



Patient Experience Special Edition Weekly News



Welcome to our summer 2022 edition. In a year which Covid has continued to dominate the headlines, the daily realities of patient experience continued. Like other trusts across the country, Covid-19 meant our trust had to transform, overnight, the way we cared for patients and delivered services, therefore the experience team have and continue to closely monitor patient feedback with reference to online, video and telephone appointment clinics.

On the face of it, experience can seem quite simple. Our goal is to ensure that our patients, their families and carers receive the best possible care and experience when they use our services.

It is, therefore, so important that we continue to listen to what our patients and their families are saying about us, and that we continue to work hard to gather and act upon feedback.

We are committed to improving the experience for our patients, families, and carers. Our current strategy continues to deliver its aims and objectives, ensuring we:

- Promote the role and benefits of patients and the public in shaping our services.
- Develop new, innovative ways of working with patients, citizens, and carers

Since the last patient experience weekly news, we have welcomed Helen, Lorraine, Sallie, Joanne and Helen to the team, you can read more about their roles in this weekly news special edition.

2021/22 fact - 71% citizens surveyed felt that UHMBT ensure people are informed and supported to be as involved as they wish to be in decisions about their care

Patient Stories

Patient Stories are available to view on our website [here](#)

These stories of colleague, patient and carer experiences and journeys enable us to redesign and improve care according to patients' needs, where every step in the patient journey is examined and improved.

Stories can provide valuable insights on how we can improve on many distinct aspects of service delivery and care in our hospitals and in our community-based health care programmes. Patient stories can assist colleagues improve patient experience through education and reflection.

Why not start your team meeting with a patient story?





Patient Safety Partner – An exciting new opportunity at UHMBT

Patient Safety Partners (PSP) is a new and evolving role developed by NHS England to help improve patient safety across health care in the UK. Here at the UHMBT we are excited to commence our recruitment of several PSPs to work alongside our colleagues, patients, and families to influence and improve safety within our hospital. PSPs can be patients, carers, family members or other lay people (including NHS staff from another organisation).



NHS
Patient safety partners
bring powerful insight
and perspectives to
safety improvement.

This is a great opportunity to share your interests, experiences, and skills to help develop the new PSP role and be a part of the team here at the UHMBT. Some examples of what you might like to be involved with include:

- Talking with patients and staff about safety and what matters to them
- Support the safety training of staff
- Be part of project teams working to improve safe care and our systems
- Join safety boards and team meetings
- Help develop patient safety information resources
- Support the safety team when reviewing incidents
- Help us understand what we do well and how we can do this more of the time

The Patient Experience team in conjunction with citizens, patients, colleagues and carers are developing a new Patient Experience and Carer Strategy, if you would like to be involved in this work, or you know someone who would like to express an interest in becoming a Patient Safety Partner please email Patientexperience@mbht.nhs.uk or telephone 01229 404434

2021/22 fact - 2 Changing place bathrooms

Patient quotes

Mrs Moore said, 'Having recently been a patient at the Royal Lancaster Infirmary. I was delighted to have been asked for my comments on the service received. I completed the EDS2 and Friends and Family questionnaires together and hope my feedback contributes to the ongoing work of my local NHS. Thank you'

The Sunflower is a globally recognised symbol for non-visible disabilities, also known as hidden disabilities or invisible disabilities. Furness General Hospital staff suggested the sunflower lanyard in July 2021.

'Since wearing my Sunflower lanyard, I have felt more comfortable visiting the hospital, as my disability prevents me from wearing a surgical mask'.

Mr Ridge, Ulverston, Cumbria



UHMBT - Macmillan Information and Support Service

This is a non-nursing service working alongside the Cancer Teams. We are also here to support the people of North Lancashire and South Cumbria.

What do we do?

