

***JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE FOR
NORTHERN CARE ALLIANCE
Supplementary Agenda***

Date Thursday 25 September 2025

Time 2.00 pm

Venue Room 222A, Civic Centre, Oldham, West Street, Oldham, OL1 1NL

Notes 1. DECLARATIONS OF INTEREST- If a Member requires advice on any item involving a possible declaration of interest which could affect his/her ability to speak and/or vote he/she is advised to contact Alex Bougatef or Constitutional Services at least 24 hours in advance of the meeting.

2. CONTACT OFFICER for this agenda is Constitutional Services or email constitutional.services@oldham.gov.uk

3. PUBLIC QUESTIONS - Any Member of the public wishing to ask a question at the above meeting can do so only if a written copy of the question is submitted to the contact officer by 12 noon on Tuesday 23rd September 2025.

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Please also note the Public attendance Protocol on the Council's Website

https://www.oldham.gov.uk/homepage/1449/attending_council_meetings

MEMBERSHIP OF THE JOINT HEALTH OVERVIEW AND SCRUTINY
COMMITTEE FOR NORTHERN CARE ALLIANCE

Bury: Councillors Fitzgerald and Harris. Oldham: Councillors Z Ali, Hamblett and McLaren. Rochdale: Councillors Anstee, Dale and Joinson.



Oldham
Council

Item No

9 Patient Experience (Pages 3 - 18)

Patient Experience Overview

*Patient experience
qualitative and quantitative
performance and
feedback opportunities*

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Agenda Item 9

Moving from collecting patient experience to improving care

National Feedback System

CQC National Survey programme
NHSE programmes
Healthwatch England

Trust Feedback Systems

Friends & Family Test
PALS/Complaints
Care Opinion / Social Media
Public & Patient Engagement

Locality Feedback Systems

Local surveys
Patient Stories
Healthwatch reports
Patient & Public Voice Partners Group
Real time feedback - OLA

