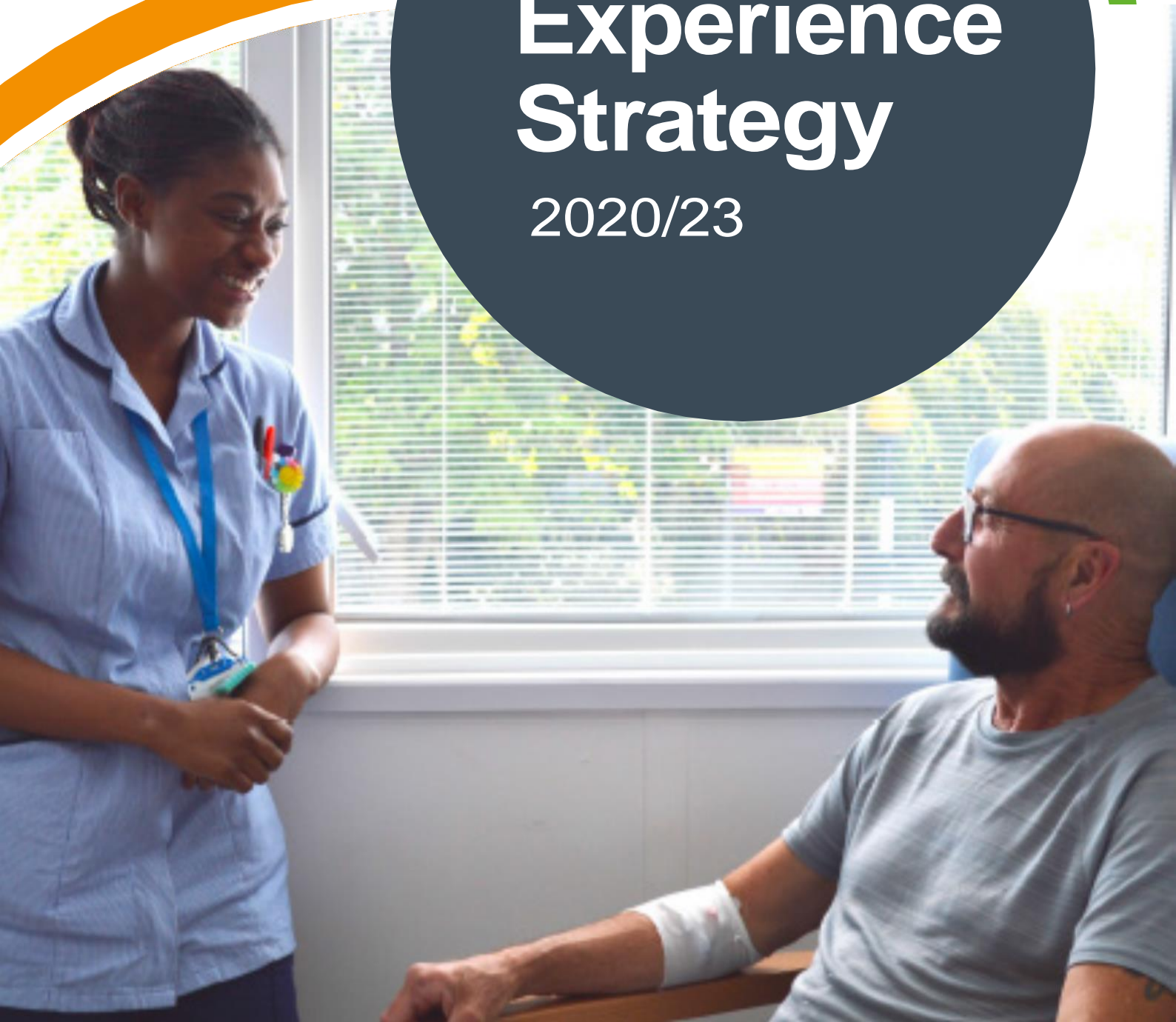



Patient Experience Strategy

2020/23





At MKUH we want to deliver the best possible patient, family and carer experience throughout all our services.

By giving our patients a voice and listening to valuable feedback and insights this will help us shape decisions about our future healthcare service improvements.

Introduction

This document will set out our priorities for improving patient experience.

These priorities are guided by our commitments and informed by feedback and insights from our patients, families and carers.

Improving the experience for our patients is one of our key objectives. It underpins our vision to be an outstanding hospital.

