

# Listen, Learn, Share

November 2021

## Introduction



Welcome to the 3rd Edition of 'Listen, Learn, Share', published by the Patient Experience Team.

Inside, you will find lots of information about how the Patient Experience Team is working to ensure that the patients' voices are heard. This enables us to ensure that RWT's practice is not only 'Safe and Effective, Kind and Caring and Exceeds Expectations,' but that it continually improves to be the service that our patients want it to be.

The Patient Experience Team is RWT's hub for complaints, compliments and queries, also Equality, Diversity and Inclusion from

a patient's perspective and volunteering services which enhance patients' experiences.

Our ethos is that we are as keen to hear about when things aren't so good, as well as hearing compliments, although these make us very happy!

By listening to feedback and sharing this information with our stakeholders, we can identify areas where we can put changes into place that will make our Trust's services even better. We aspire to provide excellence in the care that we give and exceed expectations.

Please read on and, if you have any comments, queries, compliments, complaints, do get in touch with us.

### Patient Experience Team:



Web Page: <https://www.royalwolverhampton.nhs.uk/patients-and-visitors/patient-experience-team/>



Or telephone:  
01902 695362 / 695368



Follow us on Twitter:  
@RWT\_patientexp

## Patient Experience

# Complaints and PALS Concerns

Once a formal complaint is received by the Trust it is subject to triage, grading, acknowledgment and allocation to the appropriate specialty and identified Investigating Officer. The NHS procedure for handling complaints is divided into two stages;

- 1. Local resolution** - This provides the quickest and fullest resolution to a complaint. This process must be fair, open, flexible and conciliatory to both complainant and staff. The Trust will send a response, following investigation, to the complainant making the complaint.
- 2. Independent review** by the Parliamentary & Health Service Ombudsman (PHSO).

The Trust timescale for responding to formal complaints is 30 working days. Some complaints within healthcare can be very complex and can require a lengthy investigation process in order to provide a high-quality response proportionate to the concerns raised. On completion of the investigation the draft response is quality

assured at divisional level to ensure that the concerns raised have been addressed openly and honestly. For those complaints where the outcome is partly or fully upheld an action plan will be compiled to address any gaps in service provision or patient safety and care.

Between January to March 2021 the Trust received, investigated and responded to 144 formal complaints. Within the same timeframe there were 145 PALS concerns received.

The following examples relate to two formal complaint summaries, and outlines actions identified following the complaint investigation:

## Case one

The patient attended an outpatient appointment for Dermatology. At the appointment, the nurse was friendly and welcoming, however the doctor did not introduce themselves had a poor manner, was very abrupt and had poor communication skills.

The patient explained that they have a hearing impairment - and that wearing masks accelerated this impairment. The only information the patient was given was that they will require punch biopsies under local anaesthetic at a later date and was given no additional information about this procedure.

The patient felt very agitated and unworthy. Additionally, they felt extremely uncomfortable as if they were a nuisance to the service.

## Actions Taken

- Dermatology looked at their capacity to document and flag Hearing Impairments so that reasonable adjustments can be made to support patients in their consultations.



## Case two

The patient complained of migraines, pins and needles in their lips and their hand and also blurred vision. The patient was advised to contact 111 who signposted them to attend the Emergency Department (ED).

The patient presented to ED and had an examination and CT scan. The CT scan was clear and just showed normal age-related nerve damage for a patient with hypertension. The patient was advised to speak to the GP regarding medication and to book an eye test for the field vision.

Following a medication review by the GP the patient was prescribed Ramipril however the patient appeared to be shuffling and suffered a fall at home. There was also some memory loss. After being assessed by the ambulance crew the patient was again advised to book an eye test. The patient's family provided the GP surgery with an update but nothing further was followed up.

The patient eventually suffered a substantial stroke. Although the patient did not present with the normal effects of a stroke (FAST - Facial drooping, Arm weakness, Speech difficulties and Time) but, with the shuffling and memory loss, this should have been taken into account especially with a history of hypertension.

