

May-June 2022

Patient Experience Strategy

## Patient Experience Strategy

Our 2021-2026 plan for our Patient Experience Strategy sets out our road map of improving patient experience.

Our Patient Experience Strategy has been separated out from Quality & Safety Strategy to ensure we set out clear intentions, It's easy for us to follow, embed and measure our success. It will be complemented and supported by the other enabling strategies, including Patient Safety and Estates Strategy.

**1,915** voters took the time to vote for their favourite vision and promises.

The promises are as follows:

**WELCOME** – Being made to feel at ease and reassured

**INCLUSIVE** – Listening to me and respecting me as an individual

**SAFE** – Feeling safe and having trust in the staff

**CARE** – Designing my care with me and for me

**SUPPORTED** – Working together to plan my aftercare

### We care, we listen and we act.

In order to embed and establish the strategy and make improvements each of the promises have become improvement groups. The Groups will monitor, measure and provide oversight for the delivery of our Patient Experience Strategy promises to ultimately deliver the Patient Experience Strategy vision.

Every couple of months we will focus on an element of the patient strategy promises.

Our Promise Group focus for May and June 2022 is **CARE**.

## WUTH

Wirral University Teaching Hospital NHS Foundation Trust (WUTH).

The Trust is responsible for Arrowe Park Hospital, Clatterbridge Hospital, and Wirral Women and Children's Hospital. It also provides some services at St Catherine's Health Centre and Victoria Central Health Centre



Tracy Fennell pictured above has been appointed Chief Nurse

## A few words from Tracy...

"I am delighted to have been appointed as Chief Nurse and very excited about this important project. A big focus for our teams will be ensuring we give patients the best possible experience with us and we are showing this commitment with our new strategy."

"I would like to say thank you to our staff and partners who are committed to working with us to deliver our promises to all patients and people who use our services."

"Patients have already played a big part in shaping our vision for the strategy which we are very grateful for and this is just the beginning of that strong partnership work. People will see our Patient Vision and our promises at entrances to the wards as a reminder of what they can expect while they are in our care."

### May-June 2022 - Our focus Promise group is **CARE**

Our CARE promise group members are made up from Patients, Carers, NHS staff and third parties. The group will meet

bi-monthly to discuss how to make improvements.

What have we done this month to make improvements? I'm glad you asked!

We've held a workshops, walk arounds and completed patient stories, read on for more information...



Designing my care with me and for me



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## CARE Walk Around

On the 24th May the Chair of the Care promise group, Tony and our third parties walked round the wards of Arrowe Park hospital, iPads in hand speaking to patients about their current experience in the hospital and how they felt their care was. The patients were asked to be open and honest.

The comments that were collected on the surveys were lovely and positive, making us very proud to work at WUTH. We had some negative points that Tony will be taking to the next care promise group meeting to discuss.



*Pictured from Left to right:  
Tony Probbing  
WUTH (Associate  
Director of Allied  
Health  
Professionals,  
Directorate  
Manager for  
Critical Care,  
EBME, OPAT &  
Resus, Trust Lead:  
Nutrition &  
Hydration, Carers  
and Frailty), Diane  
Greene from  
Wired, Jen  
Atwood from Age  
UK Wirral*



## Workshops

We have just held our first workshop for Care in June on Microsoft Teams. We had a great turn out! In attendance were previous and current patients, carers, third parties, NHS staff (some who have also been patients at WUTH) and we had young adults from Hilbre High School to provide us with the younger generations views.

We were thrilled to hear so many ideas that were all discussed and noted. We've established trends and new ideas we hadn't heard before were put forward. We are very grateful for the individuals who took the time to join the meeting/send their comments through to us.

The group then chose the elements they believed to be the most important to them for how we can improve the patients care at WUTH.

The Chair of the Care promise group, Tony, will be feeding back these chosen elements to the promise group at the next Care group meeting. The members of the group will then discuss how we can put in place these changes into our WUTH hospitals.



