

PATIENT CLIENT EXPERIENCE NEWSLETTER

November 2019

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hello my name is...

I am the interim Assistant Director of Nursing, responsible for Safety, Quality and the Patient Experience. I am a registered adult and children’s nurse and health visitor and have worked for the majority of my career within children’s services in the Southern Trust. I have been a Head of Service since 2008 before moving into this post in June 2019.



Over the last 30 years I have learned that for those who use health services the focus is often not only on the quality of the health service overall, but on their own personal experience of the care received. If we think of our own experience as service users, what matters most is often the way things are done, how we are treated by those providing care, the extent to which our autonomy is preserved and the relationships we form with service providers. Good communication (even down to the level of the words used to speak to service users) is not just the “icing on the cake” but affects health outcomes at a profound level.

I am delighted to be working closely with those on the PCE Steering Group to actively seek out and action the views of those using Southern Trust services. In addition, I am very excited at the potential opportunities to utilise even more feedback from our users via Care Opinion following its launch in April 2020. I encourage you all you promote this to all your patients and clients.



Our Trust Vision and Values

Our vision encompasses our core commitment to deliver safe, high quality care that is co-produced and co-designed in partnership with Service Users and staff who deliver our services.

‘Quality Care – for you, with you’

Care Opinion - New Real Time Patient Client Experience Feedback



What’s your story? Your story can make a difference

The Trust is making plans to implement a regional on line user feedback system which will provide opportunities for patients and their families to share their experiences of health and social care. This will be facilitated through Care Opinion which is recognised as the UK’s leading independent non-profit feedback public platform for health and social care. Care Opinion will complement and enhance existing feedback systems within the Trust and will be launched throughout Northern Ireland in April 2020. For further information please see Care Opinion website, [click here](#)

or contact:

Grace.Hamilton@southerntrust.hscni.net / Christine.Armstrong@southerntrust.hscni.net



Your Life in a Care Home
— a family perspective

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We are keen to hear from relatives who have family members living in our Care Homes across Northern Ireland.

We are focusing on people in nursing or residential care and would welcome your feedback on this experience. The data collected will be used to inform service improvement and training programmes.

The survey can be accessed through the website, www.10000morevoices.hscni.net or a hard copy requested from the 10,000 More Voices Regional Office on 028 95 362868 (office hours) or email 10000morevoices@hscni.net.

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Share your story, shape our service

My Life in a Care Home - A Family Perspective

We invite you to share your story/your experience as a relative of someone living in a care home. We are interested in hearing your perspective as someone who engages with the care home and your involvement. Please click [on link](#) to complete survey online or for a hard copy please feel free to contact Mairead Casey, details on back page.

To explore the experience of carers who engage with the Intermediate Care Service

We invite you think about your experience and share the memorable aspects of the care and your experience as a carer. Please click [on link](#) to complete survey online or for a hard copy please feel free to contact Mairead Casey, details on back page of this newsletter



INTERMEDIATE CARE

HSC Southern Health and Social Care Trust
Quality Care - for you, with you

Have YOUR say



10,000 More Voices Closed Surveys



Thank you for all the recent support we had promoting our recent surveys throughout the Trust. **Staff Experience of Mental Health Services** has now closed. The Regional Reports is currently being prepared.

A big thank you
for all your support.

Promoting 10,000 More Voices to our staff, patients and Service Users

This short animation has been produced for staff, service users and carers to explain how to complete the 10,000 More Voices surveys.

Please share within teams, groups and individuals.

Watch this Video. It explains it all. 



New Online Service User Feedback Form

The Online Service User Feedback Form is now available for staff to complete. This will enable you to easily record the compliments directly received to your department. The Service User Feedback Team is available to answer any questions or queries you may have in relation to the completion of the online form: user.feedback@southerntrust.hscni.net or tel: 028 3756 4600

CLICK HERE TO
DOWNLOAD THE
FORM

Service User Feedback - Compliments, Comments & Suggestions



Service User Feedback Team

"I recently have been in for major surgery at Craigavon Area Hospital and wish to thank sincerely all of those who looked after me, Dr XXXX , Mr XXXX and everyone in the excellent Multi-Disciplinary Team at ENT Team. I cannot thank you enough for your excellent compassionate care, both before and after my surgery. Thank you for taking the time to guide and explain the processes with myself and my family.