- We are here If you or your patients' need of a chat
- We have access to information resources, including 'easy read' and information in other languages
- We can signpost to local and national services
- We have access to counselling / emotional support services
- We have close links with Cancer Teams for clinical information
- We can support with completing a Holistic Needs Assessment (HNA) / Care plan
- We can support with financial issues / concerns
- We have close links with all our local Citizen's Advice Teams, for onward referrals for financial assessment / work and employment issues
- The service is over the telephone, but we can offer appointments through Zoom, Attend Anywhere and Microsoft Teams
- Face-to-Face appointments are available (we look forward to opening our new centre in the main entrance at Furness General Hospital)

We are here 8am – 4pm Monday – Friday (Excluding Bank Holidays)

Tel. 01524 519578 Mob. 07972639424 Email: Macmillan.info@mbht.nhs.uk

Click [here](#) to read our annual report The report showcases the importance of referring to Macmillan Information and Support Service at the point of diagnosis.



Sallie Robinson
Manager



Joanne Gardner
Assistant



Lorraine Jones
Manager

CANCER INFORMATION AND SUPPORT

If you or someone you care about has been diagnosed with cancer, we're here to help. Find out how we support you and get information about different cancer types.



Hello, my name is Helen Miller

My role is funded by Macmillan, and I am the Right by Your Project Manager, I am delighted to have recently joined the Patient Experience Team.

#hello my name is...

If you would like to contact me for a chat or learn more about my work, please email me Helen.Miller@mbht.nhs.uk

See below a summary of my project work.

Supported Self-Management and Personalised Stratified Follow Up

Supported Self-Management is about giving the patient control of their follow-up. Supported Self-Management pathways are in place for all appropriate breast, colorectal, prostate and endometrial cancer patients.



Key Components of Supported Self-Management include:

- Cancer Support Worker being the key point of contact.
- Personalised care and support planning
- Patients invited to complete a Holistic Needs Assessment (HNA)
- Access to education
- Rapid re-access to the cancer team
- Regular surveillance scans or tests are scheduled which comply with follow up criteria in line with national guidelines

Benefits of Personalised Stratified Follow Up for patients

- A treatment plan tailored to the patient's priorities
- Increased skills to self-care
- Reduced expenses associated with attending out-patient appointments
- Patient retains direct access to care team including the Clinical Nurse Specialists
- Timely access to their results
- Single point of access via the Cancer Support Worker
- Promotes personalised care
- Increases patient empowerment

2021/22 fact - 75,859 patient's/ carers gave feedback on the services delivered by UHMBT

RLI Children's waiting area

Children who need to attend the Accident and Emergency Department at the RLI now have an attractive new waiting area designed to improve their care, safety, and experience while in hospital.

The new RLI Children's waiting area in the A&E is a bright, welcoming, and relaxing room for children and families with space for social distancing and toys that can be easily cleaned for the prevention of infections such as COVID-19.

The area in the RLI A&E department also includes a Children's Triage Room and three new Ambulatory Assessment Bays, one of which is specifically designed to be more welcoming for children.





Care and communication passports

A hospital passport provides information about a patient's preferences and communication needs. Completed passports continue to be uploaded to the patients' electronic records. Evidence suggests that having a passport significantly enhances patient and staff experience and provides good quality inclusive health and care.

Thanks to Daniel Birkett, a bank colleague within the Trust, we have recently adopted the MIND Wellbeing passport, which has been added to our patient and carers passports portfolio.

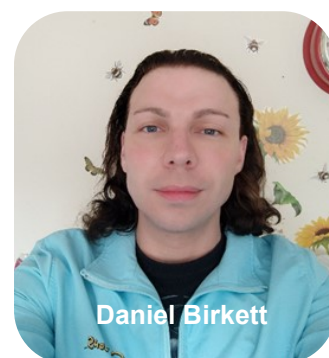
Daniel contacted the Patient Experience Team with his idea and vision for a Mental Wellbeing passport. Daniel was passionate and felt strongly that a Mental Well-being passport would benefit both patients and staff. In Daniel's opinion, adopting the Mind Wellbeing passport was ideal.

