

PATIENT CLIENT EXPERIENCE NEWSLETTER

September 2020

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Official Launch of new Real Time User Feedback: Care Opinion



Care Opinion was officially launched on 3 August 2020 across Northern Ireland. This consisted of regional and local communications throughout the week supported by a video launch [please click](#)



The Health Minister said: "Care Opinion is an important tool that will help us deliver enhancements but for it to work as well as it can, we need to hear from everyone who has experience of using our health and social care services that includes service users and their families and carers. We want to hear not only about what has worked well, but also about the times when things could have been better. I would encourage people to use the platform and make their voice heard."

In order to promote Care Opinion in the SHCST area, a number of communication messages have been posted through social media outlets, as well as through the internal communication plan, this has included desktop message, communication through Southern-i and public display



Any further questions or queries in relation to Care Opinion contact:

- Grace.Hamilton@southerntrust.hscni.net
- Christine.Armstrong@southerntrust.hscni.net
- Mairead.Casey@southerntrust.hscni.net



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

Care Opinion Implementation plan for SHSCT

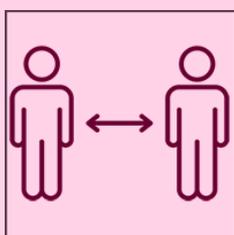
The SHSCT Care Opinion Implementation Group met on 28/07/2020 and plan to meet again on 03/09/2020. The implementation plan has been reviewed in light of the delayed regional launch due to the COVID-19 pandemic, and will be agreed at the next meeting on 03/09/2020.

Awareness/Responder and subscriber training

Awareness training for all staff has recommenced; this training has also been recorded and will shortly be available through the Trust's Education and Learning eLearning platform.



Responder training has also recommenced but can only be facilitated in small numbers due to social distancing requirements. The team is currently exploring the possibility of setting up responder training via Zoom. If any teams require training please feel free to contact: Christine.Armstrong@southerntrust.hscni.net or Mairead.Casey@southerntrust.hscni.net



SHSCT socially distanced Responder Training for staff in new Day Clinical Centre, South Tyrone Hospital and Outpatients Department, Daisy Hill Hospital



Current Engagement across Directorates

The team is currently supporting the following areas with the implementation of Care Opinion within SHSCT.

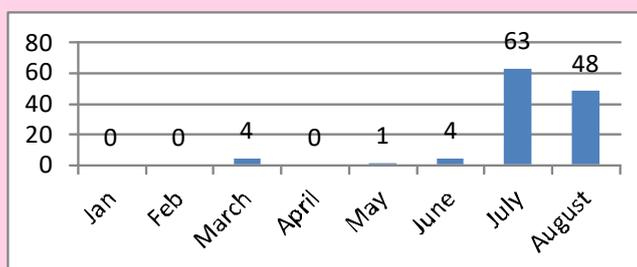
We will be moving to other areas. If you are interested, please contact Christine/Mairead for further information and details.

We hope to highlight some of the feedback received in each newsletter. Overleaf we can see what feedback was received within the Day Clinical Centre in South Tyrone Hospital.

Directorates
Acute: Day Clinical Centre, South Tyrone Hospital
Acute: Radiology
Acute: 3 South, Craigavon Area Hospital
Acute: Out Patients Department Daisy Hill Hospital
Acute: Maternity, Trust wide
CYP: Acute Paediatrics & Neonatal Services
OPPC: Acute Care at Home
OPPC: Primary Care Division
OPPC Non Acute Wards
MHD: Support and Recovery
MHD: Physical Disability team
MHD: Sensory Disability Team
MHS: Bluestone

Update on number of stories received

In total 134 stories have been received from patients/services users/family members/carers from within the Southern Trust area. 120 stories have been received during 2020, 97 of which relate to the Day Clinical Centre, South Tyrone Hospital. The number of stories received by month during 2020 (up to 20/08/2020) are as follows:



Care Opinion in Day Clinical Centre (DCC) South Tyrone Hospital (STH)

As part of the implementation plan within SHSCT, DCC is one of the focused areas that we have worked with to allow our patients and clients the opportunity to let us know what they felt about the new move of the DCC from CAH to STH during Covid 19. This is their story.

