To Create a single, Informative Patient Experience report

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Concerns

All Staff

Compliments

One Single user friendly report that incorporates the relevant information

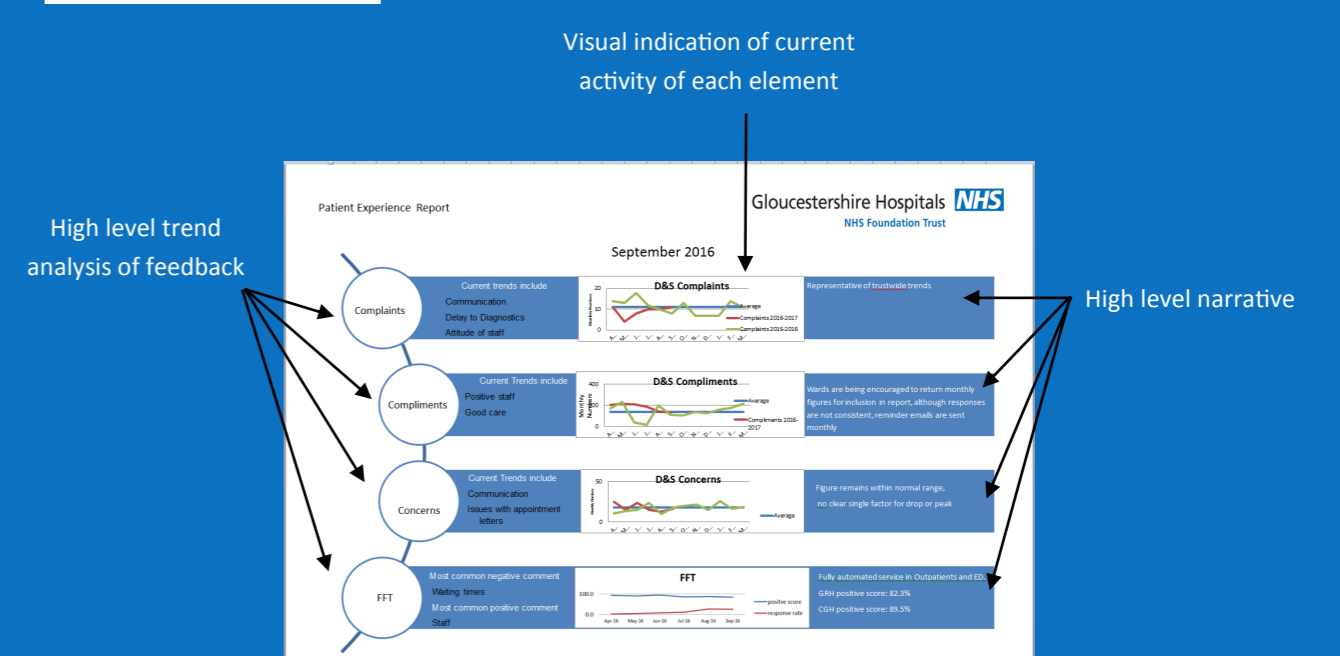Divisional Directors

Complaints

Board

FFT
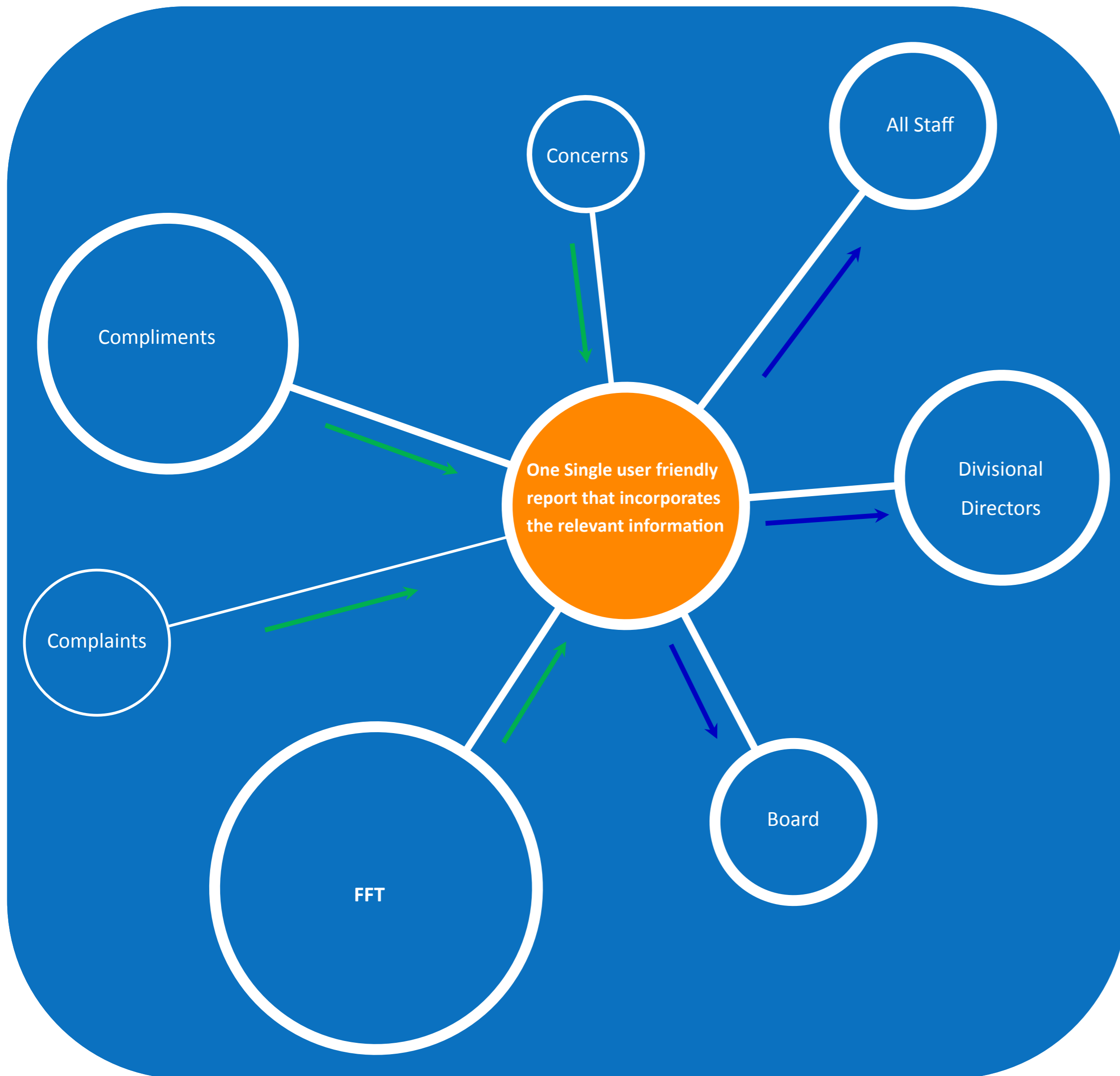
The Project

The Patient experience team currently generate several separate reports that are sent to various parties, the purpose of these reports is give an overview of the patients experience within the Trust.