Service User Feedback Team

"XXXX had an appointment in Tower Hill, Armagh to see a Tissue Viability Nurse. Just to say that she was absolutely brilliant. She was very pleasant, patient and helpful and really put my mind at rest. If it is possible, please let the nurse know how grateful we are for her help."

Service User Feedback Team

"My time in Cherrygrove has taught me a lot. I have been taught how to be a better me. My time here has been a roller coaster. I have had my ups and downs and staff have got me through it all. I will miss the craic and jokes from the staff. Thank you to my keyworkers. There is just so much to say about each and every staff member. I wish everyone well and good luck for the future."

10,000 Voices Mental Health Survey

Staff are kind, caring and positive and this helps me maintain good mental health. Staff are my stepping stones towards a better future.



10,000 Voices Mental Health Survey

My experience has been very good and has opened a lot of door's for me. Couldn't see my future before and now I can from using the mental health services. Thank you.



Nursing Quality Indicators; Patient feedback

There is always someone present when needed



Nursing Quality Indicators; Patient feedback

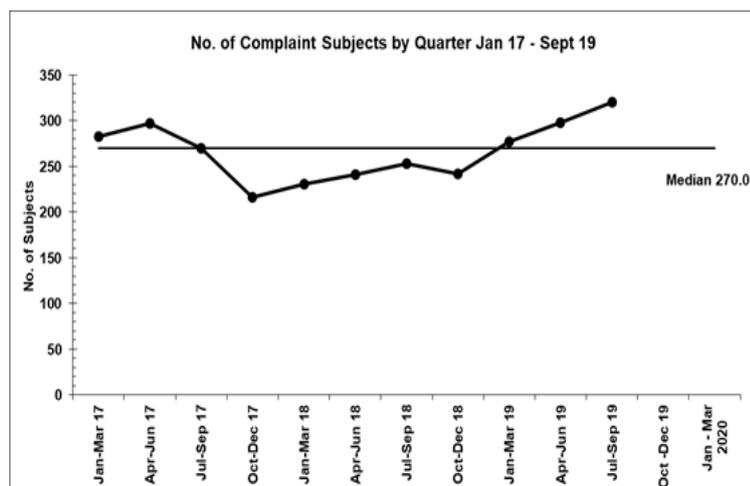
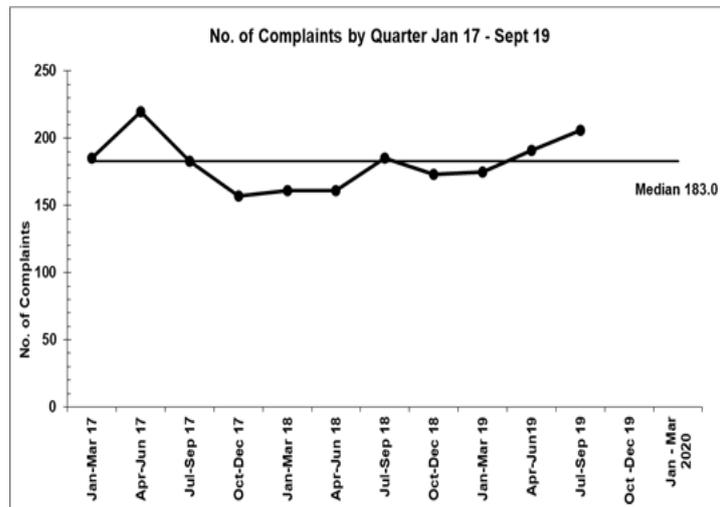
Frequent contact throughout the day always polite and courteous.