What do we do in the Day Clinical Centre (DCC)?

We deliver a high standard of care administering infusions and transfusions to people in a day care setting which allows our patients to avoid in-hospital admission.

The Manager of DCC Sarah Hislop said “Our relocation from CAH to STH in March 2020 was immediate and challenging— however our initial apprehension was quickly overcome as the team rapidly adjusted to protect our vulnerable patients in this time of crisis. They all embraced the sudden overnight move without much ado – indeed we are hardy to this process having moved now five times in the last four years! The DCC team’s resilience has surpassed even my expectations! The skeletal service we were asked to provide off-site during Covid 19 has grown abundantly – new GP and Acute Care at Home referrals have increased weekly. Gastroenterology and Dermatology patients, for example, were also diverted to us for their Biologic Therapy from DHH and CAH as these patients were immunocompromised and needed to be treated away from the main hospitals”



Sarah feels that Care Opinion has given them opportunity to assess their service during Covid 19 by giving their patients the platform to voice their concerns and opinions as they have had to move and adapt through the pandemic.

Sarah continues “In addition, Chris, Tanya and I have all received responder training – the process seems daunting until you use it. Indeed it has been humbling to have opportunity to thank our patients for taking the time to give their feedback and it is a pleasure to, you quickly realise, a bit like us moving, that Care Opinion is straight forward to use. It has been very humbling as responders to give patients and their carers assurances that they are being listened to”

It has given the DCC staff working directly with the patients an opportunity to see what great things are being said about them and their care – or if anything needs to be improved – it is a very constructive medium by which positive changes can be made if needed. 102 stories specifically about DCC on 26th August for two months and rising; very particular, specific and similar feedback found throughout the stories, social distancing, high standard of nursing care, feeling safe.

Some of our patient comments about “SOCIAL DISTANCING”

“The room was well laid out regarding social distancing and was spotless.”

“The larger space allowed me to feel more confident in being a safe distance from others”

“The room was much more spacious and felt much less cramped compared to the ward in Craigavon Hospital”

“Happy to be in Dungannon, more room than Craigavon. Social distancing has been great”

Some of our patient comments on Care Opinion about our “high standard of nursing care”

“Very pleased with the care of all staff in the department, all very pleasant and professional and welcoming”

“I was referred by my GP for a blood transfusion and I now attend the Day Clinical Centre fortnightly for blood transfusions, preventing me from being admitted to hospital. Everything has been of the highest quality and care, I could not ask for anything different from the setting or the staff. It is perfect!”

“I received first class care and felt protected. I felt the care workers were overworked, and felt sorry for them wearing masks etc. in the heat. Even with all this I felt I was looked after very well.”

Some of our patient comments on Care Opinion about? “FEELING SAFE

“The Day Clinical Centre was moved to South Tyrone Hospital because of Covid-19 so that it would be safer for patients like me to get their Biologic therapy”

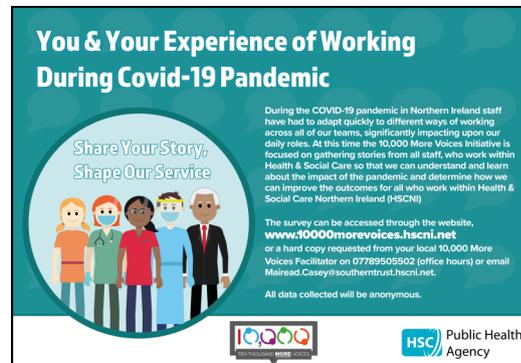
“The ward in South Tyrone is much more spacious than Craigavon, and I feel very happy with the relocation as it keeps patients like myself safe”

“Met at doorway and given mask etc. Asked to wash hands then brought into the ward for my medication. Staff was excellent in reassuring my safety and well being. Everything was explained as to what would happen. I felt safe at all times, staff kept checking on my well being throughout my time. Could not praise the staff enough. Thank you”

During Covid 19, the 10,000 More Voices Work plan was regionally stood down. A new work plan for 2020/21 has now been received by the Trust and work has recommenced. Below is a selection of the surveys open to staff, carers, patients and service users at this time.

