosophy of Care' work, led by the Medical Director, and will also form part of the Nursing and Midwifery Strategy.

An embedding process is underway which will ensure a robust system for collecting and managing data. It will ensure engagement from all areas through the identification of local champions.

This work is currently monitored through a twice monthly steering group which will continue until all aspects of the roll-out are complete and stable. The steering group will report into the Board via the Patient Experience Monitoring Group.

Appendix 1:

