

Patient Experience Overview

*Patient experience
qualitative and quantitative
performance and
feedback opportunities*



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

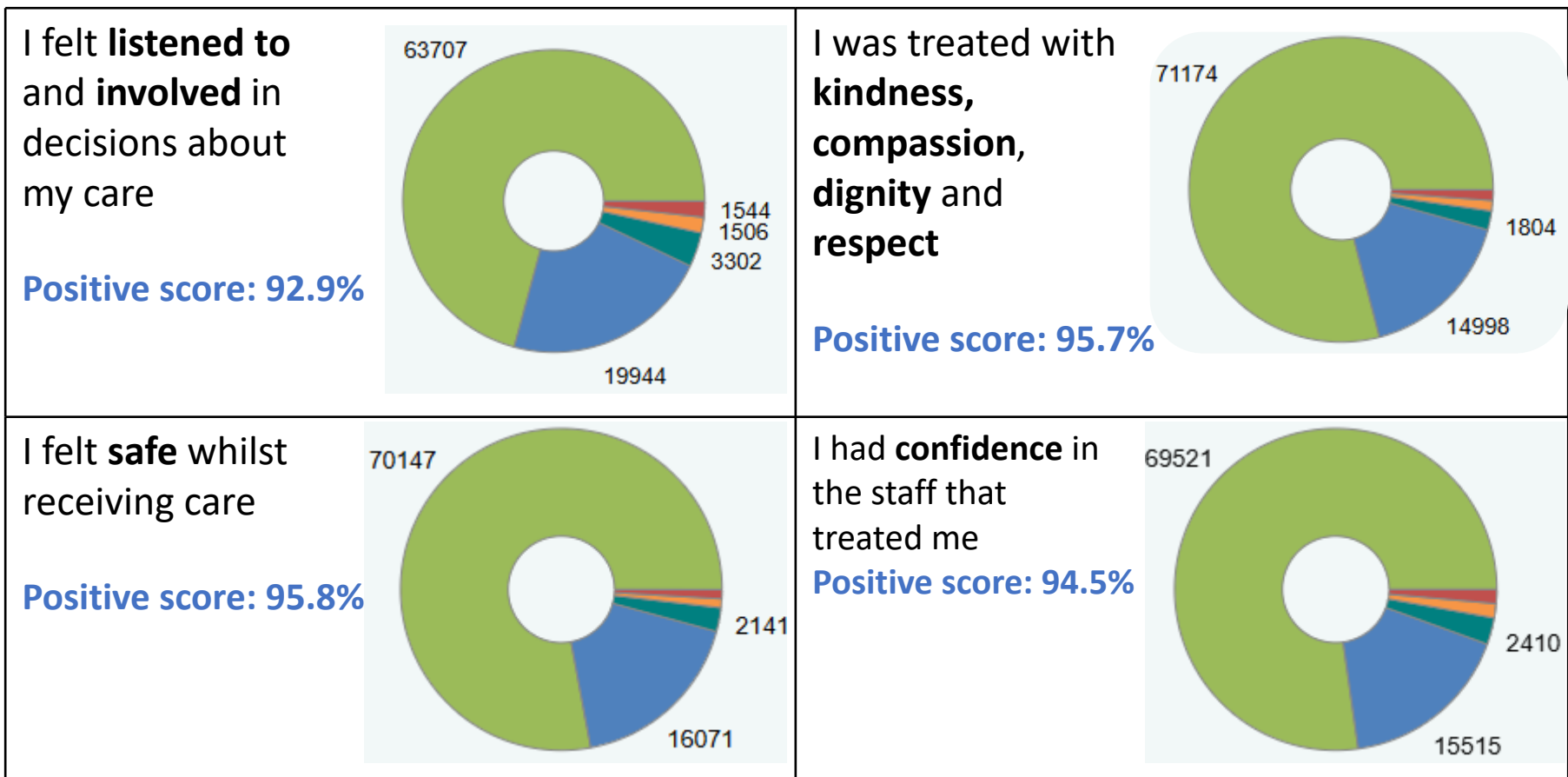
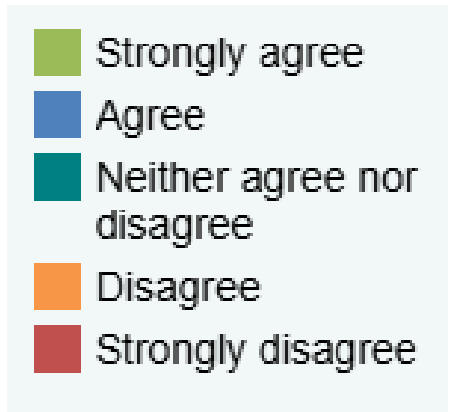
Local surveys
Patient Stories
Healthwatch reports
Patient & Public Voice Partners Group
Real time feedback - OLA

