

Listen, Learn, Share

Autumn 2023

Edition 5

Communication Special

'Let's Talk!'

Welcome to the Autumn 2023 Edition of 'Listen, Learn, Share', published by the Patient Experience Team. Listening to patients and enabling them to express their feedback are key communication skills. For this edition of 'Listen learn Share' we will focus on the theme of communication, and how this important theme is woven into so many of our different workstreams.



Throughout the Spring and Summer of 2023, the Patient Experience Team has continued to listen and to ensure that patients' voices are heard. Working with patients and teams is the nub of the Patient Experience Team's work. You'll find more information in the following pages about what we have been doing and how we have been doing it!

The Patient Experience team handles all complaints, compliments and queries received by RWT. All comments, whether they are good or bad, confirm what we are doing well and what we need to continue doing, and also tell us what we need to improve.

This is key to developing a responsive and relevant service for RWT's patients in today's environment, in which they can have confidence.

Complaints, compliments and queries that we receive, however, aren't the whole story. RWT is very conscious that there may be potential patients who aren't accessing our services. Unheard voices. As part of our 'equality' role the Patient Experience Team reaches out to groups who might be disadvantaged – or overlooked – to ensure that we hear their viewpoint and needs too.

Complacency in simply being 'good' is not enough. A trust that stands still will become outdated and will fail its patients. RWT believes in looking forward, listening and learning and being ever better so that we can offer outstanding care by collaborating with our communities and working together to be efficient colleagues.

Please read on and, if you have any comments, queries, compliments, complaints or stories, do get in touch with us. It's YOUR feedback that makes our services improve.

Patient Experience Team Contact Details:



Patient Experience Team:

Generic Email:
rwh-tr.pals@nhs.net

Queries, concerns and compliments:
rwt-tr.PALS@nhs.net

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Alison Dowling
Head of Patient Experience
and Public Involvement

Patient Experience



Complaints and PALS Concerns

PALS / Complaints / Ombudsman

Between April to September 2023 the Trust received 224 complaints, investigated and responded to 233 formal complaints. Within the same time frame there were 309 PALS concerns received and 220 cases were dealt with as early resolutions.

The formal complaints relating to Q1 2023/24 (April-June 2023) where 98 complaints were received in total, 17 (17%) were categorised in the main relating to 'Communication'. The sub-Complaints and PALS Concerns categories of 'Communication with relatives' had the most complaints aligned to it.

Reviewing more recent data, the formal complaints relating to Q2 2023/24 (July-September 2023) where 126 complaints were received in total, 29 (23%) were categorised in the main relating to 'General care of patient'. The sub-Complaints and PALS Concerns categories of 'General lack of care' had the most complaints aligned to it.

Early Resolution Process

In November 2022 the Patient Experience Team introduced the Early Resolution process which aims to resolve concerns in a timely and efficient manner. This process has proved to be very successful, and the figures collated on a monthly basis are included in relevant reports.

Case 1

Formal complaint raised regarding the patient's inpatient experience including a delay in receiving pain relief whereby patient waited over 4 hours for pain relief medication to be administered; poor communication when the patient asked on several occasions for a nurse to be called, but no nurse called. Patient also asked a couple of nurses for the contact number of the Ward, but none

of them knew the number. The patient also raised concerns around their care and treatment delivered; in particular regarding tubes being fitted.

Actions Taken

- Implementation of safety huddles as a forum to facilitate discussions in relation to safe staffing resources based upon the level of care a patient requires
- Provision of scenario training incorporating escalation process for issues / concerns arising on the Ward
- Ward contact / poster to be updated to show latest information.

Case 2

Family raised concerns in relation to patient's feet not being treated in an appropriate manner and failing to arrange continuing care following being discharged by Community Services. Subsequently, the patient's feet continued to deteriorate and became severely ulcerated and infected. The patient's family and the care home were not advised that the patient was being discharged from Community Services.