Daniel said, "The passport reduces the need for patients to repeat themselves each time they are seen by health and care professionals. Speaking from my own experience, when suffering from poor mental health, having to repeat information is increasingly frustrating, leading to more anxiety and reluctance to want to communicate.

I have enjoyed seeing my idea grow and develop into the final product and hope patients, carers and NHS staff find the wellbeing passport helpful.

Annette Shepherd, Patient Experience Facilitator, said, "I have enjoyed working with Daniel on his project. The wellbeing passport contributes to the suite of health and care passports."

Please view our Trust's digital passports by clicking [here](#).



2021/22 fact - 114 citizens contributed to the 2021/22 EDS2 process

Hello, my name is Helen Quayle

I am the Patient Information Officer, and I am delighted to have recently joined the Patient Experience Team. I am working on developing a more streamlined information approval process. We will also be updating the information style and branding to match the new UHMBT look.

If you would like to contact me for a chat or learn more about my work, please email me patientinformation.officer@mbht.nhs.uk or 01524 591428.

#hello my name is...



Equality Delivery System 2

Our approach to the Equality Delivery System 2 (EDS2) has focused on the inclusion of the patient, service user, colleague and carers. The following table is a snapshot of our EDS2 results for 2021-2022. This outlines the positive progress we are making across our services to ensure equity of patient access, experience, and employment opportunities.

We assess goals 1 and 2 as part of the wider UHMBT community. We assess goals 3 and 4 with our colleagues from across the organisation. Over 131 colleagues and citizens engaged and contributed to the EDS2 survey for 2021/22.

All outcomes are graded as either, undeveloped, developed, achieving, or excelling. We are not required to assess all 19 outcomes in the same year. Our gradings for other outcomes have been carried over.

Goal	Outcome		Grading 2021/22
1. Better Health Outcomes for All	1.1	Services are commissioned, procured, designed, and delivered to meet the health needs of local communities.	Excelling
2. Improved Patient Access and Experience	2.1	People, carers, and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds	Excelling
	2.2	People are informed and supported to be as involved as they wish to be in decisions about their care.	Excelling
	2.3	People report positive experiences of the NHS	Achieving
	2.4	People's complaints about services are handled respectfully and efficiently.	Developing
3. A representative and supported workforce	3.1	Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	Developing
	3.4	When at work, staff are free from abuse, harassment, bullying and violence from any source	Achieving
4. Inclusive leadership	4.1	Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	Achieving

You can view the [full report](#) on our website

2021/22 fact - 91.92% of patients scored their experience as very good or good

Interpretation Services

When face-to-face interpretation services were paused during the Covid-19 pandemic, we continued to provide on-demand language interpretation via video and telephone.

We secured charity funding to buy a further video interpretation device.

In 2021/22, the languages most requested by patients were Arabic, British Sign Language, Polish, Bulgarian, Romanian, Mandarin and Turkish.



Carers

On the 30th of March 2022, [Carers UK welcomed an amendment to the Health and Care Bill](#) which was passed in the Commons having been brought forward by the Government.



This places a new duty on NHS hospital trusts in England to ensure that unpaid carers are involved as soon as feasible when plans for the patient's discharge are being made.

Like other trusts across the country, Covid-19 meant our trust had to transform, overnight, the way we cared for patients and delivered services, therefore the experience team have and continue to closely monitor patient feedback with reference to online, video and telephone appointment clinics.

Your patient

Our goal is to ensure that our patients receive the best possible care and experience when they use our services. It is, therefore, so important that we continue to listen to what our patients and their families are saying about us, and that we continue to work hard to gather and act upon feedback. We are committed to improving the experience for our patients, families, and carers.

John's Campaign

Since 2015, families caring for a loved one with dementia or other illnesses such as stroke, learning disability or MND have had open access to support through John's Campaign. When the Covid-19 pandemic limited access to this support due to the risk of spreading infection, the patient experience team working alongside the infection prevention team implemented an Covid-secure offer. It ensured that a robust risk assessment was completed by a Trust colleague and a Carer information safety card was given to Carers for advice and information and remains in place to offering options for Carers to give the bespoke care that only they can give.