NCA Friends & Family Test (FFT) Survey Results

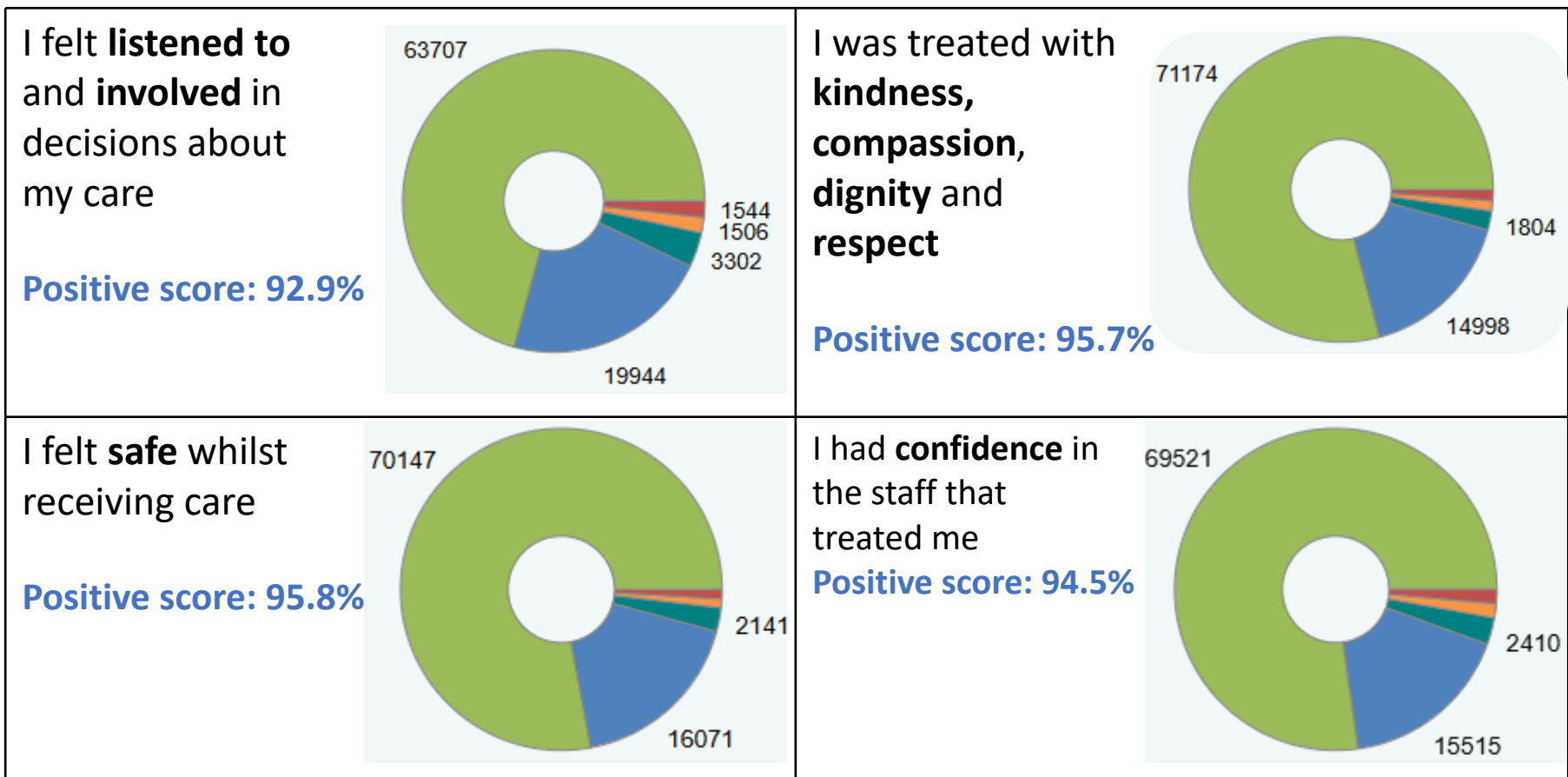
August 24- August 25



Northern Care Alliance
NHS Foundation Trust

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- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



Based on 90000 responses

NCA Friends & Family Test (FFT) Survey Results

August 24- August 25

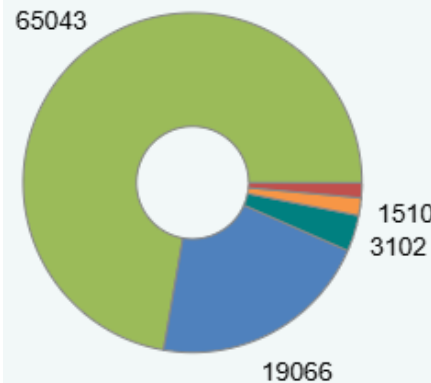


Northern Care Alliance
NHS Foundation Trust

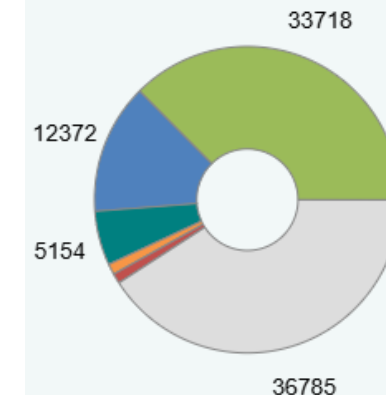
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- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I do not have any additional needs

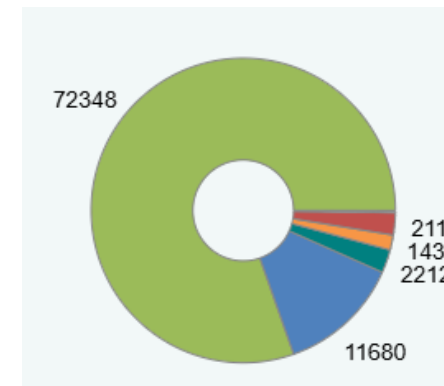
I was happy with the **environment** I was treated in
Positive score: 93.4%



