

Organisation

Erewash National Health Service Primary Care Trust

Industry

Public Healthcare

Country

United Kingdom

Products and Services

Patient Experience Tracker (PET)

Key Benefits

Improvement in overall patient satisfaction measures due to faster and more proactive problem identification and resolution

Improved management accountability and efficiency regarding patient care and satisfaction as a result of real time data availability and next day reporting on patient feedback

Improved staff morale as stakeholders can measure the impact that they personally have on each patient's care and satisfaction

Enhanced front-line ownership of patient care and a deeper understanding of the drivers behind patient satisfaction

Why Does the NHS use the PET?

Sections 7 and II of the Health and Social Care act firmly establishes the duty of NHS Trusts to collect, measure and value our patients' experiences.

As a result of the fast pace of change in the NHS, patient feedback has to be continually measured against the needs and values of the people who do, and continue to use NHS Primary Care Health services.

Key Features and Benefits of the PET

The main feature is that the Trust is using a proven consumer service tool in an effective, valid, format for the NHS.

The PET enables front-line staff to make service changes in line with what patients want. The NHS has found that small changes, often with little cost implications, make a real difference to patients' experiences in hospital.

The PET also returns far higher response rates when compared with other methods of patient experience data collection. In particular, the system has proven to be a far more effective tool for eliciting views from elderly patients than questionnaires posted after discharge.

How is the PET used in the NHS?

The Erewash PCT uses the PET to collect feedback relating to doctors' and nurses' Information Provision', patients' Privacy and Dignity' and overall Patient Satisfaction.

The Patient Experience Tracker (PET) is offered to all patients or carers for their feedback. Those patients who participate answer each question and rate various aspects of their experience.

Every answer and each set of answers has a score attributed to it and each response is automatically time, date and location stamped, showing scores and volumes of answers. This helps staff to identify and act on events at the time they occurred.

The data is used to generate reports that are sent back to front-line staff, the hospital steering group and appropriate unit managers.

The PET is focused on ongoing service and patient experiences and not as a 'one-off' initiative. It has become an ingrained, continuous way of operating and demonstrates a commitment to service improvement and patient involvement.

Overview of the Feedback Process

Patients provide feedback about their experience by responding to questions on a device that is located in the department, or provided by staff on the wards, by inputting their responses to certain key questions on their experience.

This data is fed back to secure, independent data points from which daily and weekly tracking reports are produced.

All reports are in easily assimilated graphic form, and provide an unrivalled insight into working with patients and their experiences.

The value of this information begins and ends at the point of service delivery, one of the most critical areas where change must happen if patient care is to be improved. Erewash PCT have found that by developing this flexible, simple and fast method of collecting patient feedback, it opens the way for this data to take its rightful place as the cornerstone for future NHS service provision and development.

The NHS Erewash PCT has empowered front line staff to take ownership of the information obtained by the

PET and stakeholders have responded by enthusiastically adopting this patient feedback system as a way to deliver better patient care.

Typically, staff meet weekly to discuss the results, identify issues of concern and collectively decide on an action plan to improve their service. This enables staff to address patients' concerns and compliments in a timely manner while patients are still in their care.

Patients are kept informed about their feedback, and what the NHS is doing to improve patient care, through the use of large posters that are updated weekly and on display in all publicly accessible areas and waiting rooms.

Patient and public Communication and Influence

Feedback is analysed and presented in easy to read and understand jargon-free formats on information boards.

Patient feedback results and service changes are displayed in wards and departments to openly inform patients, service users and carers about what they said, and what the

NHS is doing to improve their experiences.

One practical example of the real impact of the PET is that the data told one particular ward that a small number of patients didn't feel the atmosphere was friendly during 'doctor's round', due to the busy nature of that time. Staff decided that throughout this time they should simply smile more. Within only one week patient feedback no longer reflected that this was an issue.

Impact on the workforce

The most essential aspect to workforce development is the bigger part that Patient and Public Involvement (PPI) plays in enhancing National Health Service provision, based on the continually developing and changing needs of service users.

Staff are significantly more involved in the feedback process as they collect feedback; receive results and share action plans and best practices with other areas and service users.

Most importantly, front line staff now recognise that by working proactively, patient feedback can be used to improve their service and highlight good practice.