New: Experience of Working during COVID 19 Pandemic

This survey was launched in June 2020. The pandemic of COVID-19 in Northern Ireland has been one of the greatest challenges to our Health & Social Care system since its establishment and also to each individual staff member who works within our organisations. We have had to adapt quickly to different ways of working across all of our teams, significantly impacting upon our daily roles. At this time the 10,000 More Voices Initiative is focused on gathering stories from all staff, who work within Health & Social Care so that we can understand and learn about the impact of the pandemic and determine how we can improve the outcomes for all who work within Health & Social Care Northern Ireland (HSCNI).



You & Your Experience of Working During Covid-19 Pandemic

During the COVID-19 pandemic in Northern Ireland staff have had to adapt quickly to different ways of working across all of our teams, significantly impacting upon our daily roles. At this time the 10,000 More Voices Initiative is focused on gathering stories from all staff, who work within Health & Social Care so that we can understand and learn about the impact of the pandemic and determine how we can improve the outcomes for all who work within Health & Social Care Northern Ireland (HSCNI).

The survey can be accessed through the website, www.10000morevoices.hscni.net or a hard copy requested from your local 10,000 More Voices Facilitator on 07789505502 (office hours) or email Mairead.Casey@southerntrust.hscni.net.

All data collected will be anonymous.

HSC Public Health Agency

The purpose of this survey is to support you to share your story about COVID-19 so that as a member of staff you can shape our service and improve both staff and patient experience. All surveys are anonymous and therefore when completing the survey you are asked not to use patient, family or colleagues names. Please note that by completing this staff survey you are consenting to your anonymous information being used for development of reports, staff education and training and research.

New: Experience of Mental Health Services during COVID 19



You and Your Experience of Mental Health Services During COVID-19 Pandemic

During the COVID-19 pandemic in Northern Ireland patients, clients and families have had to adapt quickly to different ways of engaging with Health & Social Care Services. At this time the 10,000 More Voices Initiative is focused on gathering stories from people who have engaged with Mental Health Services during the COVID-19 pandemic. Through sharing your story you will shape our services within mental health.

The survey can be accessed through the website, www.10000morevoices.hscni.net or a hard copy requested from your local 10,000 More Voices Trust Facilitator.

Mairead Casey
077 8950 5052 (office hours)
Mairead.Casey@southerntrust.hscni.net

All data collected will be anonymous.

Share your story, shape our service

HSC Public Health Agency

During May 2020 10,000 More Voices piloted a survey within Mental Health Services to explore the alternative ways of engagement which occurred during COVID-19. The survey has been amended in response to the feedback. This was planned to be a short project open from Friday 31st July 2020 initially for 1 month but has now been extended to 30 September 2020. This is open to all ages and is therefore inclusive of CAMHS.

Below are the links to 2 videos promoting the Mental Health Survey just click on the name;

[Brian McGarvey \(AD in WHSCT\)](#)

[Eileen Shevlin \(Service User Consultant, SEHSCT\)](#).



WATCH OUR VIDEOS

New: Your Experience of Personal Protective Equipment (PPE) during COVID-19

A new Survey "Your Experience of Personal Protective Equipment during COVID-19" was launched on 4 September 2020. This will be a short focused survey closing on 4 October 2020. This is an opportunity for all staff to share their experiences of wearing PPE during Covid 19. It is open to all disciplines. We are linking in with our colleagues from Infection Control in relation to this project.