If you had any **additional needs**, did we meet these for you?
Positive score: 86.6%



Overall, how was your experience?
Positive score: 92%

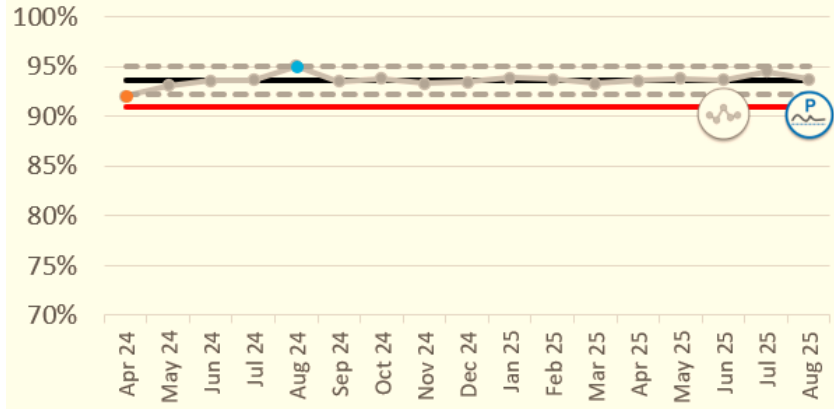


Based on approx. 90000 responses

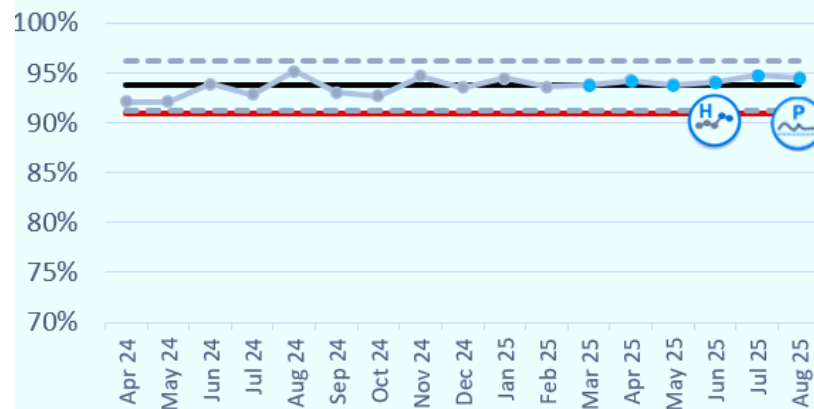
FFT Question Data over Time by Care Org



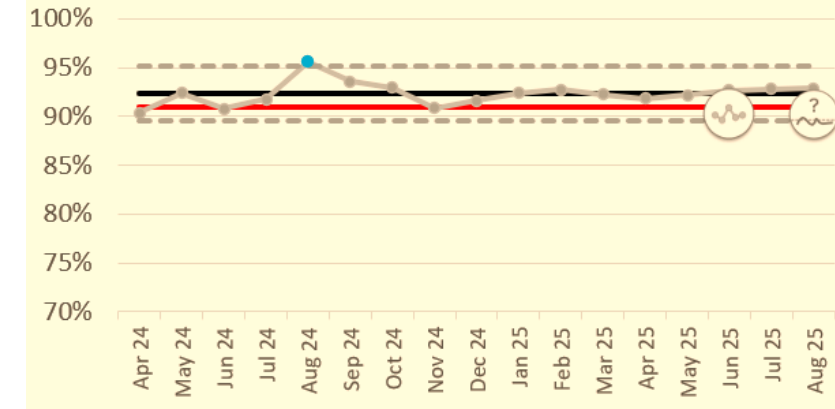
NCA



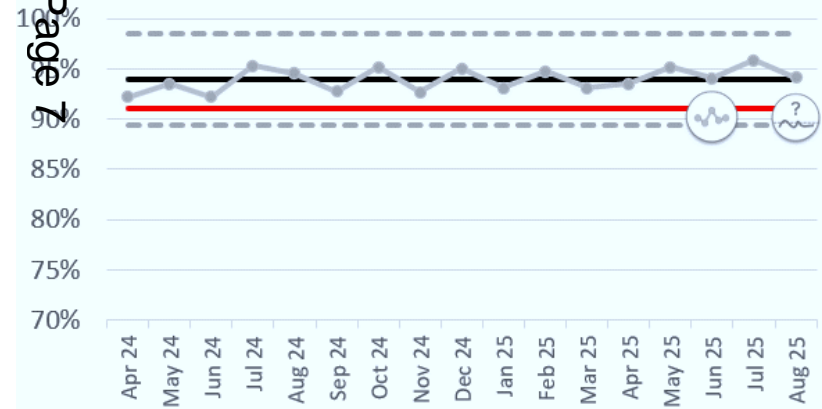
SCO



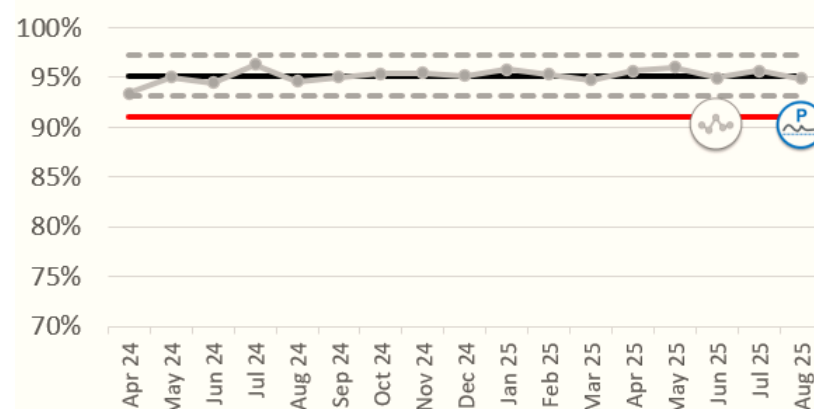