NCA Friends & Family Test (FFT) Survey Results

August 24- August 25



Northern Care Alliance
NHS Foundation Trust



Based on 90000 responses

NCA Friends & Family Test (FFT) Survey Results

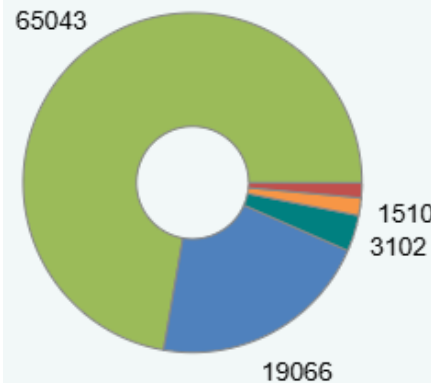
August 24- August 25



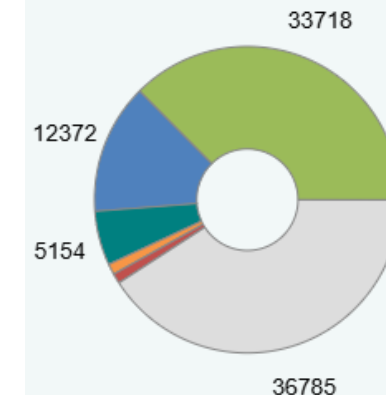
Northern Care Alliance
NHS Foundation Trust



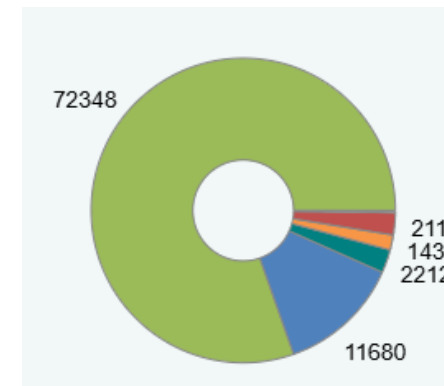
I was happy with the **environment** I was treated in
Positive score: 93.4%