Locally, the Johns Campaign offers the opportunity of support by families and carers during inpatient or outpatient care. It allows the carer or family member to be present during general care, mealtime support and decision making as an advocate for the person receiving treatment.

The key focus behind John's Campaign is a safe and open visiting culture; supporting carer access to the hospital outside of normal visiting hours to enable them to be with the person when they may be stressed, anxious, upset, or lonely or to help with care needs; decision making and advocacy.

We can provide carers with their own lanyard (see Image) these are available on the ward, reception desk and from the Patient Experience Office contact ext. 44434 or email patientexperience@mbht.nhs.uk if you need more lanyard stock.





Learning Disability and Autism - Digital Health Passports

We have continued to promote the Digital Health Passport together with colleagues from the children's and adult Community Learning Disabilities Teams in Lancaster and South Cumbria, encouraging people with learning disabilities, their families, carers and advocates and people on the autistic spectrum to complete Hospital Passports.

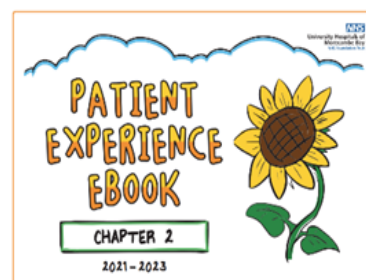
Our Specialist Nurse for Learning Disabilities and Autism evaluates each passport and uploads it onto the patient's electronic hospital record, creating an alert to direct colleagues to access to vital holistic information that is important to the patient.

A hospital passport can be completed and kept at home in case of an emergency admission, deterioration in the individual's health or can be completed prior to a planned admission when it may also be used to aid assessment and planning.

Working with graphic designers, the patient experience team and Matron for Learning Disabilities and Autism have created a digital version of the passports which can be found on the Trust website.

There are 771 adult Learning Disability passports, 114 children's passports and 87 autism passports uploaded to electronic patient records.

You can read our e book; chapter 2 [here](#)



2021/22 fact - During 2021/22 there was 3339 patient / carer/ citizen interactions with our Macmillan Cancer Information and Support Service.
1254 of the 3339 patients accessed this service for the first time

Volunteering

The volunteers on all sites play an integral and very important part in the hospital and community settings. Volunteer roles involve making sure that the patient, their families and carers received a positive experience when accessing UHMBT services.

Our volunteers are always well appreciated for being there and giving a friendly smile and their offers of help.

We are working with our volunteers to return as many as possible.

If your department, unit or ward would like the support of a volunteer please could you let Shirley Rigby know by emailing volunteer@mbht.nhs.uk



2021/22 fact - There are 771 adult Learning Disability passports, 114 children's passports and 87 autism passports uploaded to electronic patient records



Accessible Information Standard - Making health and social care information accessible

'Making information accessible and available means independence and better patient experience'. Click [here](#) for more information

At UHMBT our aim is to ensure that people who have a disability, impairment or sensory loss are able to access information that they understand and are able to communicate the support they need when using our health and care services.

The Accessible Information Standard improves the experience for our patients, their families, carers and service users.

The Accessible Information Standard states that we must do the following:

- **Ask** people if they have any information or communication needs and find out how to meet their needs.
- **Record** those needs in a set way on patient records.
- **Highlight** a person's file so it is clear that they have information or communication needs, and clearly explain how these should be met.
- **Share** Information about a person's needs with other Trust Teams/Departments, NHS and adult social care providers, when they have consent and permission to do so.
- **Act** to make sure that people get information in an accessible way and communication support if they need it.

Click on this [link](#) to learn more about how to record your Patient communications preferences in Lorenzo.