### Actions Taken

- A review of the optician referral process took place. It was decided that all optician letters were to be work-flowed to the G.P and their secretary. A review of the E-Referrals service portal was to be undertaken and a local Standard Operating Procedure implemented. Information was also to be disseminated amongst clinicians.

## Parliamentary Health Service Ombudsman (PHSO)

Where a case has been partially or fully upheld, the Trust will receive recommendations from the PHSO to consider and implement.

The following is an example of a completed case:



### Case example

In terms of the outcomes from the investigations undertaken, there was one case closed which related to Obstetrics / Gynaecology services.

The case related to a patient's discharge, communication and documentation.

In this case the PHSO's decision was that having reviewed all the relevant correspondence and clinical information, that the Trust had identified and acknowledged the poor levels of communication and information provided to the patient and had taken sufficient steps to prevent the same thing happening again.

There were no recommendations or financial redress applied.

# Volunteering

Clinical Volunteers have continued to support the Trust since they were initially brought in to support with staff pressures as a result of COVID-19 in March 2020 when our long serving volunteers had to be stood down.

In order to build on the success of the first and second cohort of Clinical Volunteers, we now find ourselves mid-way through recruiting for our 3rd cohort of volunteers, this will see the number and diversity of our volunteer workforce increase further.

As well as the ward support role, Clinical Volunteers have also been involved heavily in other roles.

Vaccination hub – Acting in a patient flow role to support the clinical staff in the smooth and timely running of the staff vaccination programme at New Cross Hospital and patient vaccination programme at Alfred Squire Medical Centre, Penn Manor Medical Centre and Thornley Street Surgery.

One volunteer said how incredibly humbling and rewarding it had been to be part of this and to see how grateful the people that were attending to receive their vaccine were. She says as many patients had not been out since March, it was so special to be able to play some part in hopefully giving them some of their lives back.

RWT Primary Care Network (RWTPCN) Service Delivery Manager, Laura said; “the volunteers have all been amazing and she cannot thank them enough”.



Neurological Rehabilitation Unit (NRU) activities programme – In order to enhance the patient experience and assist with patient’s wellbeing and recovery, an Activities programme has been set up on the Neuro Rehab Ward at West Park Hospital. Here volunteers support patients with activities such as cake decorating, making truffles and with crafting activities by making cards, book marks and mandalas.

Not only has been this hugely beneficial to the patients but the volunteers have found it very rewarding too.



**Dhavina Chadha**  
Neuro Rehab Activities Programme Volunteer

One of our Volunteers Dhavina made truffles with patients on a number of occasions and said:

*I got some patients to do the truffles with me! They had to mash the biscuit into a powder. I encouraged one patient to do it with his weakened hand and he said it felt good to get it moving! It made me so happy watching him make it and enjoy doing it!*

*Today's shift had really been the best and a great start to the Easter holidays!!*

*On making truffles with another patient Dhavina said:*

*Yesterday was amazing!!!! I loved making these truffles too!*

*The patient loved the idea so much that he helped me a lot because his wife was coming to visit and he wanted her to have them and take them for his kids!*

## NHS Cadets

In May 2021, we were honoured to be approached by National Health Service, England and asked to make a presentation as part of the NHS Cadets programme in order to highlight the impact young volunteers have had on the Trust during the pandemic.

## Volunteers Week 2021 – June 1st-7th

The beginning of June saw us celebrate Volunteers Week. Volunteers Week is a national celebration and recognition of volunteers held each year in the UK.



Each day for a week we profiled a different volunteer's story on our social media channels, closing the week with a statement of thanks from the Chief Exec David Loughton. Volunteers were also presented with a certificate of Thanks from the Trust. The theme of Volunteers Week 2021 was 'A Time to Say Thanks', particularly recognising

the huge effort volunteers have made to the Trust during the COVID-19 pandemic. Our volunteers have certainly supported us well, with additional help where required, which has both enhanced patient experience and relieved pressures on our staff.