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



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

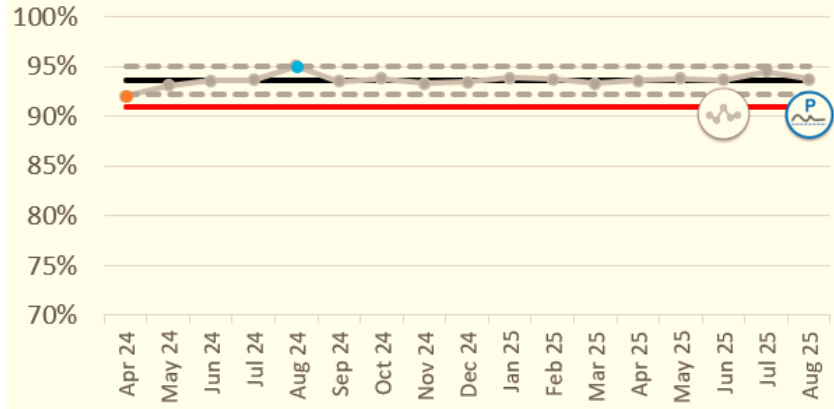


Based on approx. 90000 responses

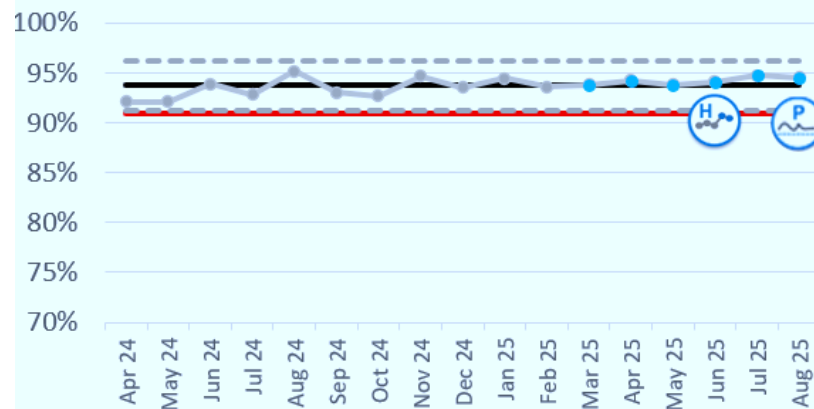
FFT Question Data over Time by Care Org



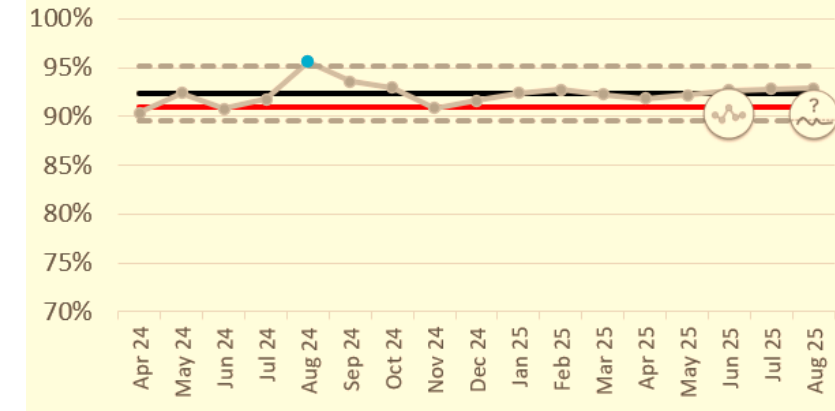
NCA



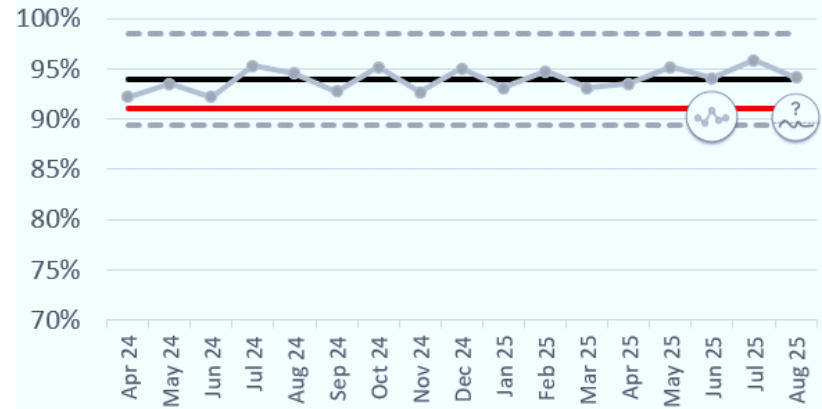
SCO



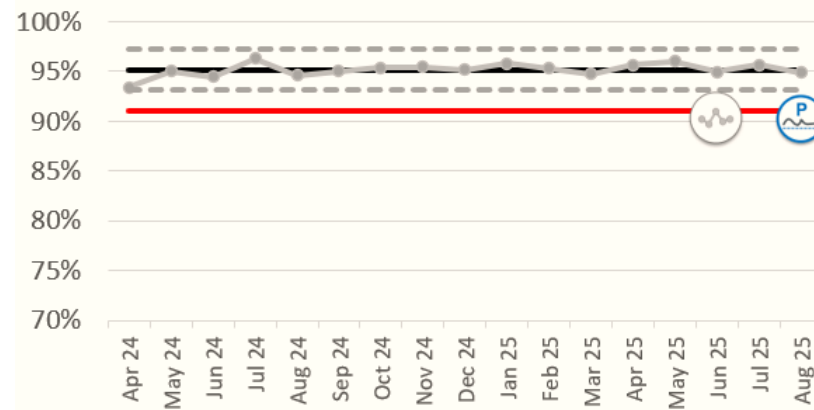
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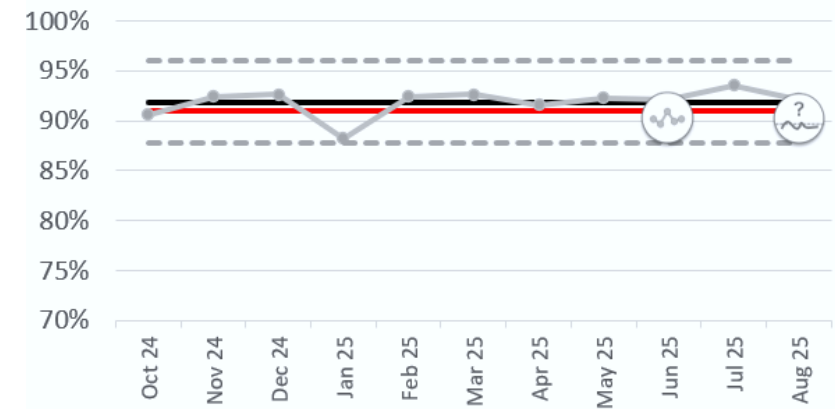
BCO



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



Northern Care Alliance
NHS Foundation Trust