Staff can complete online –

<https://10000morevoices.hscni.net/home/staff-experience-of-personal-protective-equipment-during-covid-19/>

If hard copies needed or any further information, please contact 10,000 More Voices Facilitator, Mairead, mairead.casey@southerntrust.hscni.net



Staff Experience of Personal Protective Equipment During COVID-19

During the COVID-19 pandemic in Northern Ireland staff have had to adapt quickly to different ways of working across all of our teams, significantly impacting upon our daily roles. This survey provides you with an opportunity to reflect upon your experience of wearing Personal Protective Equipment (PPE) whilst undertaking your HSC role. This project is supported by Infection Prevention Control teams across the Region and sharing your experience will help us all make improvements.

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 362858 (office hours) or email 10000morevoices@hscni.net.

All data collected will be anonymous.

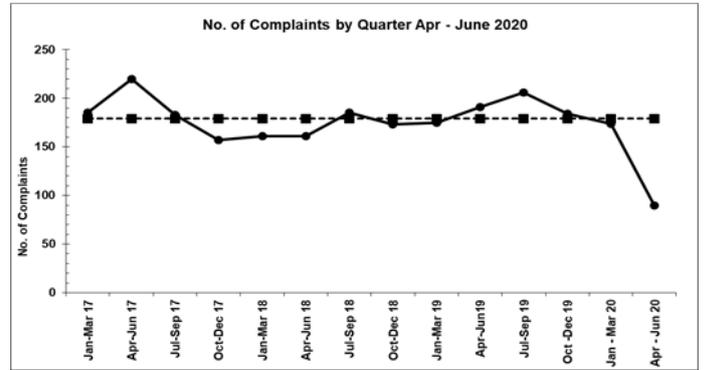
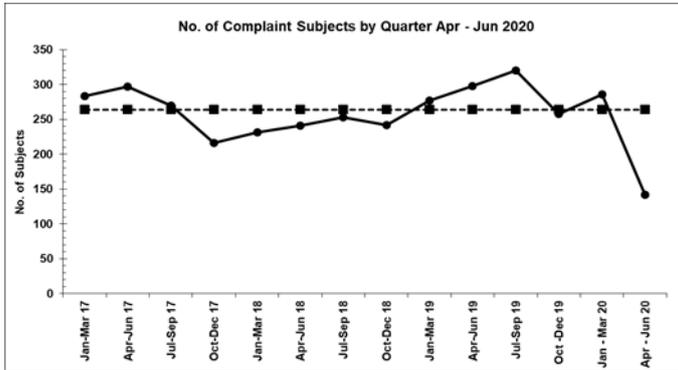
HSC Public Health Agency



Regionally complaints are categorised and reported by the subject within the complaint. One complaint letter may have multiple complaints subjects.

☞ Within Southern Trust, this period (April to June 2020) 90 complaints were received (48% decrease on Jan – March 2020)

☞ The 90 complaints contained 142 complaint subjects (a decrease of 50% and a ratio of 1 complaint: 1.6 subjects).



Main SHSCT Complaint Subjects this Quarter

Complaint Subject
Communication/Information
Staff Attitude/Behaviour
Quality of Treatment & Care
Professional Assessment of Need
Quantity of Treatment & Care
Discharge/Transfer Arrangements
Property/Expenses/Finances
Clinical Diagnosis
Confidentiality
Waiting Times, Community Services



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.*



Click here
to access



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:

