



# 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

## Focus on Feedback

Here at Stockport, we welcome feedback from patients, carers, families and friends. Feedback is important as it supports us to embed learning.

We have lots of ways that people can leave their feedback and these include:

### Friends and Family tests



Anyone who accesses services from the hospital may be asked to complete a Friends and Family test to let us know how you rate the care you have received.

If you are an inpatient you will be given a card to complete or if you have attended an appointment you will be sent an SMS message with instructions how to send your feedback

This is something all hospitals do which means we can compare our results with other NHS trusts in the region and across the country.

### Patient Stories



We also welcome patients, or where you can describe your experience of

healthcare in your own words.

The idea is to gain an understanding of what it is like as a patient, what was good, what was missing and what would make the experience a more positive one. Our stories can also be recorded so it can be shared with staff and managers across the hospital so we can learn and improve services based on your experiences

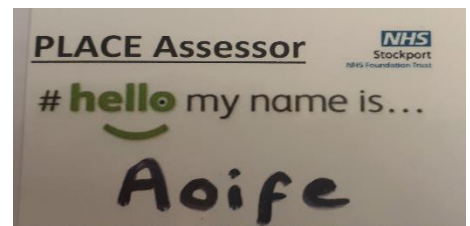
### Local and National surveys



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 national survey results are used in our local surveys so that we can keep monitoring any issues as well as improvements made.

their relatives, to share their patient story



## PLACE

Patient-Led Assessments of the Care Environment (PLACE) is an assessment of hospital environments. These involve local people who go into hospitals as part of a team to assess how the environment supports the provision of clinical care, assessing such things as privacy and dignity, food, cleanliness and general building maintenance.

These are an annual visit but due to Covid 19 these were put on hold last year. In September, the PLACE visits for Stockport started again with teams visiting areas across the hospital. The Patient Experience team supported on the day as well.

The results will be published to help drive improvements in the care environment. The results also show how the hospital is performing both nationally and in relation to other hospitals providing similar services.

## Making a difference every day



# 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.

We had a busy month in August as it was the first of the non-Executive member walkabouts.



Walkabouts for August were supported by Caroline Parnell, Director of Communications and Corporate Affairs who visited E3 and Joanne Newton, non-Executive Director who visited B3 and C3.



The teams on B3, C3 and E3 all welcomed the visits and took pride in their areas, and these were evident in the visits. Patient feedback was positive with people all feeling happy with their care. These visits took place during the hot weather and it was great to see that patients were kept well hydrated by the staff and volunteers.

Walkabouts for September were supported by Nic Firth, Chief Nurse who visited Laurel Suite. Non-

Executive Directors Catherine Anderson and David Hopewell visited wards B2 and D1 respectively.

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



Laurel Suite's visit showed how well the team cared for people receiving treatment for cancer. The patients were all happy and talked about how much at ease the teams made them feel.



Ward B2 spoke about their StARS journey and how they hoped to be the first ward to achieve a Blue status.

D1 spoke about the impact of Bay Coordinators and how this has had a positive impact on their number of falls.

Patients on both wards also spoke about how the staff provided person centred care and praised the extra facilities including the catering.



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...

## Falls Awareness Week

September 20th was the start of Falls Awareness Week led by the Patient Experience & Quality Improvement Matron. The week was a success and helped to raise awareness of the impact of falls.

Research has shown that when all staff work together, they can reduce falls. Patients and their families can also help by being aware of the risks and the actions that can be taken to prevent falls.



A number of areas took part in the work with decorations, information displays and making pledges to support patients.