Service User Feedback - Complaints



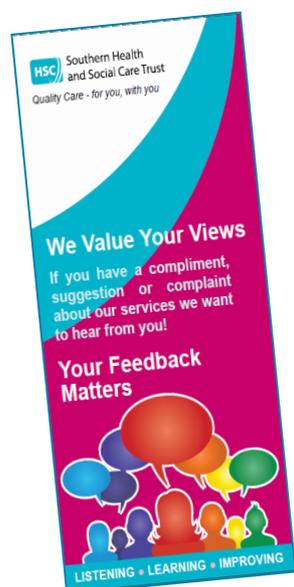
In Quarter 3 (July – Sept) 2019, 206 complaints were made to the Trust, within which 320 complaint subjects were identified. Regionally Complaints are categorised and reported by the subject within the complaint. One complaint letter may have multiple complaint subjects. The graphs below show the number of complaints and complaint subject levels over time.



The top 10 complaint subjects this quarter were:

1. Communication/ Information
2. Quality of Treatment and Care
3. Staff Attitude and Behaviour
4. Professional Assessment of Need
5. Clinical Diagnosis
6. Discharge/ Transfer Arrangements
7. Property/ Expenses/ Finances
8. Quantity of Treatment & Care
9. Waiting List, Delay/ Cancellation Planned Admission to Hospital
10. Environmental

SHSCT Complaint Leaflets



Patient experience and involvement is extremely important to us. We aim to continually improve and it is often people who have observed our services who can help us to learn and improve by sharing their experiences.

An updated version of our We Value Your Views is now available to order as a catalogue order on E- Procurement code: WPH001289. Translated versions are also available on [SharePoint](#).

This leaflet provides Service Users and their families with information on;

- *How to make a compliment, complaint or suggestion*
- *How to provide anonymous feedback via 10,000 More Voices Generic Survey*
- *What happens next within the formal complaints process?*
- *The role of the Northern Ireland Public Services Ombudsman*
- *Complaints about regulated establishments e.g. nursing or residential homes.*

Courtyard Cabin, Craigavon Area Hospital - public living room now open



Working together



Our new Courtyard Cabin has been officially opened at Craigavon Area Hospital offering a unique and supportive space for people to come together in a busy and often stressful hospital environment. The hexagon-shaped, hobbit-like wooden cabin has seating for about 15 people and is located in a courtyard in the centre of the hospital surrounded by trees and plants and outdoor seating.

The Courtyard cabin was inspired by the Camerados international movement which aims to create social environments that enable human connections by creating spaces for people to be alongside as equals and look out for each other.

Maff Potts who is Director at Camerados attended the official opening in Craigavon on 23 September 2019 and was clearly impressed by what he had seen as he commented:



"I am really delighted to be here for the opening of the Courtyard Cabin in Craigavon Area Hospital. This is the first cabin that has been created in a hospital and the first time a public living room has been created in an outdoor space. The cabin is fantastic and I particularly like the way the team here in Craigavon took our idea and came up with their own amazing spin on it and built a little building. I hope that the cabin will be a place where people can be camerados to each other - looking out for one another through tough times - that's what a public living room is all about! Craigavon is such an exciting new member of the movement as we'll learn a lot from this little cabin."

The cabin is now open for all staff, patients, carers and service users.



Media coverage in Daily Mirror



Media Coverage in Belfast Life



We have been working with a service user with sensory difficulties to improve the visibility of its hospital volunteers. The 'Here to Help' volunteers are based in the foyer of both Daisy Hill and Craigavon Area Hospital and are available to help visitors find their way and give directions.

The Trust has now introduced bright yellow fleeces for the helpers following feedback from Leslie Massey who is sensory impaired and uses a guide dog. Leslie felt that the original dark navy fleeces were hard to distinguish in the busy foyers of our Hospitals. Gerardette McVeigh, Volunteer Co-Coordinator explained:

“We understand that it can be difficult for

anyone to find the right department in our busy hospitals and this can be a particular challenge for those with hearing or visual impairment. We also want to make sure that everyone using our services can access them easily and so we really appreciate the help of Les who highlighted a simple change that could improve the experience of people with sensory difficulties. I would also like to thank our Sensory Disability Team who did a great job working with Les and making his suggestion a reality.”

Mr Massey added: “I suggested yellow as it is a bright colour and the volunteers can easily be seen as you enter the hospital and volunteer also written across the back of the fleece.”

I have really enjoyed getting involved and making a difference to improve the experience for other people with sensory difficulties.”



CONTACT US

for more information

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Useful Links