Email: user.feedback@southerntrust.hscni.net or telephone : 028 3756 4600

Service User Feedback - Compliments, Comments & Suggestions

Comments,
compliments
and complaints



Service User Feedback Team

"I am writing to express my sincere gratitude to the staff in the breast care clinic, Craigavon hospital. I have attended the family history screening clinic for a good few years. I want to pay tribute to Dr for her diligence and competence in detecting my breast problems in January this year. I am truly grateful for the caring and expedient service that I received. From MRI scans, biopsy's and consultations through to surgery. I wish to pay tribute to every one of the radiographers who supported me through very difficult biopsy's their care, compassion and professionalism never wavered. I am truly grateful to the breast care nurses, for their support, kindness and advice. To Dr I will forever be indebted to you for completing two surgeries on me in the middle of a pandemic. Your competence, diligence, care and compassion Never wavered. Both my surgeries were carried out in daisy hill hospital. The care I received in female surgical was first class. I want to say special Thankyou to nurses that Looked after me pre and post-surgery. Again their care and compassion was Unwavering. I witnessed these nurses taking no breaks and working way beyond their finishing time. I also want to pay tribute to the theatre assistant who couldn't do a better job and also to the anaesthetist for a very reassuring, professional and caring manner. If it hadn't have been for the family history screening my symptoms would not have been picked up. This is such a valuable and essential service to women. I have observed all these staff adapting from pre covid to new working conditions. The breast care nurses even having to work on the frontline doing covid testing. Wearing all the PPE for lengthy periods of time. This was my first experience of being in hospital with the exception of having my children. I had surgery twice. I want to convey my sincere thanks to all staff for the excellent standard of care that I received in the midst of very difficult and challenging times"

Service User Feedback Team

Hi we were in Craigavon hospital on the 18th June with my 5 year old daughter, who had an accident and needed an X-ray. Whilst we were waiting myself and my 2 kids were exhausted with the heat (hottest day of the year) and starving, a lovely nurse/ food cater I'm not to sure seen we were just deflated while we waited on results (we were 4hours in at this stage) asked did the children want ice cream and we couldn't believe how she took the time out in what was very busy day to get us dinner and juice. Honestly it was amazing just to grab a wee bite to eat and a drink and ice-cream for the children, she was so caring and nothing was a bother. I'm near sure her name was crystal and I just want to say thank you so much for taking the time out. Our drive back home to Newry didn't seem as daunting then :) thank you [??] Happy mum

Service User Feedback Team

XX was seen by Paeds DHH and was followed on by Paeds Community Nursing team. They went daily to see him for 6 weeks and the quality of his care was outstanding. Even though they were short staffed they were very professional. Also the Paeds team at DHH were excellent



Members of the Nursing Governance Team and 2 social workers have been redeployed to roles within the Covid 19 Bereavement Team. These are very complex multifaceted roles requiring a high level of communication and professional expertise. On a daily basis nurses make sensitive phone calls to families who have suffered a bereavement to offer condolences, to hold grief and to signpost to other sources of support.



The team also follows up outstanding queries or concerns on behalf of families, where appropriate, as well as providing a source of information and support for ward staff.

A bereavement helpline is also in place Monday-Friday 9am -5pm for anyone in the Southern HSC Trust who has been bereaved under any circumstance. This has been made possible through social work and allied health professional colleagues who have covered the call responder rota over the past weeks.

The helpline's number is 028 37 567990

Leaflet for Families During Restricted Visiting

The PCE Facilitator, as part of her role supporting the Bereavement Team developed a leaflet for relatives during the restricted visiting period. This provides families with useful information on visiting, management of valuables etc. The PCE Facilitator has linked in with the Northern Ireland Ambulance Service (NIAS) regarding the leaflet and they have agreed to distribute this. These will be available for their crews to hand out to families when their loved ones are being admitted to hospital.

The NIAS South HQ location will manage distribution to Stations as agreed by Mark Cochrane, Area Manager, Southern Division. They commented on the leaflet by saying;

"Happy to contribute, looks great and hopefully patients/family will find useful"

Copy of leaflet below:

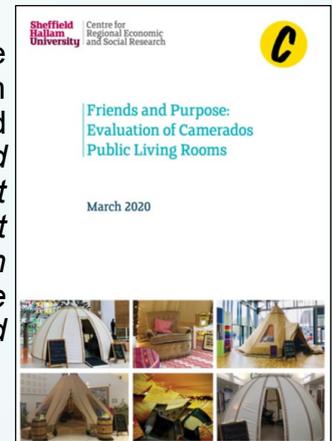
The PCE Team is currently revising this leaflet to take account of the new restricted visiting arrangements.