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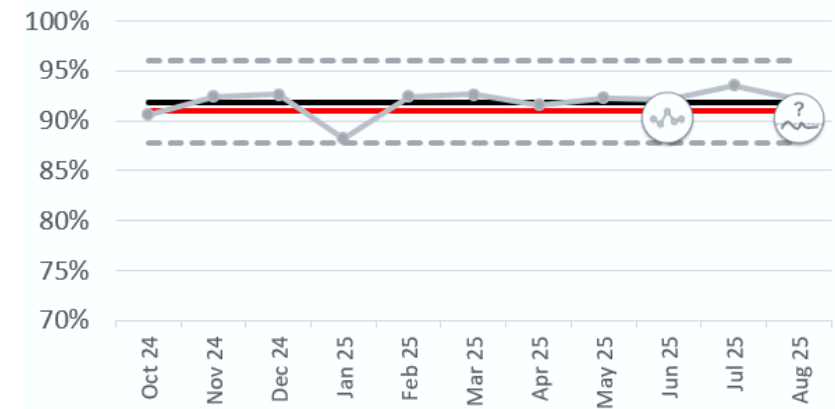
BCO



RCO



D&P



| | | | | | |
|--|----------------------------|--|-----------------------------------|--|--------------------------------------|
| | Average score | | Common cause variation | | Consistently hit target |
| | 91% NCA performance target | | Special cause improving variation | | Hit & miss target - random variation |