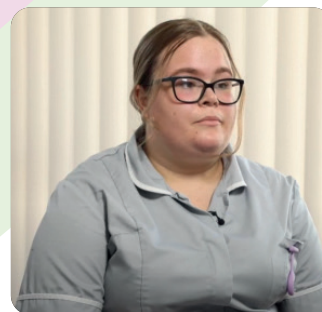
## The PEARS Foundation funding

As a result of the national recognition received following promotion of the power and impact of young volunteers at RWT, we have secured funding from PEARS Foundation. With the support of our newly appointed Youth Volunteer Co-Ordinator, we are now able to deliver a 12-month programme around youth volunteering which aims to promote, expand, and embed a youth volunteering programme at RWT for 16 to 21 year olds.

## Progression to paid employment

We have continued to support volunteers into paid employment within the Trust and to date we have had 14 volunteers go on to gain employment. The following positions within the Trust have been gained:

- 6 Bank HCA's
- 5 Permanent HCA's
- 1 Bank porter
- 1 position in the labs
- 1 Financial Management Apprentice.



**Elizabeth Gibbons**  
Volunteer to Bank HCA



**Katie Shaw**  
Volunteer to Bank HCA

Over the last 12 months volunteers have provided over 12,000 hours of volunteering and show such commitment, dedication and enthusiasm. We look forward to extending their support further over the coming year.

# Accessibility and Engagement

RWT is proud to be at the centre of care for the very diverse community in Wolverhampton.

The Patient Experience Teams looks after interpreting (spoken language) and translation (written language) issues for the whole of the Royal Wolverhampton Trust. This enables people whose first language is not English to communicate with our care teams quickly and accurately. Between 1<sup>st</sup> January 2021 and 31<sup>st</sup> June 2021 our supplier's extensive team of interpreters worked in 54 languages, including Akan, Igbo and Wolof. These interventions were not only through face-to-face bookings (2262), but via telephone interpreting sessions (2541) and 75 video interpreting sessions.

The coverage rate for the 51 of the 54 languages was 100% with 99%, 89% and 86% for the three slightly rarer languages.

The Patient Experience Team itself is very aware that we need to hear the voices of all our communities. We have recorded a video of our 'Contact Us' information in the five most prevalent languages and placed these on the RWT website. These videos will take our message to people whom we might not otherwise reach. We have also translated our 'Contact us' posters into the same range of languages.

Our British Sign Language interpreters too are always on hand to ensure that we reach the Deaf and Deafened community.

The Patient Experience Team has also taken an extract of the Procedure for Complaints from People with Learning Disabilities (LD) from the RWT internet site, where people with LD might not have found it. The guidance has been re-written in simpler English and posters have been produced which will be on display throughout RWT shortly. In doing this, we aim to make our services equally known and available to people with LD.



## Engagement

The Patient Experience Team is always here to ensure that RWT staff are supported in communicating with whoever comes in through our doors. If you need to discuss communication with us, in whatever format, please email the Patient Experience Team on [rwh-tr.EqualityandDiversity@nhs.net](mailto:rwh-tr.EqualityandDiversity@nhs.net)

## Oximetry@ Home Service

The Royal Wolverhampton NHS Trust has started offering an early supported discharge service to patients with COVID-19.

The acute medical and community teams have worked together to launch the Oximetry @ Home Service where patients are taught to take their oxygen readings with a pulse oximeter at home.

The pulse oximeter is a small lightweight device used to monitor the amount of oxygen carried in the body.

This non-invasive tool attaches painlessly to the patient's finger, sending two wavelengths of light through the finger to measure the pulse rate and how much oxygen is in their system.

Once the oximeter finishes its assessment its screen will display the percentage of oxygen in the blood coming from the heart as well as the patient's current pulse rate.