MKUH is committed to providing an excellent patient experience for everyone who access our services. Engagement with our local communities will bring rich information about the population we serve and the diversity they represent.

Therefore, we will develop a culture where patients are at the heart of all we do and delivering a positive patient experience is everyone's business.

We will champion the voice of our patients at every level of our organisation.

We will enable all our staff to understand how they can positively impact on patient experience, as all our staff and volunteers are key to us achieving of our vision.



Developing this strategy

This strategy was developed following extensive engagement with stakeholders of Milton Keynes University NHS Foundation Trust (MKUH).

These stakeholders included patients, families, carers, staff and specialist advisors and partners including Healthwatch MK and Experts by Experience in the community.

We asked the following questions:

- What makes a good experience for you as a patient or carer at MKUH?
- What could we do better to improve the patient and carer experience?
- Do you agree with the areas that have been identified for improvement?
- Have we missed anything that you consider needs improving?

This strategy outlines our response to the feedback we have heard.

The Patient Experience Strategy links to the 'MKWay' strategic direction through our Trust vision, values, and objectives.

What is patient engagement?

Patient engagement refers to ways that we work with patients, carers, families and the public to listen to their experiences, views, and suggestions about the services we offer here at Milton Keynes University Hospital (MKUH).

The benefits of engaging patients and the public.

The NHS benefits from the ways it listens to and understands the experiences of its patients and the

public. At MKUH we support the values of the NHS Constitution (*reference) . We believe that engaging with our patients will help us to understand their experiences and will support us to learn from them in order that we can improve our services. We see our patients as partners. This strategy confirms that we will gather feedback and use it to inform decisions about our services, to make improvements and to design our future services. We will use many ways to engage with people using learning from how we have communicated during the pandemic.



OUR VALUES



We deliver safe, effective, and high-quality care for every patient. We treat everyone who uses our services, and their families, friends and carers, with dignity, respect, and compassion; and we treat each other as we would wish to be treated ourselves.

We are #TeamMKUH. We work together and with GPs, primary care, community care, social care and mental health providers and other hospitals to deliver great care and services for people in Milton Keynes, Buckinghamshire and beyond.



We say #hellomynameis; we keep patients informed about and involved and engaged in their treatment and care; and each other informed about what is happening in our hospital. We know we can speak up to make sure our hospital is safe, and our patients are well cared for.

We develop goals and objectives in support of the hospital's vision and strategy. We are willing to join in and play our part to make our hospital the best it can be. We acknowledge and share good practice so that others can learn what works well and why, and we learn from others so that we keep improving the care and services we provide.



We CARE

We will value patient's time, treating them with dignity, respect, and compassion.

We will involve patients and families in decisions about their treatment, care, and discharge plans.

We will provide patient information in an accessible format and in a way it can be understood.

We will value and develop staff through education and training to provide the best possible patient experience.

We COMMUNICATE

We will ask patients for feedback on their experience of care in variety of ways ranging from face to face to 'virtual'. We will use this feedback to inform improvements.

We will respond quickly and positively to patient and family feedback and address any concerns and complaints.

We say #hellomynameis and clearly communicate what will be happening whilst in our care.

We will use local and national survey results to promote best practice and inform improvements.



We COLLABORATE

We will develop our patient engagement group to ensure the patient voice and input is used to inform service changes and improvements across the hospital.

We will support all staff and volunteers to create a safe, caring environment to promote a positive patient experience.

We will involve our community partners on projects and initiatives that improve patient experience.

We will ensure our hospital environment is clean and helps patients rest and recover.

We will ensure our dining experience offers a varied choice of high-quality food.



We CONTRIBUTE

We will use our Patient Experience Board meeting to gain assurance, monitor and manage the patient experience workstreams and initiatives.

We will ensure our hospital values are maintained and included in all interactions with patients, carers and families.

We will support our staff to develop a culture of learning to improve care and experience for every patient.

We will develop and build on national best practice and benchmark ourselves against other organisations.



Our key areas of focus for the next three years

We have gathered feedback and insights from our patients through a range of approaches from the national Friends and Family Test (FFT) and patient surveys, to our own PALS (patient advice & liaison service) and complaints process, through social media channels and engagement programmes.