Actions Taken

- The expectations and importance of assessment of needs clinical visits and documentation were reiterated to staff members
- Reflective practice undertaken in regard to the importance of documentation and holistic assessment of needs
- Shared learning to be discussed at locality meeting
- Review of processes for acute episodes of care to be undertaken including the incorporation of skin assessments

- Referral and escalation process to be discussed at local and divisional meetings to provide clarity and ensure compliance

Complaints

Reviewing more recent data, the formal complaints relating to Q1 2023/24 (April-June 2023) where 95 complaints were received in total, 17 (18%) were categorised in the main relating to 'Communication'. The sub-categories of 'Communication with relatives' had the most complaints aligned to it.

Q1 2023/24 (April-June 2023)	'Communication' with Sub-Categories	Volume (17 cases)
	Communication with patient	4
	Communication with relatives	10
	Communication between staff	3
Q2 2023/24 (July-September 2023)	'General care of patient' with Sub-Categories	Volume (29 cases)
	General lack of care	17
	Wound/skin Management	4
	Co-ordination of care	2
	Care of dying patient	1
	Controlling body temperature	1
	Pain/discomfort assessment	1
	Bodily functions	1
	Safe/conducive environment	1
	General Nursing Care	1

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 One

This case relates to aspects of care received by the patient and poor level of communication with the family whilst under the care of The Royal Wolverhampton NHS Trust.

The theme of the PHSO's findings related to nutrition and general care of patient.

Following a full formal investigation, the PHSO recommended the following proportionate resolution;

The Trust should acknowledge and apologise for the mistakes in communication that led to the accidental disclosure of the patient's condition.

The Trust should apologise for the poor communication that led to a lack of clarity and delays in informing the patient about the terminal prognosis.

The Trust should apologise for incorrectly preventing the patients relative from having physical contact with the patient whilst under the care of the Trust.

The Trust should share the complaint with colorectal staff, specifically highlighting the importance of a palliative care assessment in patients presenting with cancer symptoms. This is to ensure staff are aware of the impact poor communication can have and raise awareness to prevent this from happening in the future.

The Trust should create a process to ensure all paper records are checked and confirmed complete before they leave the ward.

The Trust should pay a financial remedy of £600 in recognition of the distress and anxiety caused by the identified failings.

The Trust must provide an outline of what it has done, or will do, to prevent these failings from happening again and include an action plan.

Friends and Family Test

The Feedback Cloud is a visual representation of the number of times a keyword appeared throughout the comments. The larger the keyword in the Feedback Cloud the more times it occurred in the comments.



Communication Comments	Positive	Negative
	1846	568

Looking at the theme for the Trust, the volume of positive comments relating to 'Communication' outweighed the negative by 225%.

HOPE - Holistic Opportunities Preventing Exclusion

Communication not isolation.

There could hardly be a more appropriate acronym for the HOPE Team.

Newly established in April 2023, and funded by NHS Charities Together, the HOPE Team typifies RWT's forward-looking intent and seeks to support people long before they reach the 'admission to hospital' stage. Social isolation and loneliness have a very significant effect on people's psyche.

In today's daunting society many people have become more inward looking, lack confidence to socialise and venture out less. Some people might not interact with another human being for a whole week or possibly even a month. Their self-confidence fails and a downward depressive cycle kicks-in – which is what the HOPE project aims to disrupt.

Working in conjunction with Wolverhampton Voluntary and Community Action, RWT's volunteers are trained to support people with isolation and/or mental health issues with a range of activities. Art, IT skills sessions, walks, knitting and yoga are all simple, achievable tasks that remind isolated people that they have skills. Step-by-step, they are encouraged to discover – or re-discover – those skills and make small, confidence building achievements. Part of this is in the community in which activities take place. It gives participants a chance to meet socially and develop new friendships and, hopefully, informal self-support groups.



