

Board: 30 May 2018

Lanarkshire NHS Board  
Kirklands  
Fallside Road  
Bothwell  
G71 8BB  
Telephone: 01698 855500  
[www.nhslanarkshire.org.uk](http://www.nhslanarkshire.org.uk)



**SUBJECT: “Real-time care experience improvement model”**

## 1. PURPOSE

This paper is coming to the Board:

For approval	<input type="checkbox"/>	For endorsement	<input type="checkbox"/>	To note	<input checked="" type="checkbox"/>
--------------	--------------------------	-----------------	--------------------------	---------	-------------------------------------

This film shares the NHS Lanarkshire approach to gathering, reflecting and acting on solicited feedback from patients. The film was commissioned by Healthcare Improvement Scotland as an exemplar to be shared with other Health Boards as learning from a two year collaborative project. The film focuses on the “Real-time care experience improvement model” and one of the implemented improvements “nurse led clinical bedside handover. Rick Edwards, Programme Manager for Person-Centred Care and Senior Charge Nurse Katie Wyatt will present the paper.  
<https://vimeo.com/264584986/00f89ac016>

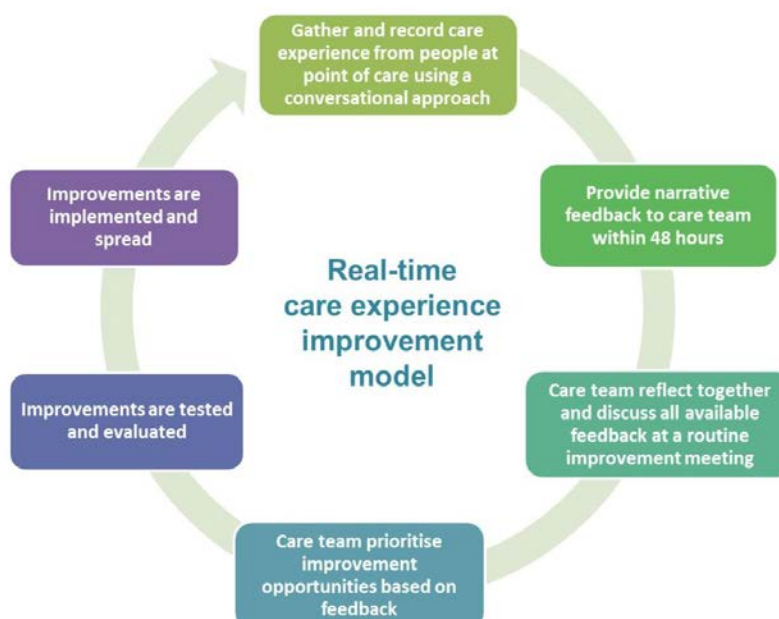
## 2. ROUTE TO THE BOARD

This paper has been:

Prepared	<input type="checkbox"/>	Reviewed	<input type="checkbox"/>	Endorsed	<input type="checkbox"/>
----------	--------------------------	----------	--------------------------	----------	--------------------------

By the following Committee:

## 3. SUMMARY OF KEY ISSUES



NHS Lanarkshire, NHS Greater Glasgow and Clyde and NHS Western Isles worked in collaboration with Healthcare Improvement Scotland over two years testing the “real-time care experience improvement model”.

The Healthcare Improvement Scotland evaluation report is attached.

**Embedding the model:** Training sessions have been provided for staff at each of the acute hospitals to roll out this model. Two Integrated Community Support Teams are currently being supported to use this approach. Two public volunteers have been supporting two wards respectively at University Hospitals Hairmyres and Wishaw to gather feedback through face-to-face interviewing since June 2017. This trial has proved successful and an additional four volunteers have attended initial interviewer induction during April 2018.

**Test of change into practice:** Ward 6 at University Hospital Wishaw used the “model for improvement” to test and implement “nurse-led clinical bedside handover” as a result of patient feedback. This approach aimed to improve communication with patients, involve them in decisions about their care and enable them to ask questions and clarify outcomes of investigations. This change has also had positive impacts for staff.

#### 4. STRATEGIC CONTEXT

This paper links to the following:

Corporate Objectives	<input checked="" type="checkbox"/>	LDP	<input type="checkbox"/>	Government Policy	<input type="checkbox"/>
Government Directive	<input type="checkbox"/>	Statutory Requirement	<input type="checkbox"/>	AHF/Local Policy	<input type="checkbox"/>
Urgent Operational Issue	<input type="checkbox"/>	Other	<input type="checkbox"/>		

#### 5. CONTRIBUTION TO QUALITY

This paper aligns to the following elements of safety and quality improvement:

***Three Quality Ambitions:***

Safe	<input checked="" type="checkbox"/>	Effective	<input checked="" type="checkbox"/>	Person Centred	<input checked="" type="checkbox"/>
------	-------------------------------------	-----------	-------------------------------------	----------------	-------------------------------------

***Six Quality Outcomes:***

Everyone has the best start in life and is able to live longer healthier lives; (Effective)	<input type="checkbox"/>
People are able to live well at home or in the community; (Person Centred)	<input checked="" type="checkbox"/>
Everyone has a positive experience of healthcare; (Person Centred)	<input checked="" type="checkbox"/>
Staff feel supported and engaged; (Effective)	<input checked="" type="checkbox"/>
Healthcare is safe for every person, every time; (Safe)	<input checked="" type="checkbox"/>
Best use is made of available resources. (Effective)	<input checked="" type="checkbox"/>

#### 6. MEASURES FOR IMPROVEMENT

Staff are able to use the feedback to identify good practice and identify opportunities for improvement. Feedback and subsequent learning and actions can be recorded on LanQIP and be included in person-centred care reporting dashboard for HQAIC.

## 7. FINANCIAL IMPLICATIONS

There are minimal financial implications associated with this approach; namely to support volunteers with:

- Induction and mentorship
- Uniform t-shirt
- Travel expenses

## 8. RISK ASSESSMENT/MANAGEMENT IMPLICATIONS

Any associated issues will be managed, recorded and reported in line with NHS Lanarkshire Policies and Guidelines.

## 9. FIT WITH BEST VALUE CRITERIA

This paper aligns to the following best value criteria:

Vision and leadership	<input checked="" type="checkbox"/>	Effective partnerships	<input checked="" type="checkbox"/>	Governance and accountability	<input checked="" type="checkbox"/>
Use of resources	<input checked="" type="checkbox"/>	Performance management	<input checked="" type="checkbox"/>	Equality	<input checked="" type="checkbox"/>
Sustainability	<input checked="" type="checkbox"/>				

## 10. EQUALITY AND DIVERSITY IMPACT ASSESSMENT

Yes   
No

## 11. CONSULTATION AND ENGAGEMENT

A Short Life Working Group including members of the NHS Lanarkshire Public Reference Forum reviewed and endorsed NHS Lanarkshire's approach to inviting, gathering, recording and reporting feedback in December 2017.

## 12. ACTIONS FOR THE BOARD

The Board is asked to:

Approval	<input type="checkbox"/>	Endorsement	<input type="checkbox"/>	Identify further actions	<input type="checkbox"/>
Note	<input checked="" type="checkbox"/>	Accept the risk identified	<input type="checkbox"/>		

## 13. FURTHER INFORMATION

For further more detailed information or clarification of any issues in this paper please contact:

- Irene Barkby, Executive Director of Nursing, Midwifery and Allied Health Professionals (NMAHPs) (Telephone number: 01698 858089)
- Rick Edwards, Programme Manager for Person-Centred Care, Quality Directorate (Telephone number 01698 858373)