We wanted to channel several areas of feedback into one single cohesive report that gave an accurate overview of the feedback.

Team and Stakeholders

Divisional Director of Nursing, Matrons, General Managers, Specialty Directors, Head of Patient Experience.

Complaint managers

PALS staff

PPI team

The Report

Visual indication of current activity of each element

High level trend analysis of feedback

High level narrative

This page offers further data for each feedback stream including numerical information and context
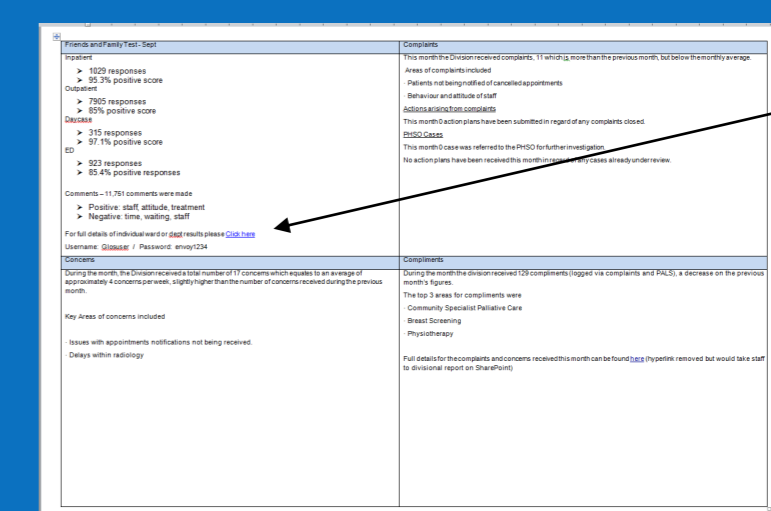
Embedded hyperlinks take users to additional information including the speciality reports