Shelena Klair is the Coordinator of the HOPE Project. Shelena says,

“Our team is very excited to be a part of such a compassionate programme as HOPE (Holistic Opportunities Preventing Exclusion). The project involves us working collaboratively with Wolverhampton Voluntary and Community Action (WVCA) to help tackle loneliness, isolation, depression, and anxiety in Wolverhampton's vulnerable communities with our amazing Volunteers! We are very proud to be involved with enhancing the existing social prescribing service across Wolverhampton and the prevailing health inequalities and bringing about meaningful change.”

Geoff Griffin provides administrative support to the team. Geoff added:

“The aim is to connect people to social groups, sporting activities, use of technology and groups focusing on areas of interest. The key word is 'holistic' We look at the person as an individual and what matters to them. Our volunteers will be supporting making a real difference in the lives of the vulnerable in the community.”

If you would like to know more about the HOPE Team and how it works – or if you would like to support them as a volunteer; you can reach them on: 01902 695333 / 07796 046072, or email: rwh-tr.hope@nhs.net

Ward Welcome Boards – communicating effectively with patients and visitors.

Within a hospital, information management is one of the key factors that make a hospital visit successful – whether as an inpatient or as an outpatient or visitor.

The Patient Experience Team has been working together with our Patient Inclusion Partners as our adult patient experts, children and Matrons in the local community to design new information boards, that are clear, informative, easy to use and relevant to the people who use the wards.



RWT has designed fresh and bright new boards – in conjunction with patients, children and their representatives, that display the information that both children and adults need to see to inform their stay.

The process that was adopted was ‘Co-Production’. This means meeting with patients who use the services, finding out what their perceptions and needs are, discussing and designing changes with them, producing a first model, checking that this is what is desired and needed and then implementing the model. After a period in operation the new model is then reviewed by the patient group who have been closely involved in the design.

This is very different from the more traditional practice of having a service remodelled by ‘experts’ which is then reviewed by the patients as a ‘fait accompli’!

The Patient Experience Team went out and spent a morning with the year 3 & 4 pupils of St. Anthony’s Primary Academy School in Wolverhampton. The pupils were encouraged to imagine what they might be worried about and need to know when entering and staying in hospital. They come up with some great ideas and a basic checklist that enable the Patient Experience Staff to come back and start designing new boards. The pupils also designed some original artwork to illustrate their information needs but, sadly, our graphics systems were not able to encompass these due to the amount of text content.



The new boards are now clear, with visual appeal, uncluttered and contain information that patients tell us is useful.

The refreshed boards will appear in wards across the Trust Estate. As always, your comments will be welcomed to take into consideration in future revisions.

Feedback Friends: Communicating to RWT what we need to know.....

'Feedback Friends' is a Patient Experience Team initiative, inspired by Walsall NHS Trust's 'Mystery Shopper' project. Soon you will see 'Feedback Friends' posters appearing around RWT's various sites.

As explained on the introduction page to this publication, patient feedback is key to consistently improving RWT's performance and making sure that it matches the expectations of patients and other service users as closely as it can.

Some people, however, feel that giving critical feedback, as a patient, might make them vulnerable if they can be identified. While RWT values all feedback, this is an understandable fear. 'Feedback Friends' addresses this concern as it allows you to give feedback totally anonymously. All that you need to do is use the QR code on the 'Feedback Friends' poster which will take you to a questionnaire for completion. After pressing the 'submit' button, the information is sent to the Patient Experience Team with no link to your personal details. The Patient Experience Team will then pass that information back to the relevant team and monitor any action taken as a result.

The normal PALS 'Complaints, Compliments and Comments' facility remains available for patients and other service users who would wish to receive feedback.