This feedback has identified six areas where we can significantly improve the patient experience. We will prioritise these over the next three years:

1. **Communications**
2. **Discharge**
3. **Cleanliness**
4. **Dining**
5. **Engagement**
6. **Learning.**



Communication

We commit to improve the way we communicate by:

- Ensuring patients are known by their preferred name as we will ask how each patient would like to be addressed. Our staff will know the importance of introducing themselves and use #hellomynameis.
- Keeping patients and their families and carers informed of what to expect when they come into hospital, during their stay and on discharge.
- Improving our patient information and advice to ensure that they are well written, useful and in a range of formats relevant to what patients need.

- Providing our staff with appropriate education and support to ensure that they can communicate in a way that is right for the situation and is clearly understood by patients.
- Encouraging our patients to share their needs and preferences with us and to ensure they are the center of the decision making for their care and treatment.
- Reviewing the ways, we gain feedback from our patients, families and carers including the way we listen our patients. This will range from face to face to virtual.
- Scrutinising the national and local surveys that give us patient experience feedback to identify areas for improvement. We will develop action plans which will be monitored and overseen by the Patient Experience Board.
- Developing a new monthly Patient Experience meeting to ensure patient feedback is heard and used promptly and used with other sources of insight to make improvements promptly.
- Improving how we communicate with those who have additional needs including sensory challenges and learning disabilities.



Discharge

We will improve our patients' experience of discharge from our hospital and services by:

- Developing a discharge information card, held by every patient, that details their discharge information including the expected date and destination of discharge.
- Reviewing our discharge information for patients and for services that support our patients once they are discharged.
- Introducing Senior Sister afternoon rounds on wards to improve the engagement with families and carers during visiting times.
- Extending our next day follow up phone call after discharge project to other clinical services.
- Ensuring we learn from and improve our patients discharge experiences by actively asking for and using feedback.



Cleanliness

Our ambition is to improve the cleanliness of our hospital by:

- Launching our new hand Hygiene campaign 'high five protects lives' for all staff groups and volunteers.
- Using our 15 Steps Programme to provide feedback and challenge on the cleanliness of our hospital.
- Benchmarking ourselves against the new NHS Cleanliness standards and ensure we have robust action plans in place scrutinised at Patient Experience Board.

- Monitoring our hospital environment through a monthly audit processes and raising concerns through the appropriate channels and committees.
- Reviewing our FFT and survey data as well as compliments and complaints to identify those referring to the hospital environment for lessons learned.



Dining

Our ambition is to improve the dining experience for our patients by:

- Extending our dining companions campaign involving volunteers and staff volunteers across all mealtimes
- Improving the choice and quality of the meals and snacks available to our patients across the day and night.
- Highlighting the numbers and locations of patients that need additional support with dining at the daily morning Safety Huddle.
- Continuing to ensure 'intentional rounding'; where nursing staff monitor patients every two hours to check on nutrition and hydration needs.
- Ensuring patients, carers and families are involved in our catering forum.





Engagement

Our ambition is to extend our engagement with patients, carers, families and the public by:

- Engaging more patients to attend our Patient Experience Board and our Patient Engagement groups.
- Actively growing the number and diversity of volunteers that support our services including those who will support asking for and recording patient feedback.
- Developing a Young Persons Council which will be open to patients and young carers who use our services or live in the community of Milton Keynes.
- Extending our engagement with local schools in the Milton Keynes area.
- Creating project specific focus groups, inviting patients, carers and families to support us when we design and improve services.
- Continual engagement and collaboration with our external partners including Healthwatch MK, Carers MK, Experts by Experience/Talkback and Milton Keynes Cancer Patient Partnership (MKCPP).
- Ensuring we use a range of ways to engage with people which may be face to face, digitally, focus groups and in our community, exploring how we can work with exiting community groups.