National CQC Surveys / acting on feedback



| Survey Type | Outcomes |
|------------------------------------|--|
| Inpatient | <ul style="list-style-type: none"> - Reduction in noise at night campaign - Introduction of new visitor's charter to guide and support service users - Focus on reducing times to be admitted and waiting list reduction |
| Maternity | <ul style="list-style-type: none"> - Currently results embargoed - Action planning session being arranged to review results - Previous results were part of the maternity improvement programme |
| Urgent & Emergency Care | <ul style="list-style-type: none"> - Ongoing existing workstream across the trust - Bespoke surveys provided for change in patient pathways to improve patient flow |
| Children & Young People | <ul style="list-style-type: none"> - Supported action planning with clinical teams - Actions ongoing around waiting times, food and drink, wi-fi and age-related activities |
| Cancer | <ul style="list-style-type: none"> - Shared with Cancer Teams and discussed across key NCA forums & local ICBs, - Lowest scoring questions reviewed with Patient User Group for improvement feedback - Generic Action Plan developed and monitored via Patient Experience Group - Results cascaded to Cancer MDTs with follow-up through Improvement processes |
| Neonatal | <ul style="list-style-type: none"> - New survey to 2025 – no result received to date. |



Observe, Listen & Act

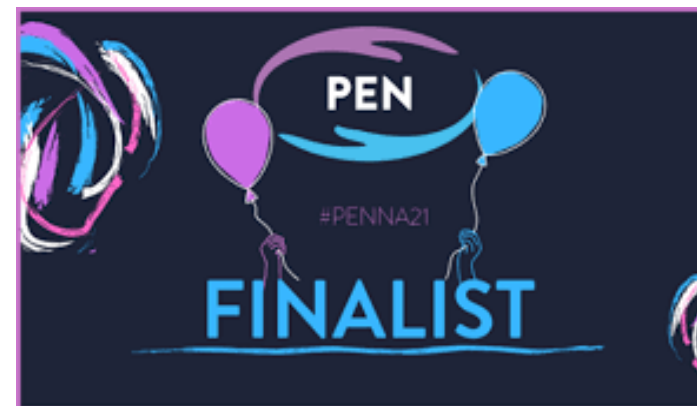


The purpose of Observe, Learn and Act (OLA) is to look at a person's total experience of a service from the service user/carer perspective, learn from it, share good practice and, where necessary, act to make improvements

The tool has been coproduced by service users at Shropshire Community Healthcare Trust for use in a range of settings, including wards, departments and clinics

Observe, Learn and Act is not an inspection; it is a way to identify supportive issues around a service that may seem small, but can make a big difference to the experience of patients

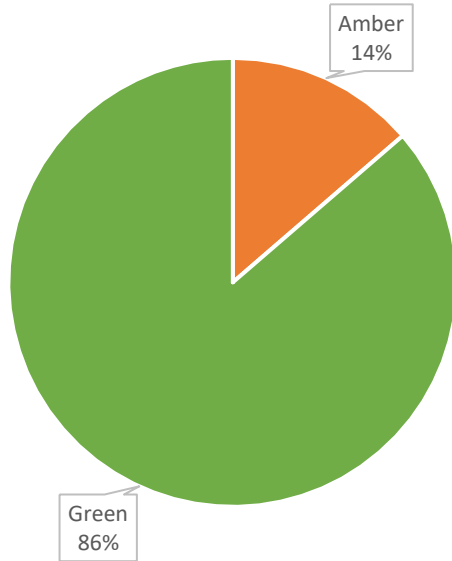
Observe, Learn & Act capture observations from a non-clinical view; this provides an opportunity for service-users, volunteers and non-clinical staff to take part in this improvement model



