

## Board of Directors (in Public)

### Item 3.2

**Subject:** Vision for Patient and Family Experience  
**Date of Meeting:** Tuesday 24<sup>th</sup> September 2019  
**Prepared by:** Sue Pemberton, Director of Nursing & Operations  
**Presented by:** Sue Pemberton, Director of Nursing & Operations

BAF Ref	Impact on BAF
1,2	None

#### 1. Executive Summary

The LHCH Patient experience vision commenced in 2012 and was updated in 2013 to include family experience. The patient and family experience vision has provided a framework for staff to guide them in the expectations for patients and families and care delivery along their pathway setting out the outcomes expected. Over the last 9 years the Trust has been rated top in the country for overall patient care and received an outstanding rating from the CQC in September 2016. The Trust has focused on continuous improvement, and reviews and updates its quality strategy each year to reflect this. The Trust has recently been inspected again by the CQC (February 2019) and has again been rated outstanding.

The challenge for LHCH is how do we build on this and further improve the care and treatment of our patients. The Trust has a system leadership role in CVD and is leading the prevention agenda across Cheshire and Merseyside. Our role as system leader is clear and we need to ensure our vision for patient and family centred care reflects that.

The patient and family experience vision sets out expectations for all of our staff for each step of a patient's pathway. Whilst the current vision has serviced the organisation well, the new vision needs to focus on pre admission and post discharge, as these are the main areas where the Trust can influence and improve the patient and family experience. This new vision will address the areas identified for improvement from the National In-Patient survey results 2018 and our ambitions to be a system leader, whilst ensuring that the care and treatment delivered in LHCH remains outstanding.

#### 2. Background

In 2018 The Director of Nursing carried out engagement with all disciplines through sharing and learning and relevant other meetings to gather intelligence and thoughts on our current six step patient and family experience vision and how the Trust should develop this. The overwhelming feedback was that the Trust is excellent whilst the

patient and family/carers are under our care and that the area we could improve was pre admission and after care/after discharge.

Our current six step PFCC vision includes 6 steps commencing with reputation to after stay. Over the past few years we have made significant improvements in relation to experience in the hospital and met the expectations of the vision. What has become apparent that there is much we can do to broaden the six steps to include pre-admission and post discharge – using our influence across the broader health economy, to improve the experience of patients outside the boundary of LHCH.

### 3. The new Patient and Family Experience Vision 2019-2022

The new six steps vision has been amended to focus on the journey of patients prior to admission to LHCH. Appendix one highlights the programmes of work that will be reviewed and actioned to drive forward these improvements. The final sixth step of the vision remains the same however the programme of work in this step will be strengthened to provide consistency for all patients to ensure they receive on-going care and support. It is suggested that the new six steps vision does not include reputation as whilst this is critical it is deemed that this is the outcome of delivery of the vision.

## Our model of Patient and Family Centred Care - ensuring quality and safety



 <p><b>PRE-CARE</b> "I knew what to expect when I came into hospital because communication had been clear."</p>	 <p><b>ARRIVAL</b> "My family and I were expected at the hospital and felt welcomed by all."</p>	 <p><b>CONTRACT OF CARE</b> "My family and I were involved in planning my care."</p>
 <p><b>STAY</b> "Compassionate, safe and personalised care was delivered with dignity and respect."</p>	 <p><b>TREATMENT</b> "I felt safe because staff communicated well and displayed the skills to deliver excellent care."</p>	 <p><b>DISCHARGE &amp; AFTER CARE</b> "My family and I received ongoing support."</p>

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#### **4. Summary**

The 6 steps vision has been the framework for our staff to set out our expectations for experience for our patients and families. To ensure that LHCH meets its vision “to be the best” the six steps have been revised to add more focus to the experience prior to patients coming to LHCH and what care is in place when they leave the hospital. This added focus should see improvements in these areas that are generally the source of concerns and issues raised and maximise the patient and family experience within LHCH and beyond.

#### **5. Recommendations**

The Board of Directors to approve the updated Patient and Family Experience vision and approve the programmes of improvement for 2019/20

## Appendix one - Patient and Family Experience Improvements 2019/20

<p><b><u>Administration and performance</u></b></p> <ul style="list-style-type: none"> <li>• Letters</li> <li>• Cancellations</li> <li>• Appointments</li> <li>• Admission dates changing</li> <li>• Compliance with the access standards</li> <li>• Review of diagnostic pathways</li> <li>• Compliance with the access standards</li> <li>• Patient flow - Patients being moved frequently whilst in hospital</li> <li>• Readmissions</li> </ul>	<p><b><u>Patient Care</u></b></p> <ul style="list-style-type: none"> <li>• Nutrition standards</li> <li>• Patients asked for their views on the quality of care</li> <li>• Communication before operations</li> <li>• Review of the volunteering strategy</li> <li>• Standardise the handover process</li> <li>• Implement the pharmacy technician role across Birch, Elm, cedar and Oak wards</li> </ul>
<p><b><u>Discharge</u></b></p> <ul style="list-style-type: none"> <li>• Time waiting medicines/discharges</li> <li>• Pharmacy Technicians on the wards</li> <li>• Discussions regarding additional equipment in the home OT</li> <li>• Standardise the discharge process and agree standards</li> </ul>	<p><b><u>Follow up care</u></b></p> <ul style="list-style-type: none"> <li>• Patients to receive follow up care – plan phone calls within one and 4 weeks</li> </ul>

Administration – being addressed as part of the establishment of the administration hub

Performance – being addressed by the Chief Operating officer/Head of administration

Patient care – being addressed by the Director of Nursing

Discharge – being addressed by the Director of Nursing

Follow-up care – being addressed by the Director of Nursing