Courtyard Cabin – Public Living Room, Camerados

The difficult decision was made to close the cabin on 13 March 2020 due to COVID 19. We hope to reopen whenever it is safe for both our staff, visitors patients and service users. However some exciting developments has been undergoing just prior to that:

Research

In January 2020, the Trust participated in a research interview for the Association of Camerados being undertaken by a research fellow from Centre for Regional Economic and Social Research (CRESR) Sheffield Hallam University. In the conclusion it outlined that *“this report has presented compelling evidence that PLRs are valued by those who organise and visit them and that for many people they represent an important source of support in the context of a challenging world. This is as true for those who are in crisis, as it is for those who are simply seeking respite from workplace stresses or looking for opportunities to make human connections in fractured and disconnected communities”*



Link to the report below;

https://www.camerados.org/wp-content/uploads/2020/04/Friends-and-Purpose-Evaluation-of-Camerados-PLR-final-1-1.pdf?mc_cid=5c910855cf&mc_eid=eaacf3213c

Portadown Wellness Centre



Our partners in the community Portadown Wellness Centre invited their film making facilitator Emmett to visit the Courtyard Cabin. Emmett subsequently made a short film about the collaboration with the Trust, interviewing the PCE Facilitator and PWB Lead on how the project began. This film can be seen below:

<https://www.facebook.com/PortadownWellnessCentre/videos/2576065785962030/>

Benefits of Hospital Gardens

We recently came across a Covid 19 experience in Cornwall “Explorer Robin Hanbury-Tenison” said that the *“breakthrough” in his recovery came as he felt the sunshine on his face at Derriford’s secret garden after five weeks in intensive care”*.

<https://www.cornwalllive.com/news/cornwall-news/robin-hanbury-tenison-meets-nurse-4149765>

Feedback from the Cabin



We have listened to feedback and in response estates colleagues have recently installed lights into the roof of our cabin. It is hoped that heating will be included at some stage in the future.

Under the lead of Dr Neal A. Morgan a pilot was set up in CAH to develop a Virtual Visiting Service in conjunction with medical student technicians. The origins of that project was “We needed an alternative visiting option and we needed to help futureproof visiting during the COVID-19 pandemic”. It was felt that the service could provide a simple generic resource to make Virtual Visiting widely available and embed permanent culture change. To date;

- The students have completed calls to the USA, Australia and New Zealand, to name but a few
- The students were able to connect one patient into his son’s wedding, he was able to deliver his fathers speech. The Bride and Groom came into the hospital and thanked the team.
- They were able to connect one patient to her daughter in America just before she passed away. They were able to pray together through the iPad. The patient’s daughter wouldn’t have had the chance to say goodbye otherwise

Patient Feedback

- 👤 “Thanks for connecting me to my daughter and granddaughter. It cheered me up no end.”
- 👤 “Fantastic experience - MST help was brilliant”
- 👤 “Great idea for patients”

Visitor Feedback

- 👤 “We appreciate and are thankful for allowing this virtual visit to my mother each day, without this facility we would not be able to see mum’s progress as we live in Essex.”
- 👤 “The visiting staff have been so helpful. I am shielding and can’t get to visit mum so I don’t know what I would do without this iPad visiting”
- 👤 “I think this service is a fantastic idea, especially for my 80+ year's father who finds it too difficult to undertake the journey to and from 3South to the car parks

The Patient Client Experience Team is currently working with Dr Morgan and his team to look at ways to taking this forward after the medical students return to university.

It is hoped that we can integrate Virtual Visiting within a unified visiting strategy for the Trust

CONTACT US
for more information



Useful Links 

10,000 More Voices

028 3756 6764 / 07789 505 502
mairead.casey@southerntrust.hscni.net

Service User Feedback Team

028 3756 4600
complaints@southerntrust.hscni.net
User.feedback@southerntrust.hscni.net

User Involvement & Community Development

028 3756 4469
ppi.team@southerntrust.hscni.net

Care Opinion

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