The poster features the NHS logo in the top right corner. The title 'Feedback Friends' is in large green font, with the subtitle 'Tell us what you really think!' below it. A central graphic shows a purple silhouette of a head with a question mark inside, and a pink speech bubble next to it containing the text 'Feedback Friend says....'. The main text is in various colors: pink for 'A good friend will be honest with you', blue for 'and that's what we want you to be with us.', and black for 'Good or bad, tell us what we need to know.' Below this is the heading 'How does it work?' followed by instructions to use a QR code on the right. A QR code is provided with the text 'To take part, just scan this code:'. The 'Contact Us' section lists the Patient Experience Team at New Cross Hospital, Wolverhampton, with a telephone number. At the bottom, it mentions a partnership with the Royal Wolverhampton NHS Trust and Walsall Healthcare NHS Trust, and includes the Care Colleagues Collaboration Communities logo and a reference code.

NHS

Feedback Friends

Tell us what you really think!

A good friend will be honest with you – and that's what we want you to be with us.

Good or bad, tell us what we need to know.

How does it work?

Use the QR code on the right to go to our feedback form.
You can use the feedback form to tell us about any experience at all here at the Trust.

The Trust cannot identify you from your comments. This means that we cannot tell you what changes we make.

Or, if you prefer to contact us by phone or by letter, our contact details are below.

For a more detailed response if you do not wish to remain anonymous, please go to our PALS online form at:
<https://www.royalwolverhampton.nhs.uk/contact-us/compliments-feedback-and-complaints/>

Contact Us

Patient Experience Team
Location C2, New Cross Hospital, Wolverhampton Road,
Wolverhampton, WV10 0QP
Tel: 01902 695362

Working in partnership
The Royal Wolverhampton NHS Trust
Walsall Healthcare NHS Trust

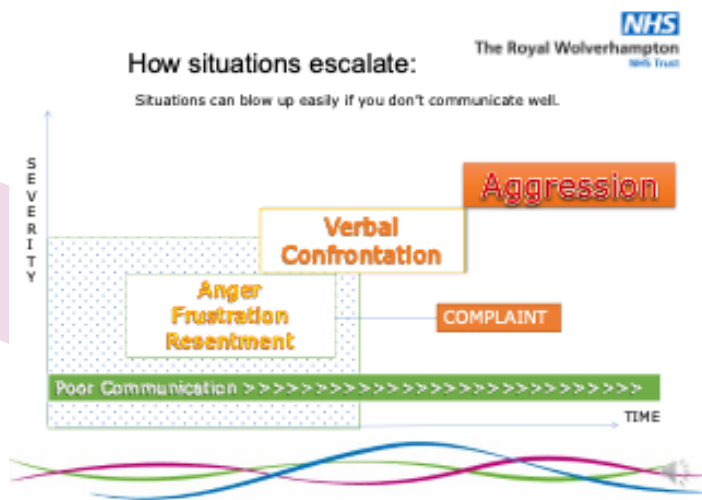
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Care Colleagues
Collaboration Communities

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Developing Effective Communication

In 2022, NHS England commissioned and financed a number of Trusts to develop strategies to improve communication to reduce aggressive incidents that were occurring within the NHS environments. RWT was successful in its application for funding.

As a result, a 90-minute training package was developed to help staff to identify the five different types of reaction that they might display when confronted with conflict. The merits and uses of these responses were discussed and staff were shown how ineffective communication can escalate into aggression and even violence.



The training went on to examine how to break the chain of escalation and 12 tips were given for how to de-escalate situations, together with refresher training on interpersonal skills such as eye contact, body positioning and language, voice projection, effective listening, empathy, verbal acknowledgement and non-verbal body language.

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Break the Chain – De-escalate

What is de-escalation?
De-escalation is:

"Transferring your sense of calm and genuine interest in what the patient wants to tell you by using clear, limit setting (boundaries)"

Credits: Crisis Prevention Institute/Western Journal of Emergency Medicine

Following completion of the training, between January 22 and February 23 ED had 13 complaints aligned under the category of attitude of which none were recorded under the sub subject of aggression. This shows a positive 35% reduction in the number of complaints for which the main subject of dissatisfaction was attitude and a 100% reduction for those attributed to aggression.