Patients are then discharged to their place of residence and the community nursing team telephones them three times a day to take readings and check on their wellbeing.

Any concerns are escalated to the Ambulator Emergency Care medic and a hospital assessment can be arranged as necessary.

The Oximetry@Home Service is a virtual ward operated by the Trust and will accept referrals for patients:

- Symptomatic with a diagnosis of COVID-19 – either a positive test result or other clinical evidence of COVID e.g. on imaging and are aged 65 and above
- Under 65 and who are clinically extremely vulnerable or have received a letter informing them they are included in the high-risk group (excluding children)
- With a learning disability who are on the GP Learning Disability Register and are well enough to be monitored at home.

Patients excluded from the ward are:

- Those not registered with a Wolverhampton GP
- Those under 18
- Those whose usual resting oxygen saturation is 95 per cent or less on air
- Pregnant women and postnatal women.



# Observe and Act

Change and improvement are essential to us at RWT. We like to keep our eye on the ball. This is why we have adopted the 'Observe and Act' programme. 'Observe and Act' is a simple, but effective tool to support '360 degree' observations of a service. It can be adapted to look at the whole of a service, or just a micro part of it such as the welcome or reception function.

The key thing is that the observations are not done only by unit staff but by outsiders, such as patients, volunteers or staff from other units. Because of this, they see the things that the usual unit staff do not notice every day. An example of this might be the lack of imagery of wide range of patients on the walls, or the handrail that has become wobbly and insecure.

'Observe and Act' observations are not audits. The idea behind them is that of a 'critical friend' observation. The unit staff know beforehand that the observation will take place and it is usually performed at the request of a unit manager who wants an independent eye to offer advice. The observers will watch how the unit functions, speak to service users, and examine the environment from the signposting on the access roads outside, to the reception, to the clinic and the exit procedure. They will

then have a pre-booked meeting with the unit manager and feedback both the good practice and some ideas for improvement where something might be improved. The unit manager will then agree a time to come back and review and share the report with staff and feed it up through line management. The key to the observations is an independent eye with positive support to make positive changes, large or small.

The 'Observe and Act' tool is a checklist handbook of themes to observe and is divided into five categories, those being Environment, Communication, Person centred-care, Food and Drink, and Safety. The Patient Experience Team has devised a 6th theme of 'Access and Inclusion' which has now been adopted nationally.

The Patient Experience Team has worked to develop a staff e-learning package so that this training may now be accessed more easily. This will enable clinical staff to arrange to mutually support each other's environments by arranging 'observer swaps'. Staff can look out on the intranet for more details of this innovative package or contact the Project Support Officer at [rwh-tr.patientexperienceteam@nhs.net](mailto:rwh-tr.patientexperienceteam@nhs.net) for more information.

## The Council of Members

Patient experience is at the very heart of what we do here at RWT. We make it our business to make sure our services are designed and delivered in line with the patient's wishes and needs. To help us achieve this aim in a coordinated way the Patient Experience Team has been supporting a Council of Members (COM) since 2017. This is a voluntary group of people who share a common aim of providing a patient perspective and insight into Trust activities.

Most group members will have had some experience of Trust service, either directly or through family members and are motivated to put something back into the Trust by

giving up their time. Our members come from a variety of backgrounds bringing with them different ideas, skills and experiences, which helps the COM's make a wide-ranging impact. We currently have around 12 members who are involved in a range of different activities such as service reviews, reviewing patient information leaflets, joining Trust working groups to give their views and influence service improvements. Some members may have an interest in particular specialisms and will work closely with staff on an ongoing basis. The Trust greatly values the time and commitment put in by all members regardless of how their contributions are made.



# Spotlight on Service Improvements

## Gastro Day Case Services

Gastroenterology has recently conducted patient satisfaction surveys with patients who have undergone day case treatment. The service felt that due to changes in processes due to COVID-19, they would like to learn about how these changes were experienced by patients, and any learning that could be derived from patient feedback.

