



PATIENT EXPERIENCE BRIEF

Welcome to the latest edition of the Patient Experience brief to keep you updated on all current and future developments that are taking place at Stockport

Play in Hospital Week

October 10th – 14th was Play in Hospital Week. Our lovely Treehouse Unit held some activities with the theme being based around mental health and resilience.



Treehouse were chosen as a showcase site for the week by the National Association of Health Play Specialists (NAHPS) and national charity Starlight which provides play and distraction services to hospitals and hospices.

Each day had a specific activity including:

Monday: 'Fantasy and Adventure' with arts, crafts, storytelling and face painting.

Tuesday: 'Superheroes' including a visit from Spiderman and Firefighters.



Wednesday: 'All about me' with a focus on positivity. This day included a visit from Louby Lou - North West famous clown.

Thursday: 'Five Senses' with visits from a Pianist, Singing and Music session and meeting the ward Chef to taste the food.



Friday: 'Nature and Wildlife' which had mindfulness arts and crafts as well as planet friendly crafts. Ivy the Pet's as Therapy dog also paid a visit.



The week highlighted the benefits of play for children during their time in hospital, which can help reduce anxiety and boredom as an important part of their care and recovery. The ward received some lovely feedback, and this was recognised with a mention for our Feedback Friday 😊



Remembrance Service

The Chaplain and Spiritual Care Team, with support from Patient Experience, put together a service for Remembrance Day in November. This was held in the staff restaurant for the first time since the Covid 19 restrictions.

One of our Volunteers, who is a Veteran, took part on the day and lowered the flag as part of the ceremony.

A lovely student, Isabelle, from Stockport Grammar School attended to play the Last Post.

Nic Firth, Chief Nurse, placed the wreath at the front as part of the ceremony.

A tree was put up in the Chapel for anyone to add the name of a Veteran to be remembered.

The service was well attended by both staff and patients.

Making a difference every day

#hello my name is...



Walkabout Wednesday



Walkabout Wednesday aims to directly involve members of the Executive Team gaining real-time feedback from patients and service users. This is an ongoing component of the broader patient experience agenda across our services.

We will be holding Walkabout Wednesday visits each month. A member of the Executive Team will be escorted to an area by the Patient Experience Team and given the opportunity to speak to staff as well as patients.

Walkabouts for October were supported by Karen James, Chief Executive, who visited Treehouse, and non-Executive Director Mary Moore who visited Medical SDEC and Neonatal Unit.



Karen James visited Treehouse during Play Week and spoke to staff, patients, and parents during the visit. The team were proud of the work they had put into place for the week and this was reflected in the feedback given. Parents and children could not have been more complimentary about the week's activities as well as the care received on the ward.



Mary Moore's first visit was to MSDEC. The Ward manager was very passionate about the work that was taking place and the impact of

the new urgent care work that was taking place.



Mary's next visit was to the Neonatal Unit on which lovely discussions took place about the support for families particularly about Transitional Care.

Walkabouts for November were supported by Jackie McShane, Director of Operations who visited D8 /SAU. Non-Executive Director Dr Samira Anane visited ward B4.

Each of the areas visited demonstrated compassionate care and a commitment to support their patients.



D8 demonstrated great teamwork and this was reflected in the feedback received by the patients and students.



Ward B4 spoke about the quality initiatives that had implemented to support patient care, including the development of a quiet room in which to have difficult discussions.

The outcomes from the Walkabout Wednesday's will be shared at Patient Experience Group to ensure themes are captured and good practice shared.

Areas will be informed prior to their Walkabout Wednesday visit so watch this space...

Learning Disability Pack

In November our Safeguarding Team launched a new Learning Disability pack for staff.

This pack contained all of the key documents needed for staff to support people with a Learning Disability who are admitted to the hospital.



Some items included within the packs are:

- Inpatient Care Pathway documents
- Hospital passport
- Hospital discharge information
- Helpful contacts for local services and teams
- Pathway flow charts
- Behind the bed board butterfly

Packs also came with some helpful leaflets and information to support patients while in hospital.



If you need any further information or support, you can contact the Safeguarding team on adultsafeguarding@stockport.nhs.uk

Volunteer Update

Making a Difference Annual Awards

The dedication and commitment of our volunteers was recognised in September when 5 volunteers were shortlisted and invited to attend the Trust awards evening in October.

The shortlist for volunteer of the year included:

Andrew Roberts

Andy started volunteering with us in May 2018. Andy volunteers in the Voluntary Service Office, as a Guide and helping make up packs in Microbiology. Andy volunteers for 4 sessions per week. Nothing is ever too much trouble for Andy he inputs inpatient surveys, photocopies, scans, makes up packs, delivers to wards and is also happy to help any other team who needs additional support.

Carl Lester

Carl has been an Expert Patient Volunteer since January 2018. Carl lives with cerebral palsy and dyslexia and volunteers to help deliver a self-management course to patient groups living with long term health conditions. Carl was a participant in 2017 of the course he now helps to deliver it.