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De-escalation tip 3 : What is your body saying?

Be mindful of your body language and tone

Crossed arms, crossed legs and a frown form silent 'body barriers' that suggest unwillingness to listen or change a viewpoint. Use open body language.

When you are tense, your throat becomes tighter and your voice becomes higher. People hear your words less and your non-verbal state says so much more.

Breathe well and speak from your diaphragm.

Your calmness & composure are your most valuable tools.

All attendees agreed that they understood the rationale and relevance for the training sessions, that the information provided within the presentation and verbal communication was clear and relatable.

The evaluation of the training identified that on average, 91% of the attendees felt confident in using the techniques shared with the average overall rating for the training sessions achieving a score of 97%.

Following the success of this training, it is intended to extend this programme across RWT to a wider range of staff to ensure that our communication with patients is the best that it can possibly be.

Interpreting: - Effective communication for everyone

The Communities of Wolverhampton and Cannock are vibrant and diverse and comprise people from all parts of the globe. For that reason, it is essential that RWT has arrangements in place to ensure that all patients have access to care and understand the care process, whatever language they might speak.

Interpreting at RWT is a major task and we have an excellent team of interpreters in place to meet whatever language need arises. You might think of interpreting being mainly a face-to-face process. This is always the case when consent needs to be given, or when there are major care issues to discuss. However, RWT also offers interpreters by telephone and even by video calling where issues are more routine, and this makes access to interpreting and care much faster when the language is rare or if the nearest interpreter lives a long way away.

The range of languages that we encounter changes every year as different communities move in and out of the area. Last year our top five languages were Punjabi, Polish, Romanian, Kurdish (Sorani dialect) and Arabic. In some years, Urdu, Lithuanian and Russian also enter the top five. Last year, RWT provided interpreting in 112 languages.

In the year 2022/23 the our interpreters carried out an amazing 13,974 interpreting sessions face-to-face, 6991 by telephone, 178 by video calling and 4 translations of documents were carried out by our translators.

The needs of the D/deaf community are met with 178 interpreting assignments in British Sign Language being completed. Staff were also trained in d/Deaf awareness issues, including some basic signing in British Sign Language and learning BSL finger spelling.

RWT's interpreting providers and staff work very hard to ensure that all medical language needs are covered, reliably, professionally and consistently on a 24/7 basis.



Volunteer @RWT

Volunteering

As ever, our volunteering team has been working hard to make our wonderful volunteers' experience as fulfilling as it can be for both them and for the patients and staff whom they support. Our volunteers often provide a valuable communication link for our patients. Whilst doctors and nursing staff necessarily have to focus on clinical duties, our volunteers have the time to talk with patients and bring communication on a personal level back into the care process. This has been proved to increase positive health outcomes markedly.



Volunteers celebrated at The Big Help Out event!

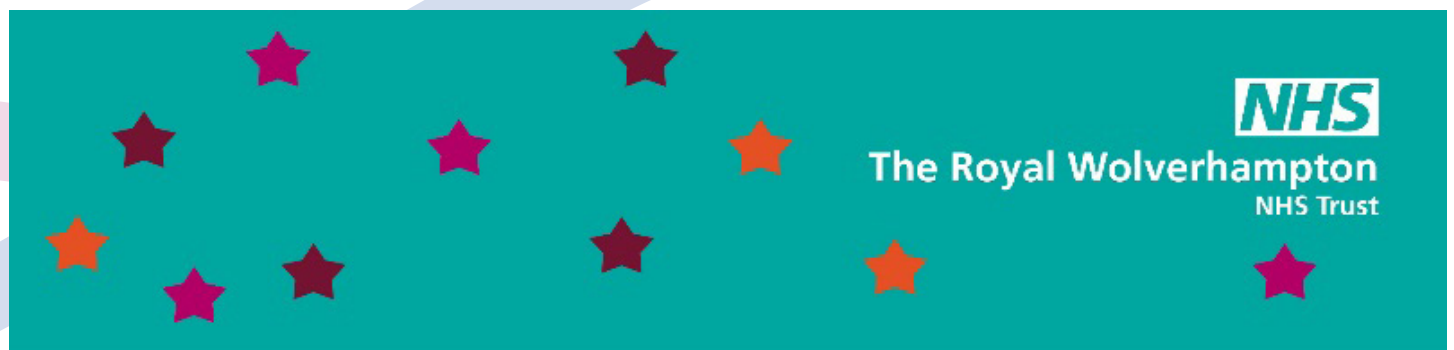
In May, our volunteers were invited to attend a special event as part of King Charles III coronation celebrations. With support of the RWT Charity, our volunteers were given the recognition they deserved, by receiving a certificate and special commemorative pin badge by our Group CEO and Chair. It was a day full of celebration, with music, food, and great stalls to make our volunteers feel valued for the time and efforts they give to the Trust every day.