Annette Shepherd, Patient Experience Facilitator has recently contacted local Blind and Deaf Organisations within the South Cumbria and North Lancashire area to promote the Accessible Information Standard. Annette said "Informing citizens that they can have their preferred communication methods noted on their health record has received a significant interest and uptake on people coming forward with their information and communication preferences".



Mr S, who is registered blind, said, "recording my preferred method of communication will ensure the services I access will be aware of my disability and can make the necessary arrangements for my needs."

2021/22 fact - 380 Sunflower lanyards distributed

NHS Rainbow Badge phase 2

We have committed to phase 2 of the Rainbow Badge scheme which looks at benchmarking and awarding NHS organisations for their work on LGBT+ inclusion with a Bronze, Silver, and Gold tiered awards model.



Awards are linked to objectives around LGBT+ inclusion; ensuring we are implementing the relevant staff training, monitoring, inclusive policies, and support for LGBT+ staff and patients to drive a supportive work and clinical environment. We will know the outcome of our assessment very soon.



Support for the Armed Forces Community

UHMBT is a Veteran Aware Trust and we have been recognised for our commitment to improving NHS care and support for veterans, reservists, members of the Armed Forces and their families.



Awarded by the Veterans Covenant Healthcare Alliance (VCHA), the Veteran Aware mark highlights NHS trusts which have made a series of pledges, such as ensuring members of the armed forces community are never disadvantaged when receiving care, training staff on veteran specific needs, and supporting the armed forces as an employer.

The Patient Experience Team are immensely proud to be involved in promoting that UHMBT are a Veteran Aware Trust. More information [here](#)

We have reached out to third parties such as The Well Communities, First Light Trust and Armed Forces Breakfast Clubs located in South Cumbria and North Lancashire area and found them all engaging and willing to help and assist us in raising awareness of our Veterans Passport within their communities.

Click on this [link](#) to view the Veterans Passport which was developed by Stockport NHS Foundation Trust and subsequently adopted by UHMBT.

When a veteran has completed and returned the passport to the Trust it is uploaded onto their patient electronic medical records, this in turn signals to members of our clinical teams that the patient is an armed forces veteran, and they will use the information provided to help meet the individual personal needs of the patient. We are also liaising with ICC Leads to help us find ways to promote the Veterans Passport in the wider Community.

Support for the Armed Forces Community - Information sheet



Here at UHMBT we will put you in touch, or refer you, to organisations and services best placed to help with information, advise and support.

Veterans' Gateway

First point of contact for veterans and their families providing information, advice and support. 0808 802 1212 or text 81212 or visit www.veteransgateway.org.uk

SSAFA

Welfare, health and support services, for the UK military's serving personnel, veterans, and their families. 0800 731 4880 or visit www.ssafa.org.uk

Royal British Legion

Welfare, health and support services, for the UK military's serving personnel, veterans, and their families. 0808 802 8080 or visit www.britishlegion.org.uk

NHS Veterans' Trauma Network

Provides specialist care to veterans with physical injuries related to their time in service. www.nhs.uk/nhs-services/armed-forces-community/veterans-service-leavers-non-mobilised-reservists

NHS OP Courage - Veterans' Mental Health and Wellbeing Service

OP Courage is for serving personnel approaching discharge, and for veterans. The service provides a range of treatment, from access to early support, to therapeutic treatment for complex mental health difficulties, and psychological trauma. 0800 652 2867 or email VTILS@cntw.nhs.uk



An aid for the support and effective discharge of patients who are members of the Armed Forces community.



OpCOURAGE
Mental Health



Royal British Legion
Support & Advice



SSAFA
Support & Advice



Little Troopers
Military Children Support



Blind Vets UK
Sight Loss Support



BLESMA
The Limbless Veterans Charity



Defence Medical Welfare Service
Healthcare Support



Veterans Welfare Service
WDP/AFCS Advice & Support



Veterans Trauma Network
Service Attributable
Physical Injuries

Hover your smartphone camera directly over the QR code
to be taken directly to the website