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

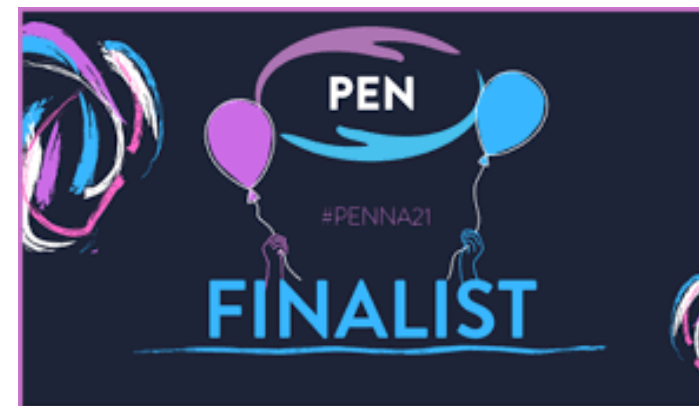


The purpose of Observe, Learn and Act (OLA) is to look at a person's total experience of a service from the service user/carer perspective, learn from it, share good practice and, where necessary, act to make improvements

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

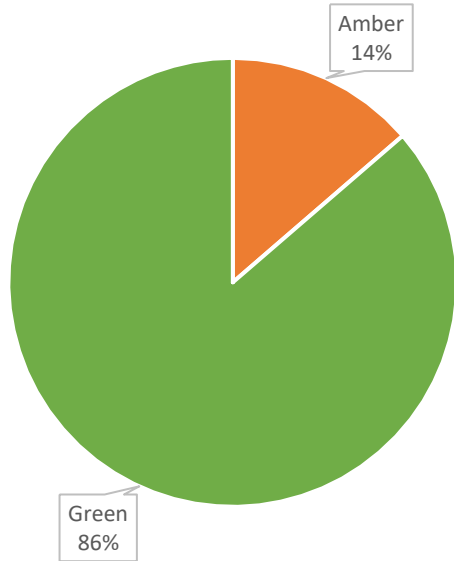
Observe, Learn and Act is not an inspection; it is a way to identify supportive issues around a service that may seem small, but can make a big difference to the experience of patients