Norma Dargan

Norma who is in her 70's has volunteered at Stepping Hill for 15 years in the Laurel Suite. Prior to her recent retirement she

volunteered on a Monday, Wednesday and Thursday morning each week.

Sue Carroll

Sue started volunteering in December 2020 on A11. Sue volunteers as a Ward Helper she works 3 long shifts to support staff and patients. Sue has also helped by training a large number of new starters.



Sue Clowes & Ivy

Sue visits the wards with her Pets as Therapy dog Ivy. Ivy's visit to the ward not only benefits the patients, but also a welcomed visit to staff too. Ivy and Sue's visits make such a difference to patients. Her visits support in improving mood, decreasing the feelings of anxiety and stress as well as increasing physical activity

Carl and Norma were the eventual winners so congratulations to them, as well as all the nominated volunteers!



Care Opinion

Care Opinion is a platform where people can share their experience of health or care services, and this can help make them better for everyone.

Care Opinion is a simple website where people can share their story and also see other people's stories. By sharing stories we can learn from them and help improve our services.

At Stockport, we encourage people to share their experiences with us. Care Opinion is a popular way to do that as feedback is received in real time



Some of our areas also have their own QR code to ensure that feedback left is for their areas and this helps us to identify their feedback.

If you would like to share your story, you can look out for a QR code in the department you are visiting, or you can go to the website: www.careopinion.org.uk

National Inpatient Survey 2023

Every year, hospitals are invited to take part in the NHS Patient Survey Programme. This is where patients are asked their views on their recent health care experiences. The findings from these surveys provide us with detailed patient feedback on standards of service and care and can be used to help set priorities for delivering a better service for patients. The survey results are used in our local surveys so that we can keep

monitoring any issues as well as improvements made.

If you, or a member of your family, has been an inpatient at Stockport Hospital during the month of November 2022, you may be contacted and asked to fill in a survey. We look forward to hearing about your experiences so we can use them to share any good work taking place but also work to make things better for patients in the future.

Tell us what you think
NHS INPATIENT SURVEY 2023

We will soon be carrying out a survey to find out what patients think about their care here.

This is part of a national programme to improve patients' experiences while in hospital.

Your views are important to us
Taking part in the survey is voluntary and all answers are confidential.
If you are selected to take part, your contact details will be used by researchers to carry out the survey.
The survey will be sent out throughout January - May 2023.

If you do not want to take part, or have any questions please contact: Mamoonia Hood, Matron for Patient Experience & Quality Improvement on 0161 419 2804 or email mamoonia.hood@stockport.nhs.uk

Making a DIFFERENCE every day

Feedback Friday

At Stockport NHS Foundation Trust, we want to hear about people's experiences.

We have a variety of ways that feedback can be captured. These include Care Opinion, Friends & Family tests, Patient Stories, cards, via Healthwatch and local surveys.

In order to acknowledge some of the lovely comments shared by our patients, carers, friends and families, we have started to share these as part of 'Feedback Friday'.

We can then share these lovely comments and end the week on a positive note.

Make sure to send in any feedback you receive so you can be featured on a Feedback Friday in future...



Chaplaincy & Spiritual Care Update

Interfaith week

Our Chaplains led on a successful week to promote National Interfaith Week. The aims of the week are to:

- Strengthen good interfaith relations at all levels
- Increase awareness of the different faith communities that make up the Trust
- Increase understanding between people of faith and non-faith beliefs.



As part of the week, the team launched their new branding which included their posters, leaflets, email address and team name. The team will now be known as the Chaplaincy and Spiritual Care team to reflect the diversity of the staff and patient population.

The department also opened a new quiet room called The Haven which provides a safe space for anyone to visit for reflection, support or guidance.



To finish off the week, the team delivered new Spiritual Care boxes to each of the wards. Within the boxes were lots of resources to support patients, visitors and staff. The boxes contained items including Quran cubes, the Quran, New Testament, holy crosses, Bhagavad Gita, Jewish leaflets, LED candles, knitted hearts, and wellbeing cards. These were greatly received by the teams with lots of areas hoping to use these in their own quiet rooms and spaces.



Baby Memorial service

Baby Loss Awareness week takes place every year from 9th-15th October. The week gives us an opportunity to bring together anyone who has been touched by pregnancy and baby loss, as well as providing a safe and supportive space to share experiences and feel like they are not alone.

Our wonderful Chaplaincy and Spiritual Care Team organised a memorial service on Sunday 9th October at St George's Church in Stockport. The service was well attended and was also broadcast live for people who could not attend the church but wanted to be part of the service.

Names of the babies who were lost were read out and candles lit in their memory.



The service was supported by the charity 'Sands' who support for bereaved parents and families. Thank you to Sands for their continued involvement and support.



Patient Experience is on twitter!

Please follow us on @StockportPtExp and make sure to tag us in all the work you do for your patients!

Contacts

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