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## Meet the Care Group

### Shelagh Melling



#### Tell us about yourself:

My name is Shelagh and I am a Deputy Ward Manager on the Surgical Emergency Unit at Arrowe Park. We take patients directly from GP's or from ED. We look after all acutely unwell surgical patients. I have worked in the NHS for 22 years. The last 16 as a Registered Nurse. For the first 18 months of my career, I worked on the Colorectal Ward. The rest of the time has been spent on SEU with a short stint on the SEAL unit in between. Even with the current pressures I still very much enjoy my job.

#### Why is the Promise Care group so important:

I live on the Wirral and have used many of WUTH's services. Therefore it is important to hear where we are getting the services right and areas for improvement especially in the area of care.

#### Why did you want to be involved in the group:

Getting involved in this group is a real way of making continual improvements by always listening to the views of the patients and their families.

### Tony Probbing



#### Tell us about yourself:

Tony Probbing Associate Director of Allied Health Professionals. Trust Lead for Carers, Nutrition and Hydration. I have work in the NHS for 26 years with 11 years in Clatterbridge and 15 years in Arrowe Park Hospital. Within in My role I am fortunate to work with AHP and Nursing staff in improve the care provided to the patients who use Wirral Hospital NHS Foundation Trust. The improvements I have seen in recent years within various services across the trust are something I am extremely proud of.

#### Why is the Promise Care group so important:

For me the Care group is focusing on the heart of what we aspire to achieve within WUTH, as all of our staff strive to provide outstanding care to the our patients and as such we are keen to ensure that all of our patients are fully engaged and involved in their own care.

#### Why did you want to be involved in the group:

For me it's a real opportunity to make improvements to the good Care that we already provide within WUTH, looking to how we can provide outstanding care that is shaped by our patients and their carers.

### Mr Peter Pope



#### Tell us about yourself:

Hello my name is Peter and I am old enough to remember back before the NHS . I am a Carer for my Wife and as you can imagine have spent many hours in Arrowe Park on behalf of myself and my Wife and have had the experience from the sharp end.

#### Why is the Promise Care group so important:

The Care group is to help the hospital and its staff to give the very best of service to everyone on the Wirral

#### Why did you want to be involved in the group:

In this day when we all want the best for ourselves, it is no good standing on the side-lines complaining, we need to help make the NHS the wonderful organisation that is the envy of the world.



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You can take part in our **Engagement Surveys**. You may see our volunteers walking around the hospital holding iPads or be given a paper survey on being discharged from the hospital. We will also be setting up a new touch screen kiosk, so keep a look out for it! Being open and honest about how you feel about your visit in our WUTH hospitals, whether it is something we can improve on or highlight something we did that stood out to you that we should continue in future is important for us to improve.

Join our **workshops**. We will hold a Microsoft Teams Meeting workshops for each one of our Group Promises, to discuss the patient experience strategy where you can share your ideas with patients, carers, third parties and NHS staff on how to improve/ better the WUTH experience. At the sessions we would like to explore how we can best deliver on our promises. Everything discussed at the workshops will be treated in the strictest of confidence.

We want to hear your **Patient Stories**. You can record a voice clip or video, where you tell us about your experience as a patient at the hospital, from any department or length of stay, we want to hear from you, all experiences are important whether they are poor or positive. to learn from your critiques and praise the staff/ departments that have stood out to you. We at WUTH are committed to listening and learning from our patients stories and we can keep it completely anonymous if you would prefer. We also know that every staff member could be a patient, so we want to hear from you too!

**Become a Group member**, as a group member, you will support the hospital in identifying ways in which we can improve and areas to celebrate, aligned to one of our five promise groups, we currently meet via Microsoft Teams meetings bimonthly to discuss areas of improvement with patients, carers, third parties and NHS staff.

**“How can I get involved?”**

**We are glad you asked!  
There are several  
ways for you to get  
involved!**

We update our **Social Media** sites regularly keep an eye out for updates, please show your support by following us on our Twitter and Instagram pages **@PatientWuth** And our Facebook page **Patient Wuth**

## How to get in contact...



Email us:  
wuth.corporatenursing@nhs.net



Call us:  
0151 604 7004



WhatsApp or Text us on:  
07776623547



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