Lots of areas received a special recognition for their involvement during the week including:

AFU for most creative board

Medicine Division for an overall significant reduction in falls

Ward C6 for the best patient and staff involvement

Catering team for going above and beyond by creating a 'good for your bones' menu for the week

Ward B3 for having a fabulous board



# Volunteer Update

## Role of a Ward Volunteer

**Volunteers play an important role in supporting our patients on the wards.**

Work can vary according to the type of ward, but staff should be aware of any volunteers who arrive on the wards to help. Below are some of the tasks that volunteers can perform:

- Making and serving drinks
- Laying tables and trolleys and serving meals
- Assisting with hand washing before meals
- Tidying lockers and locker tops
- Putting laundry away
- Tidying linen cupboard
- Talking to patients and listening to them
- Washing and filling water jugs as required
- Assistance with making empty beds
- Taking messages within the ward and to other departments
- Assistance with recreational activities
- Visit shop on behalf of patients

- Complete patient experience surveys
- Tidy notice boards

The following duties should not be undertaken by volunteers:

- Lifting patients
- Unsupervised physical patient care
- Receiving patients on to the ward
- Stripping dirty beds

## Dining Companions

Dining companions are back on the induction programme and volunteers are being trained to provide this support.

If a ward has a volunteer who has been trained, they will be wearing a yellow tabard to alert staff to them being available to support with mealtimes.



## Macmillan Coffee Morning

World's Biggest Coffee Morning is Macmillan Cancer Support's biggest fundraising event. Each year, people host their own coffee morning to collect donations and to promote the with that Macmillan Cancer Support provide.

Here at Stockport a lot of wards and teams took part in the event hosting a coffee morning with lots of goodies both homemade and donated.

The Cancer team held a cake sale in the staff restaurant and there was a fantastic turn out.



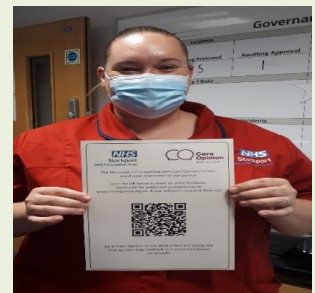
The team are also updating their patient experience surveys to ensure people living with cancer are given the opportunity to share their experiences with us.

## 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.

Care Opinion feedback can also support real change as it was through Care Opinion that led to the development of our Veteran's Passport.

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](http://www.careopinion.org.uk)



# Chaplaincy Update

## 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...



## Welcome Tracy

The chaplaincy department continues to grow and we recently welcomed Tracy to the team.

Tracy has a wealth of experience within Spiritual and Pastoral care and is already bringing lots of ideas on how to help the team continue to grow.



The Bishop of Stockport visited recently to carry out Tracy's licencing ceremony for hospital chaplaincy.

## Holy Communion

The Chaplaincy team continue to provide a Holy Communion service every Thursday at 1pm in the Chapel. This short service will take around 20 minutes and everyone is welcome.

## Friday Prayer screens

Friday prayers take place in the Chapel each week at 1:15pm and 1:45pm with ablution facilities provided.

Some screens have been purchased to create a space for women to pray. Each week the team prepare the space for Friday prayers and these screens mean that there is space available for both men and women to pray together.



The chaplaincy team continue to provide support to staff and patients. They visit most wards in the hospital each week and offer 'a listening ear' to all. They will also pray with you if required.

You can contact the team on extension 5889 or call in to see them in the Chaplaincy Centre on the ground floor main corridor.



## Meet Karen



Karen Mulholland has recently started in the Trust as the Matron for Dementia Care while our lovely Ruth is on Maternity leave.

Karen has over 18 years' experience working in the NHS, most recently as Senior Sister and Practice-based Educator based in Tameside Hospital Emergency Department.

Karen has worked in healthcare since she was 18 supporting families and patients living with Dementia so brings a lot of knowledge and expertise to the role.

Karen is passionate about supporting people living with Dementia, including their families, and is looking forward to having an

impact at Stockport.

Here is Karen with our fabulous volunteer, Jackie from the Alzheimer's Society.



Both Karen and Jackie are working on how to raise the profile of the Serenity Lounge which is a space available for people to visit to ask about Dementia support and information. The Serenity Lounge is open Wednesday 9am – 1pm and Friday 9am – 4pm



## 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!

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