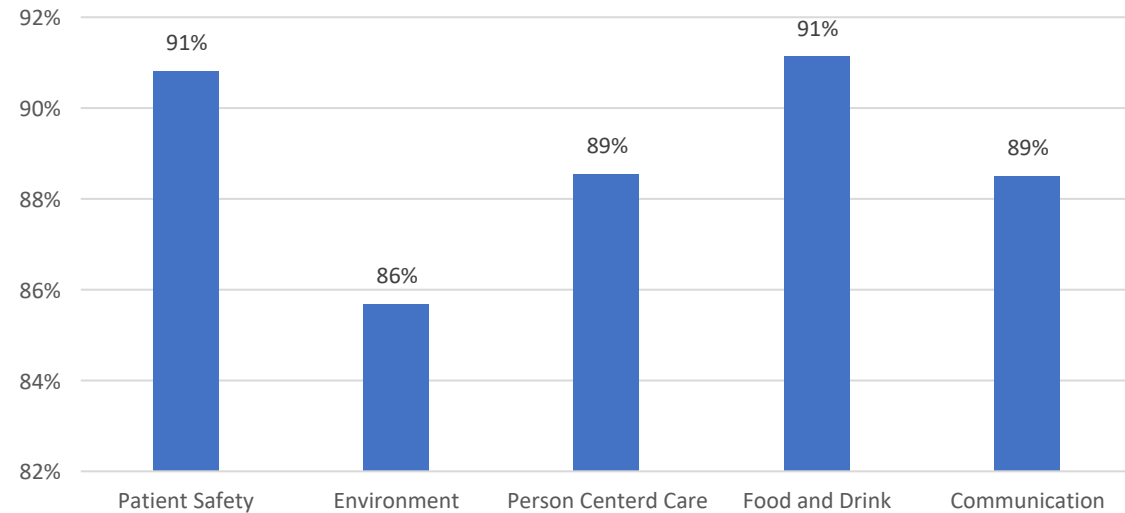
Observe, Listen and Act Current Position



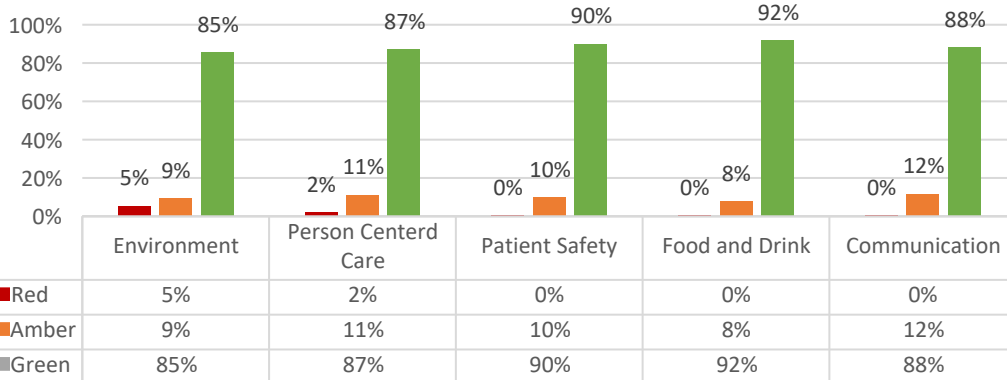
OLA Current Position Outcomes



Current Position Overall % Score Per OLA Theme








Current Position OLA Standards



- To date there has been 320 OLA's carried out across the NCA
- No areas are currently scoring red

The OLA Review Tool – themes and questions

| Theme 1 Environment  | Theme 2 Communication  | Theme 3 Person Centred Care  | Theme 4 Food & Drink  | Theme 5 Safety  |
|--|---|---|---|---|
| Easy access | Are patients listened to / involved in decision-making | Dignity and respect maintained | Choices offered | Patients feel safe, comfortable and well cared for |
| Clear signage to the ward/dept | Effective communication they understand. | Are service users sat out of bed, washed and dress | Varied menu to suit needs | Do people know how to give feedback and raise concerns |
| Feel/appear, i.e. clean/tidy | Clear treatment plan that is explained | Activities for people to stay active | Warm, timely, appetising food | Water readily available |
| Call bells answered | Range of communication methods to support discussions | Visitors welcomed to be part of loved one's care | Regular drinks and snacks | Assistance available |
| Accessible resources, i.e. hearing loops | | | | What would make a difference to your experience |
| Notices and information dated and relevant | | | | |
| All key themes align to our 8 principles of person-centred care | | | | |