National Volunteers' Week

This year, RWT joined thousands of charities and voluntary organisations across the UK in recognising the contribution volunteers make to those they support every day. This year's theme of 'Celebrate and Inspire', and so we shared several social media posts, videos, staff

feedback for volunteer support, and a press release to raise awareness of the fantastic support that our RWT volunteers kindly give to our staff, patients, and the wider Trust, every single day.



Our volunteers provide exceptional support to patients and teams across the organisation.

Thank you for being simply amazing!



Other news from RWT

Become a Patient Involvement Partner

The Patient Involvement Partners (PIPs) group brings together enthusiastic volunteers to collaborate on service improvements across hospital, community, and primary care settings in Wolverhampton – ensuring the patient voice is heard and acted upon.



From a range of different professions and backgrounds, those involved are committed to enhancing patient care at The Royal Wolverhampton NHS Trust by sharing their own valuable experiences and perspectives.

The group, formally known as the Council of Members, can comment on a wide range of issues and initiatives. They work with staff in a variety of ways, including sitting on key steering groups and reviewing patient leaflets to make sure they are easy to understand – to name but a few.

Whatever skills and time a Patient Involvement Partner can give, we try to find an activity to fit. And we are pleased to say we are actively recruiting new members!

This Summer, we have recruited three new Team Members. Our PIPs team has been involved in the '15 Steps' initiative, in walking out routes to make connections between hospital locations easier and more convenient for patients and interview and research work with patients.

To join you must:

- Be aged 16 or over
- Have received care at RWT as a patient in the past five years – or have a family member who has been a patient in that time
- Be willing to share your own opinions
- Be able to challenge and question
- Enjoy working with others to make a difference
- Have the time and availability to commit to a key role



Here's what some of our existing PIPs have to say:

Kay Hack, said: "I am a retired Chartered Physiotherapist with 35 years' experience in healthcare. I joined the Trust as a Volunteer in 2020, before going on to join the Patient Involvement Partners in 2022."

"I have seen first-hand how services benefit from engaging with stakeholders and members of the public. I am committed to bringing my own personal and professional experience to contribute to the work of the Trust."

The Royal Wolverhampton Hospitals' Trust is here to provide the best care that we possibly can and to constantly improve in the way that we do so. To achieve that, we need to hear from our patients. Communication is key to making positive change happen.

If you have a patient experience story that you would like to share as a recorded patient story, please contact rwh.tr-CommunicationsDepartment@nhs.net

The Patient Experience Team is your point of contact for any other feedback, complaints or queries that you might have. You can see our website via the following link: <https://www.royalwolverhampton.nhs.uk/patients-and-visitors/patient-experience-team>.



You can also contact the Patient Experience Team by email at the following address: rwh.tr.Patientexperienceteam@nhs.net

We can also be reached by telephone on 01902 695362 or by writing to us at:

Patient Experience Team,
Patient Information Centre,
(Location C2)
New Cross Hospital,
Wolverhampton Road,
Wolverhampton
WV10 0QP

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