

Fife's CommonHealth

“Working & engaging with people and communities to improve health & wellbeing”

Winter 2014/2015

Improving Patient Experience



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A look at what's happening in Fife through our patient experience and person centred care projects, our advocacy, carers and volunteering services.

This newsletter has evolved from the previous Better Together newsletters published in 2013 and 2014. The new name “CommonHealth” reflects an innovative approach to working and engaging with people and communities to improve health and wellbeing. The newsletter now includes a range of person centred activities.

Better Patient Experience

NHS Fife recognises patients and carers as people with valuable experiences and insights to share. Good experience of healthcare can mean something different to every patient. It can often be the little things which make the difference and an experience can be formed around a particular issue. Feedback is used to support improvement in services and to acknowledge where there is good practice sharing any learning more widely. Some of the examples of feedback gathered on a regular basis and what has been done as a result are included in this newsletter.

Help from the Meet & Greet Volunteers at Queen Margaret Hospital



Meet and Greet Volunteers are on site to meet, greet and give directions if required.

While carrying out their duties, volunteers became aware that some patients who were waiting in the main reception area for transport which was delayed required minor nursing intervention. They highlighted the length of time patients were waiting for transport to senior nurses. This identified that there was not a clear process to manage the individual's personal care needs.

The Volunteers, their Service Manager and the Senior Charge Nurse for Out Patients at the hospital reflected on this issue and an action plan was developed and implemented.

There is now an agreed process in place which involves joint working between the volunteers and Out Patient staff, who are now confident in the escalation process for patients waiting in the main reception who require personal care.

Fife Advocacy Forum

Supporting & Developing Advocacy Across Fife



Fife Advocacy Forum was officially launched in August 2014 with a series of roadshows across Fife supported by advocacy organisations, Fife Council and NHS Fife.

The Forum supports the development of advocacy across Fife and represents the views of local advocacy providers.

To help meet the needs of different people at different times in their lives, there are several types of advocacy. The "Advocacy in Fife" booklet was produced to explain the range of advocacy available to people in Fife. It gives details about the organisations that provide the services and how to contact them.

To find out more about the types of advocacy available in Fife, please visit the Fife Advocacy Forum website: www.fifeadvocacyforum.org.uk or contact admin@fifeadvocacyforum.org.uk.

Volunteering in NHS Fife - news from the Hospice at Victoria Hospital

This year, a sensory garden was established with the support of volunteers. The changes made improved the wheelchair access to the raised gardens which enables the patients to enjoy the garden.



These three wonderful hospice volunteers won a top award at the Scottish Health Awards.

Feedback from a patient "it isn't that your volunteers care, it is that they are really caring – there is a difference".

Patient Feedback from the hospice at Victoria Hospital highlighted that they didn't like the tea. This issue was easily resolved. The Volunteer Service Manager, Teri Perry, said "they now buy Tetley or Scottish Blend and even the volunteers bring in different tea bags when they're on special offer!" The feedback now is that this was a very simple change, but a really positive one.



You Said, We Did

Sheena, the hospice beautician was runner up in the Mature Volunteer category at Fife Voluntary Action's Volunteer Award event. Sheena has been supporting the hospice and offering patients manicures for over ten years.

Sheena, on the right with Mary, one of her volunteering colleagues.



Evaluation of Carer and Patient Information Point

The Carer and Patient Information Point (CPIP) is located at the main entrance of Victoria Hospital, Kirkcaldy. The CPIP opened its doors in June 2012 and is manned 2 hours every weekday.

The service was established to offer a dedicated area within the hospital setting to provide information and advice for carers and patients.

The Scottish Health Council – Fife were invited by NHS Fife to conduct an independent review of the CPIP and this was undertaken during October/November 2014.

The majority of those participating in the evaluation were very positive about the service. Feedback received from individuals who had accessed the CPIP. Comments included that the service had provided a 'valuable opportunity to chat to someone independent from hospital staff who had time to listen, provide information and sign-post them in the right direction'.

The main concern highlighted by the evaluation was that there was limited awareness of the existence of the CPIP and the valuable service it provides.

A short-term working group has been established to consider the outcome of the evaluation and implement improvements.

A copy of the full evaluation report can be requested from Diane D'Warte, Development Co-ordinator by telephone: 01592 648069 or email: diane.dwarte@nhs.net.



If you've experienced health care from NHS Fife recently, either as a patient, carer or friend of someone else, we would be keen to hear about your experience via the Patient Opinion. Tell us what was good? What could have been better?

Your story will be handled confidentially by the non-profit independent service Patient Opinion. Your story, once agreed, will appear (without your name) on their website. Patient Opinion will then share the story with NHS Fife and you will receive a direct response.

For more information about Patient Opinion and how your story will be handled, visit www.patientopinion.org.uk.

NHS Fife's CommonHealth Questionnaire Feedback

The publication Listening and Learning: how feedback, comments, concerns and complaints can improve NHS services in Scotland (HIS, 2014) found that people throughout Scotland are often unsure as to how they can effectively communicate with the NHS.

Taking account of this publication together with the ambition to embed the spirit of the 2014 Commonwealth Games, NHS Fife grasped the opportunity to engage with people, their families and communities, to ask people about the ways they want to communicate and feedback about their local health services.

The CommonHealth initiative was launched on Saturday 20th September and ran to Friday 26th September 2014, during which time the following visits were made:

- An Interfaith Gathering Event
- Polish Club, Kirkcaldy
- Victoria, St Andrews and Lynebank Hospital foyers
- Adam Smith College, Kirkcaldy
- Consultation Events run through Fife Council
- The Kingdom Centre, Glenrothes
- The Kingsgate Centre, Dunfermline

The initiative was supported by NHS Fife Patient Relations; Health Promotion; Keep Well and Equalities & Humans Rights teams. There was further assistance at some of the events by members of staff from Patient Advice and Support Service (PASS) and Patient Opinion. The Scottish Health Council Fife Local Office supported the initiative as part of the team attending the events and collating the feedback questionnaires.

The initiative was so successful that the teams involved have committed to adopting the approach in their ongoing work. A timetable of events is being prepared. If you are part of a group that are interested in hearing more, then please contact Gill Ogden, Patient Relations Co-ordinator on tel: 01592 6428111 or email: gillian.ogden@nhs.net.

Watch out for information in our next newsletter about the actions taken on the back of these visits.



The link below will take you to a small survey about this patient experience newsletter. Please take five minutes to complete it. Your feedback will help us to evaluate how useful it has been and will let us make any improvements in the future. We will provide feedback on the results of the survey on NHS Fife's website. The survey is anonymous and no identifiable information will be recorded.

<https://www.surveymonkey.com/s/7JLDDTF>

Please provide your comments by 27th February 2015

Thank you for completing the survey

You can also provide feedback by writing to Diane D'Warte, Development Co-ordinator, NHS Fife, 1st Floor, Hayfield House, Hayfield Road, Kirkcaldy, KY2 5AH or email diane.dwarte@nhs.net.