Advanced Clinical Nurse Practitioner for Gastroenterology, Maria Tan, tells us:

*In the wake of the COVID-19 pandemic, a number of NHS services were restructured. The Gastroenterology day-case service was relocated to a 'cold' site in Cannock Chase Hospital. Service continuity and delivery of treatment during the times of pandemic resulted in hospital admission avoidance which facilitated hospital bed allocation for those affected with COVID-19 virus and minimise the risk of cross-infection particularly with our vulnerable patients. We surveyed our patient cohort to assess the impact this had on their clinical management,*

*as well as evaluating their concerns and expectations.*

*150 patients responded to the survey. Overall, patients rated their appointment and treatment as excellent (95%) or good (5%). Feedback and suggestions to improve services include the following themes: moving services back to Wolverhampton and having its own unit or staying in its current location with better facilities in terms of furniture and equipment; weekend service, more staff and regular breaks for staff. To conclude, the survey findings suggest that the patients are very satisfied with the day case service more than their hospital admissions and previous outpatient appointments. Provision to expand the service further and perhaps explore other GI treatments that could be delivered via the day case setting would be the next step forward.*

*This demonstrates how seeking patient feedback in the design and delivery of new services can shape services to provide the best possible patient experience, and makes patients feel listened to.*



<b>RWT Trust Values Metrics</b>	Patient Satisfaction Survey Comments and Descriptions
<b>Kind and Caring</b>	Welcoming; re-assuring; courteous; pleasant; very good staff; kind; thoughtful; good fun; hard-working; attentive; amazing; empathetic.
<b>Safe and Effective</b>	Professional; brilliant; listens and addresses concerns; experienced; efficient; patients feel safe; explains well; excellent staff; good knowledge; trains junior doctors; quick and organised; safe environment; doesn't rush; responsive in emergencies.
<b>Well-led</b>	Well-managed; best service; best team; organised.
<b>Exceeding Expectations</b>	Nothing is too much to ask for; Makes needles so easy; Feels safe and protected during pandemic; The best service I've ever accessed; Best day case team I ever had; Provides excellent care; never had better patient care than this; Treats you like family; I owe my life to them – I wouldn't be here without them; They go above and beyond; Remembers your name and previous visits; Without this service I will have no quality of life; Willing to travel to Cannock to be looked after by the team – I wouldn't want to go to another department or other staff.



# CQC Survey Information

## Welcoming National Surveys

The Care Quality Commission (CQC) undertakes surveys and ratings of health providers nationally to ensure that the care that they give is *'safe, effective, caring, responsive to people's needs and well led.'* You might imagine that the thought of a survey would put dread in to the hearts of Trust staff. Conversely, RWT embeds these standards in our ethos of 'Safe and Effective, Kind and Caring and Exceeding Expectations.' We constantly check our own performance to ensure that we live up to them. RWT is always pleased to demonstrate to CQC and our patients how well we, as the major local care provider, can offer this standard of care.

Of the 4 categories published by the CQC on 14th February 2020 (*Inadequate, Requires Improvement, Good and Outstanding*) RWT achieved a rating of 'Good'. RWT aspires to offer care that is 'outstanding' and is taking active steps to be so.

The CQC surveys several key functions at RWT. These reports are part of: **The National Children and Young People Survey; the National Emergency Department Survey, the National Inpatient Survey and the National Maternity Survey.** RWT is always looking to improve its performance but, when the reports show areas where we can do better, these findings are reported to our Senior Management and then the Patient Experience Team will work with the various services to develop, implement and monitor actions to improve our provision. A CQC survey is a tool that will help us to focus on and to develop those areas that need attention to make them even better.

In the COVID-19 environment, some surveys could not take place as scheduled as the CQC respected the fact that all Health Care staff, both front-line and non-patient-facing were working beyond full stretch to provide much-needed care. But these surveys will be back and will be resumed apace when it is safe to do so.