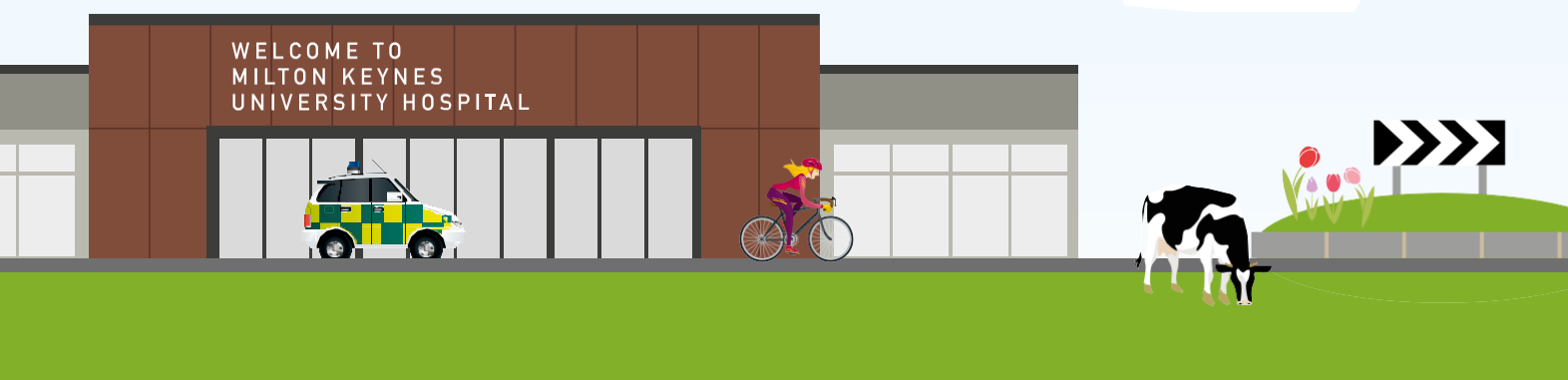
Learning

We will improve the way we learn from our patients and their experiences by:

- Supporting more patients, carers and families to share their experiences with our teams during our Trust Induction and educational programmes.
- Extending our 15 Steps programme and share the learning we have experienced through the development of our Learning Disability Toolkit.
- Using our complaints and feedback to identify themes and reviews of common areas of complaint in order that all staff reflect and learn from the feedback.
- Expanding our PALs team to include patient experience volunteers.
- Introducing reverse mentoring for our staff to support and strengthen how we listen to the experiences of our patients.
- Including patient stories in our Council of Governors meetings.
- Take learning from how communities and healthcare services have changed and developed throughout the COVID Pandemic.



Extending our engagement with local schools in the Milton Keynes area





How we account for our activity and success

We have an open and honest structure in place to make sure what we have said we want to do in this Patient Experience Strategy, happens.

Our Trust Board has responsibility for providing the strategic direction for the hospital and to ensure that our performance, our quality of care and the services we provide are appropriate and in line with statutory requirements. The Board sets the strategic direction for patient engagement and experience with each Trust Board starting with a patient story. These stories are told by a patient or carer attending the meeting in person or sharing their story in writing or digitally. The experiences may be positive or negative and the Board agrees the learning that has taken place and any actions to be taken.

Our MKUH Patient Engagement Group consists of patients, family and carers who are or have used the services provided by MKUH. They work with us to co-design, develop and improve our services. We engage in many ways ranging from face to face, forums and virtually. If you would like more information or would like to join this group, please email patientexperience@mkuh.nhs.uk

Developing our volunteer workforce

At MKUH we really value and appreciate our volunteers. We see them as skilled individuals who genuinely add value to the services they support.

All volunteers attend our corporate Trust induction and receive additional training and support in their placement areas.

We have embarked on an ambitious plan to significantly grow our volunteer numbers over the next three years and we plan to develop six key roles for volunteers that will support our commitment to improving patient experience:

- **Chaplaincy Volunteers**
- **Dining Companions**
- **End of Life Volunteers**
- **PALs volunteers**
- **Patient Experience Volunteers** (collecting feedback and undertaking initiatives to improve patient experience)
- **Response Volunteers** (flexible volunteers to support all areas of the organisation)

Our Clinical Quality Board has oversight of the Patient Experience Board and its workstreams and provides assurance to the Hospital Trust Board that the strategic priorities are being met.

Our Patient Experience Board oversees and scrutinises all patient experience activity, workstreams and associated action plans. The Board includes patient and public representation and provides quarterly progress reports to the Clinical Quality Board.

Our Patient Experience Operational Meeting is a new initiative for the organisational and will meet monthly. It will ensure patient feedback is reviewed regularly and areas of improvement or challenge are escalated in a timely and appropriate manner.





Milton Keynes
University Hospital
NHS Foundation Trust

TheMKWay
CARE. COMMUNICATE.
COLLABORATE. CONTRIBUTE.

Standing Way,
Eaglestone,
Milton Keynes,
MK6 5LD.

01908 660033

www.mkuh.nhs.uk