

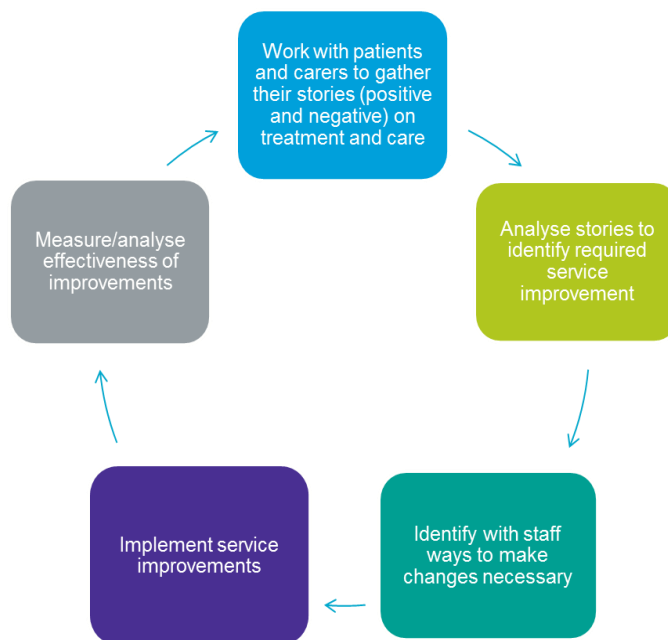
HIN Dementia Programme: Patient Opinion Service Improvement

Improving patient experience by listening and responding to patient stories

Working with Patient Opinion to train volunteers and staff to collect patient stories on dementia and diabetes, identifying areas of service improvement to be undertaken in order to improve patient experience

We will identify areas of service improvement required by:

- Working with Patient Opinion to train staff and volunteers to capture patient and carer (family members or friends) stories (both positive and negative) on their experience of dementia or diabetes treatment in specific care settings in South London
- Analysing the stories that are produced and published on Patient Opinion for common themes, also ensuring all stories are responded to as quickly as possible
- Working with staff to address the feedback received and understand changes that can be implemented to improve service delivery
- Monitoring and documenting changes in approach
- Measuring effectiveness of service improvement by reviewing themes of new stories collected; results and comments from existing experience rating capture*
- Developing a means of sharing learning and encouraging replication across other clinical themes



Why is this important?

- There is no systematic way of obtaining qualitative feedback from dementia patients on their experience of services
- The existing tools measuring patient experience are often inaccessible to people with dementia**
- Service improvement activity is not always focused on what is important to people with dementia and rarely involves them
- Supports NICE Quality Statements on Dementia Care***
- Allows staff to be guided in their behaviour by patients/service users and their carers rather than simply national policies or targets

Sites using Patient Opinion:

- King's College Hospital NHS Foundation
- Kingston Hospital NHS Foundation Trust
- Croydon University Hospital
- South London and Maudsley NHS Foundation Trust
- South West London and St. George's Mental Health NHS Trust

* Friends and Family test scores, Monthly Carers' Survey returns to feed into Dementia CQUIN - <http://www.england.nhs.uk/wp-content/uploads/2014/02/sc-cquin-guid.pdf> to address dementia stories. Other methods of measurement for diabetes service improvement t.b.c.

** This is evidenced by our recent project aiming to use a Delphi survey methodology to understand what is important to people with dementia as a means for undertaking service improvement. A case study on the outcomes from that will be available on the website soon.

***NICE compliance. Quality Standard 15 – Patient experience in adult NHS services: Where reference is made to patient experience surveys and feedback, it is important that methodologies are robust and able to effectively represent views of the wide range of patients.