180 people trained to undertake OLA so far



47 training events / 5 development days



enables volunteers/service users and carers opportunities to engage and work with us



offers a framework for medical students to gain on site experience



encourages skills development for people considering new roles and job opportunities



improves wellbeing for people who may never have considered this to be an option





Observe Listen & Act Summary Slide BCO, Ward 18 18/02/2025

This was a second visit to the dementia/frailty Ward 18,. The team were welcoming and open, still adapting to their new environment. The ward felt calm and warm, with a spacious activity room currently used for lunch but not yet for activities, pending recruitment of a new coordinator.

Displays were mostly staff-focused (e.g., FTSU, pressure ulcers), with limited content for families—though patient/carer feedback was well presented. Mealtime routines were smooth and efficient, with staff actively supporting patients who needed help.

Families reported feeling welcome and safe, rating care 10/10. One carer shared how staff's kindness during a bereavement brought great comfort. Despite challenges from the move, the team showed resilience and a strong commitment to improvement.

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Key Points:

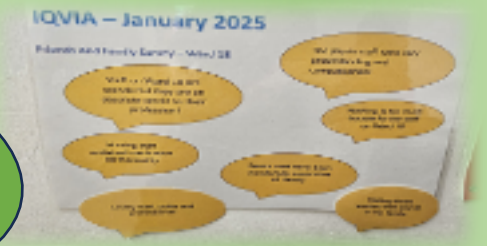
- Display of full set of patient experience posters.
- Review of WMMTM and support with developing strengths-based conversations.
- Review of information boards.
- Develop a programme of daily activities with support from volunteers.
- Review communication with families' processes.
- Update patient experience folder.

"Absolutely wonderful"



'We feel welcome on the ward and staff are very flexible with times.'

"Every nurse is spot on!"



The Hospital Communication Book

Full of useful images and advice to help you communicate with people with a wide range of needs in hospital.



Using insight for improvement



Supporting teams with award and accreditation
14 standards within assessment
Person Centred Care



Northern Care Alliance
NHS Foundation Trust



Hush... people are sleeping

Guidance for patients and staff between the hours of 11pm and 6am

- Be Mindful of Your Volume**
Please ensure you keep your voice down at night time. Even when doors are closed and you're out of sight, people can hear you.
- Lighting**
All lights are to be turned off or dimmed by 11pm where able unless there is a special circumstance.
- Physical & Comfort Checks**
Patients may need care or treatment during the night. We will try and complete these only when needed, based on the needs of the patient or person's condition. Please alert staff if you have pain.
- TV / Radio / Mobile Phones**
Please ensure that TVs and Radios are switched off after 11pm and mobile phones are switched to silent. Please consider the use of headphones for personal phone use.
- Bins & Doors**
Please be aware that not all doors and bins are soft closing. Where able please use a soft close bin.
- Patience Moves**
All patient transfers should aim to be completed by 8pm except in cases of clinical need.
- Noise Concerns**
Please report any noise issues so it can be addressed immediately. Eye marks and ear plugs are available on request.
- Patient Call Bell**
All call bells will be answered as quickly as possible.

HUSH
HELPING US SUPPORT HEALING

What Matters Most to Me?