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

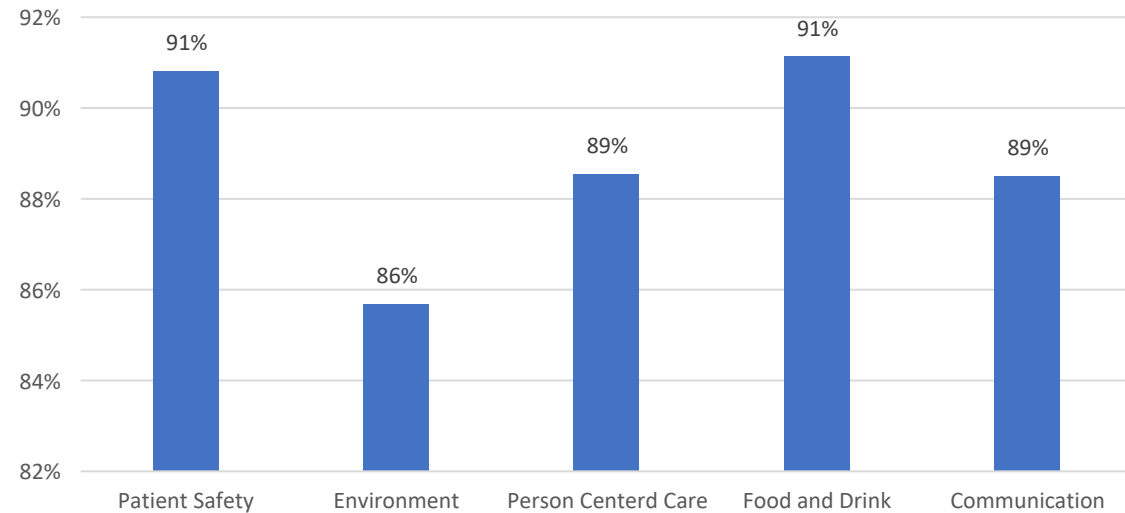


Observe, Listen and Act Current Position

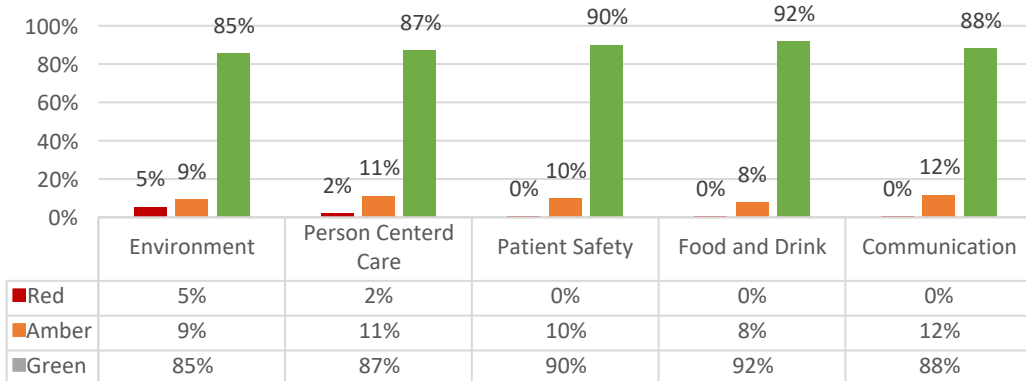
OLA Current Position Outcomes



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	All key themes align to our 8 principles of person-centred care			
Notices and information dated and relevant				



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.

- 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.

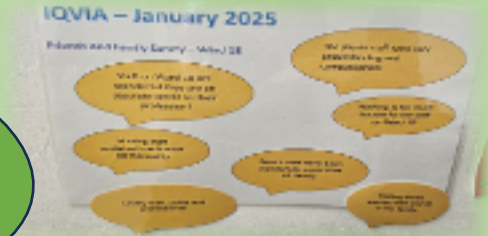
“Absolutely wonderful”



‘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



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gives, loving lives

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 signing and G... 0161 208 4497 or Nicola, MDT lead to... info... on Facebook www... #ButFirstADrink

CARER

Assessment
Referral
Expert

Visitor's Charter

VISITING TIMES
10am - 7.30pm Daily

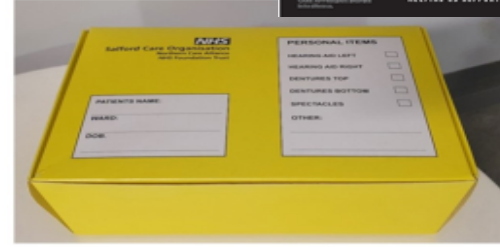
What Matters Most to Me?

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 Movers**
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 masks 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



CARE APPRECIATE INSPIRE

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.

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 Needs 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