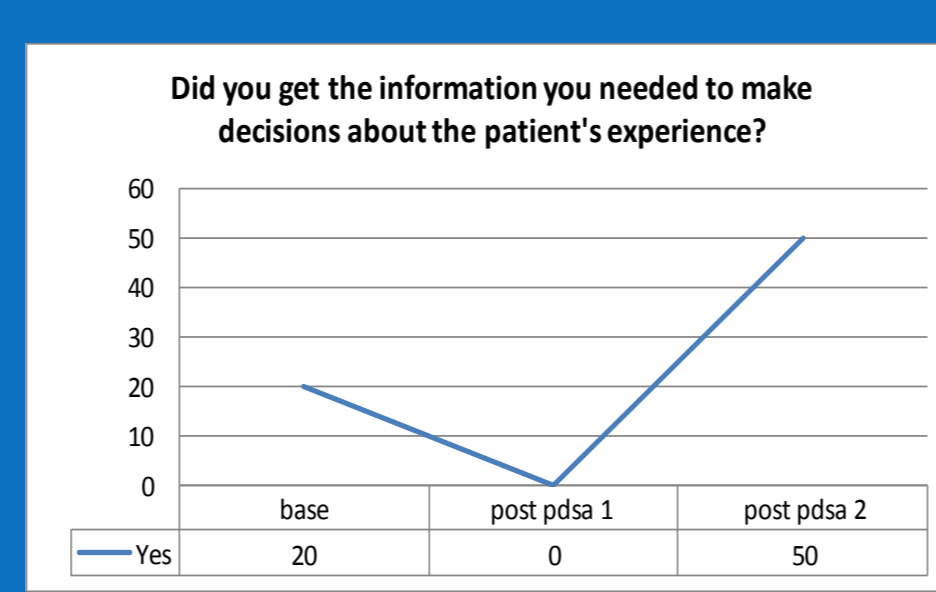For complaints and concerns this could include hyperlinks to the datix record

For FFT this includes ward level/ clinic level

Measurements

The below graphs show the responses received from the surveys sent out to staff during the 2 PDSA cycles

How informative are the reports post PDSA 2?

|	BASE	post pdsa 1	post pdsa 2
	18	50	67
laints	14	50	50
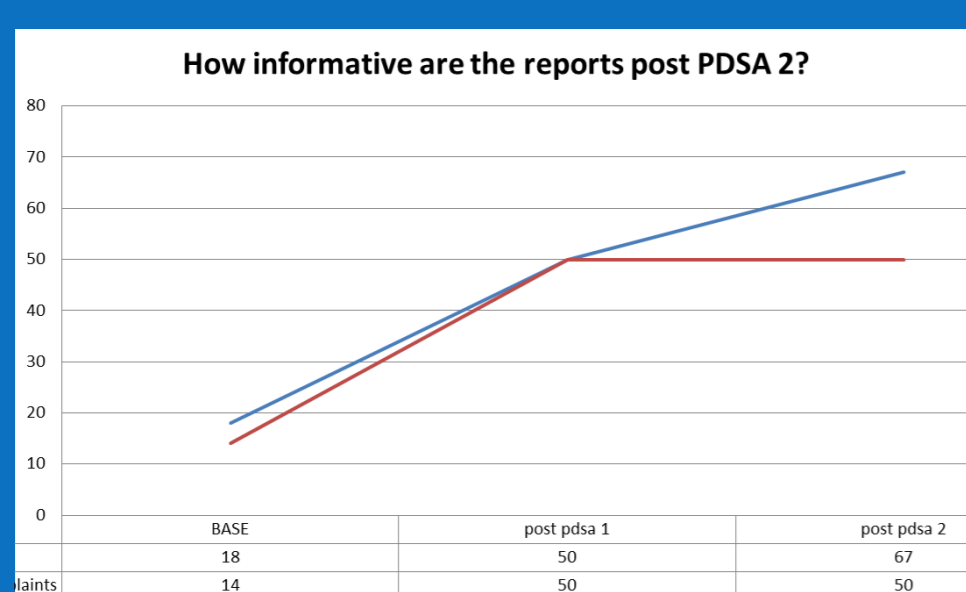
The above graph shows a perceived improvement in how informative the complaints and FFT data is after cycle one, (where high level front sheet was added) and continued improvement in the FFT data in cycle 2, where it was made more specific

Did you get the information you needed to make decisions about the patient's experience?