CARE APPRECIATE INSPIRE

Implement: #ButFirstADrink

A social movement. Rachel Brandt

MDT: TOGETHER WE CAN IMPROVE HYDRATION

- Offer a choice (favourite drink)
- Check fluid charts - if intake is low raise concerns early
- Offer assistance - ask for volunteers
- Check that the most suitable drinking vessel is used

For more information, contact Mark, our clinical lead, diabetics to @ging and @ging or 0161 208 6497 or Nicola, our patient experience lead, @butfirstadrink on LinkedIn or Facebook www.bfadrink.com

CARER

Assessment
Referral
Expert















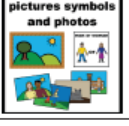






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Be the difference.

| You said ... | What we did |
|---|--|
| You would like a better understanding of the challenges of hearing loss | Co-produced training videos with Hopwood Hall College Media Students and patients to raise awareness and improve support for those with hearing loss. |
| Partially sighted / blind service users said they would like our staff to know how to support them | Partnered with Thomas Pocklington Trust to deliver staff workshops and strategic guidance, improving accessibility for blind and partially sighted patients. |
| d/Deaf service users have said they would like more effective and reliable on demand interpretation services. | A business case has been approved for NCA to use Sign Live, video relay service which allows Deaf people to contact us via an interpreter and vice versa |
| d/Deaf service users have said they wanted colleague to have awareness of popular BSL signs | Created a video, led by the Salford Deaf community, featuring NHS senior leaders demonstrating key BSL signs to help staff better support d/Deaf patients |
| You would like to ensure key staff get recognition for delivering great care. | Introduced patient experience certificates to recognise staff praised by patients—boosting morale and supporting CPD and revalidation. |
| I want my hair washed and a pamper whilst in hospital | Launched a pilot with Oldham College Hair & Beauty students, offering pampering services on three Royal Oldham wards—warmly welcomed by patients. |
| NCA volunteers have said they would like a way to ensure their suggestions and concerns are acted on | Introduced a volunteer forum to share concerns and ideas, with all issues logged and escalated to ensure action and improvement. Want help turning this into a visual or headline for a poster? I've got some snappy options! |
| Patients have said they would like more activities to keep occupied whilst in hospital. | Volunteers now visit inpatient areas offering books and activity packs with puzzles, crosswords, and colouring to help patients stay engaged during their stay. |

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| We Will | | Help Us, Help You |
|--|---|--|
| Support your communication needs |  | You can text in advance to check an interpreter has been booked  |
| Make it easier to access emergency care |  | You can text to raise a concern or complaint to PALS or send signed video  |
| Make sure you can reach us easily |  | My Communication Passport allows staff to see your needs without having to explain  |
| Be kind and clear, so you understand your care |  | Our staff have more awareness on supporting communication needs  |
| Make sure an expert is there to translate care updates |  | Improved communication training for staff  |
| Hear what matters to you and make decisions with you and your carer |  | Pictorial resources are available on request  |
| Provide access to induction loops |  | Guides on how best to support d/Deaf patients  |
| Use pictures to help with communication |  | Posters to promote access to an interpreter during your care  |
| Work together to keep improving care and make sure it meets your needs |  | Working towards hearing loops in all our reception areas  |
| | | Window face masks available in our care settings  |
| | | Working to introduce Sign Live  |
| | | NCA webpage for patients and staff which contains support resources  |

Commitment to the d/Deaf community alongside implementing a NCA d/Deaf Strategy

Patient Experience in England

- Lord Darzi's Independent Investigation of the National Health Service in England said that "***the patient voice is not loud enough***".
- The NHS 10 Year Plan followed through by saying that "***The NHS does not take patient feedback seriously enough***".
- The Dash Review of Patient Safety across the Health and Care Landscape noted that "**The system for managing and learning from concerns and complaints is highly fragmented**".

Key Priorities for Patient Centred Transformation

10-Year Vision: Drive transformational change with the patient voice at the core

Coproduction Framework: Resources to equip staff for confident, collaborative engagement

Lived Experience Partnerships: Build lasting relationships with service users

Feedback Loops: Show how patient input leads to meaningful change

Prevention Focus: Understand lives to proactively prevent illness

Access & Equity: Foster equal partnerships and inclusive service design

Quality & Safety: Triangulate data across experience, outcomes, and assurance