In the interim, teams at RWT have continued to look at previous surveys and to work on the areas where our performance could have been even better. Additionally, RWT tries to be proactive in improving our services. An example of this has been our ensuring that patient feedback systems, such as the **'Complaints, Queries and Compliments'** procedure is both known and accessible to people who do not speak English. We have placed videos on the RWT website in our 5 key languages and we are working on a British Sign Language Version. Additionally, we have made available the **'Complaints, Queries and Compliments'** procedure for people with Learning Disabilities in plain English. We are making it available as a handout rather than relying on people with LD to find it in the depths of our internet page. This is an example of how previous CQC inspections can make us focus on specific areas as we try to improve our performance and shows the value of surveys made of our services.

**The National Emergency Department Survey** - one of the few that took place in 2020 – is due to be published soon. We will update you on what it says and how we plan to improve as a result of it, as soon as we can.



# RWT Volunteer Wins National Award

On October 29th Eve Adams, one of our team of highly-valued volunteers, was awarded the title of 'Young Volunteer of the Year' at the Helpforce Champions Awards 2021.

At 17, Eve is one of our youngest volunteers and joined RWT in January 2021.

The initial training that Eve received included bed making, dementia awareness and patient communication – both practical and interpersonal skills.

Eve put her newly-learned practical and listening skills into use by initially working on an elderly care ward at New Cross Hospital, making a valuable contribution by engaging with patients who were unable to receive visitors due to COVID-19 visiting restrictions.

Eve developed her interpersonal, listening skills further by moving on to a virtual COVID-19 ward based at Wolverhampton Science Park, monitoring patients at home by telephone to check on their progress and welfare. Currently Eve is back at New Cross Hospital working with patients at the COVID-19 Swabbing Station. Eve has also supported training for new volunteers with the Patient Experience Team.

As well as feeling privileged to hear patients' stories in the Elderly Care Ward, Eve says:

"I've been able to enhance my own skills while volunteering and this will help me in the future with paid employment. My confidence has grown massively".

Eve has also been appointed as RWT's first ever Youth Ambassador, supporting and mentoring other new, young volunteers.

Abby Townsend, Youth Volunteering Programme Coordinator said:

"Eve is an incredible volunteer and is a great example of that an asset having young volunteers is to the Trust. She is committed, enthusiastic, hard-working and is willing to turn her hand to anything".

When asked how it felt to win the award, Eve said:

"I am so honoured – I never expect praise or thanks for what I do but it is so amazing when it happens. It is not just me who has won, it's the whole team as without their incredible support none of this would be possible. A massive 'thank you' to Abby in particular who has been a phenomenal support to me since the beginning and to RWT for giving me what has turned out to be a life-changing opportunity!"



# How to Improve Services Quickly!

The 'Friends and Family Test' is a key survey tool that allows RWT to hear how well we provide care to patients.

Patients can feed back their comments in a variety of ways, via paper feedback forms, on-line, by phone or by text. All of the comments are collated on a large, secure database and fed back to the Trust by our providers.

But, rather than waiting for the feedback, Ward Managers can now access those comments in real time as they come in using a tool called 'ENVOY'. If a comment is fed in to the database, by logging in to ENVOY,

our staff can see it, or even hear a telephone message as soon as it arrives. The system shows trends that we can track to identify patterns that indicate which particular practices work well for our care procedures and which don't.

Positive and negative 'Buzzwords' such as 'excellent' or 'long wait' will alert staff to what action needs to be taken.

RWT continues to implement, develop and monitor 'ENVOY' to ensure that patient care continues to improve to reach the excellence to which we strive.



## Patient Story

If you have a patient experience you are happy to share please contact [rwh.tr-CommunicationsDepartment@nhs.net](mailto:rwh.tr-CommunicationsDepartment@nhs.net)

<https://www.royalwolverhampton.nhs.uk/patients-and-visitors/patient-experience-team/>