	base	post pdsa 1	post pdsa 2
Yes	20	0	50

The above graph shows a decrease in the usability of the information during cycle one, this is reflective of the fact that the front sheet gave a high level review with users expected to "drill down" to see ward and area level information, something which was explained during cycle 2

How user friendly is the report overall?
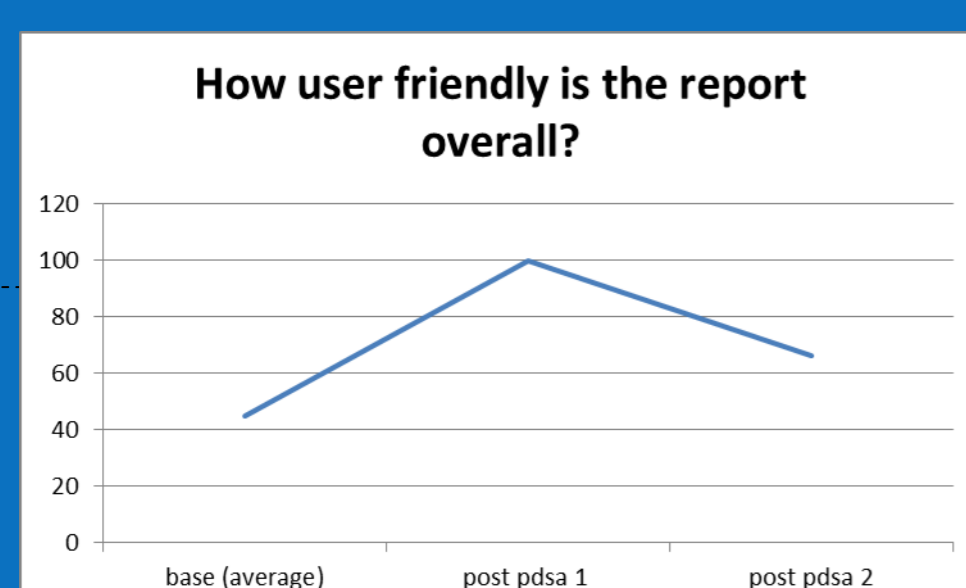
The above graph show a clear improvement in how user friendly the report was during cycle 1, and may be reflective of the respondents role, (ie they only need high level information) In cycle 2 fewer respondents found it user friendly however again this may be because they needed more information not available on the front sheet.

What was your impression of the new style report?

very good   good   not impressed
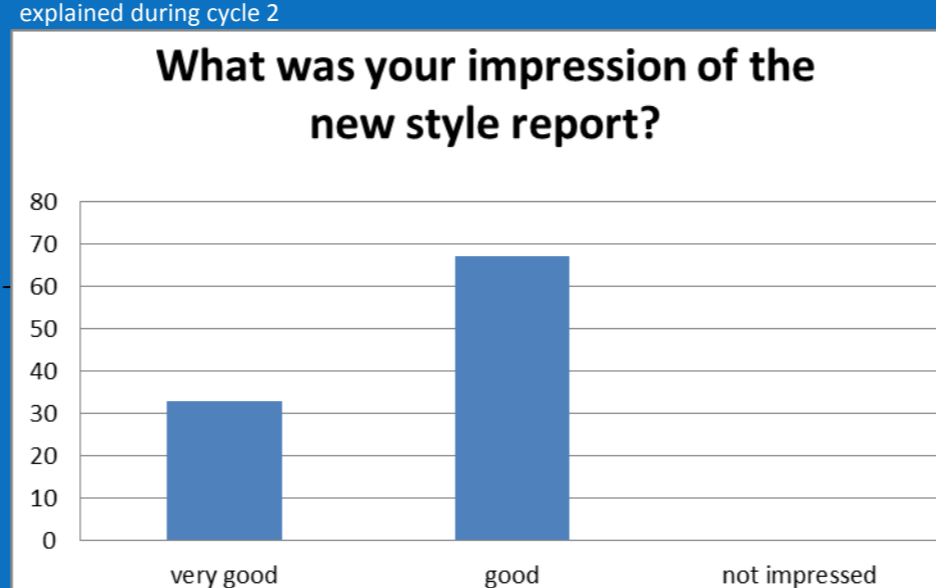
The above graph shows a clear preference for the new style report, with all respondents saying the report was either good or very good.

What next....??

- Implementation of sharepoint to make reports available
- Further liaison with other divisions
- Roll out to other areas
- Inclusion of patient information data
- Inclusion of other sources of feedback