

Introducing Better Together: Scotland's Patient Experience Programme

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**Better
Together**

Scotland's Patient Experience Programme



***Better Together* – An overview of the Patient Experience programme for Scotland (– and why it matters)**

- o Drivers and links with national targets and priorities
- o Links between Patient Experience and Patient Safety
- o Support for change and improvement



Better Health Better Care - *Mutuality and Patient Centredness*

'We are determined to put the needs of patients at the centre of our health service...and learn from patient experience, good and bad, in improving how we design and deliver services'

**Shared ownership and partnership
working with patients**

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Better Health Better Care - *A better health care experience*

Scottish Government outcome indicator
2007– Improving the Healthcare Experience

HEAT Target on improving the Healthcare
Experience for 2009/10

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The story so far.....

- o Launch March 2007
- o Commissioning of Coordination Centre
- o Preliminary research – ‘Building on Experience’



The story so far.....

- o Cabinet Secretary Launched Better Together Coordination Centre – 4th February 2008
- o 'Patient Friendly' version of BHBC
- o 'Its OK to Ask' Leaflet



Where are the Patients ?

- To date programme focused on infrastructure and commissioning – patients involved throughout
- Patients will be fully engaged in all aspects of implementation phase
- Working in partnerships with NHS Boards



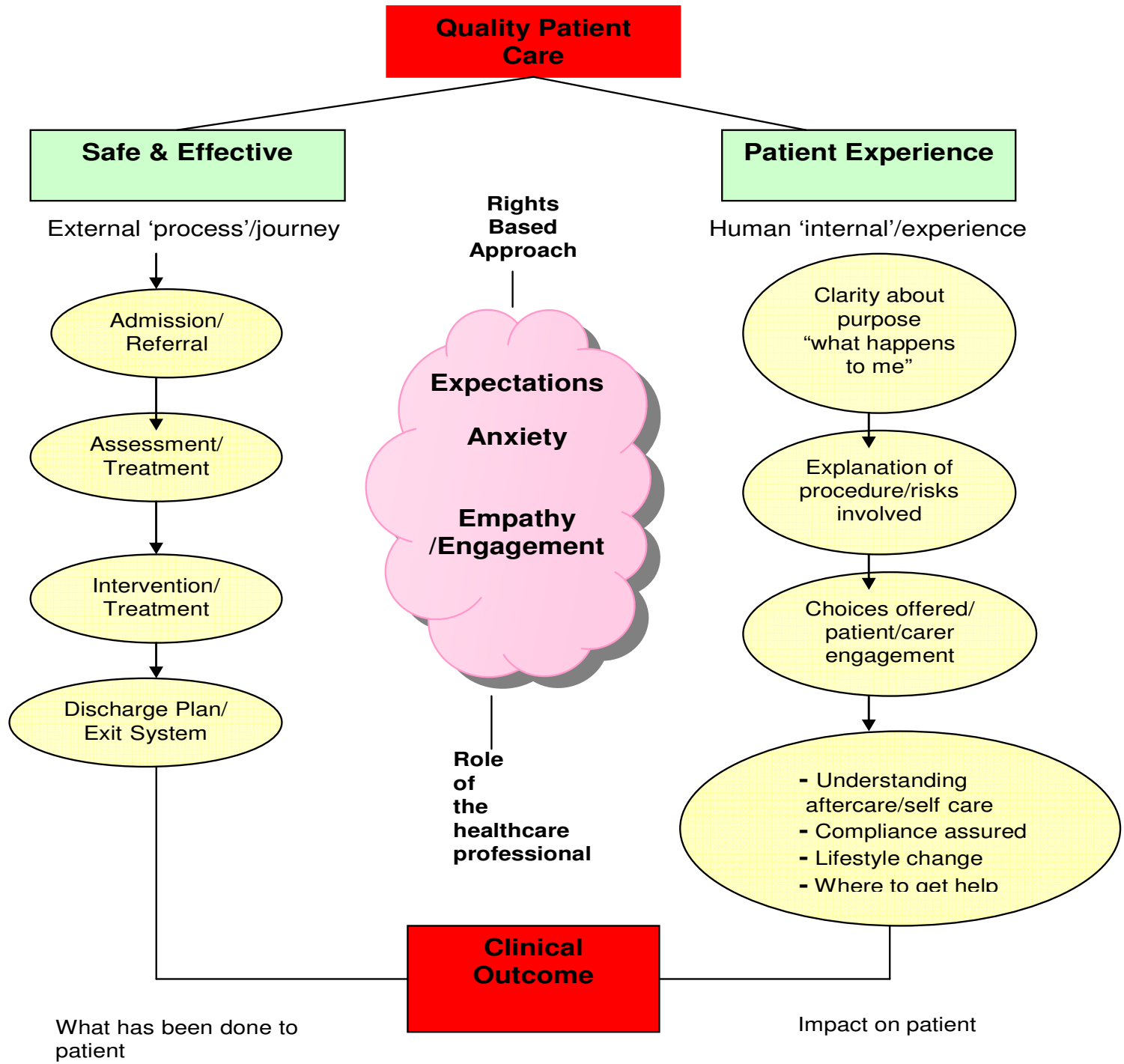
What is Patient Experience ?

- o Is it Patient Satisfaction?
- o How does it link with Patient Safety?
- o What about Public Involvement?



What is Patient Experience ?


- o **How the patient journey** (and the dynamic, associated human interactions and emotional response) **is experienced and interpreted by an individual**





Patient Experience Dimensions

- Communication and engagement
- Involvement in decision making
- Advice, information and support
- Coordination of care and transitions
- Privacy and dignity
- Feeling safe and looked after
- A comfortable environment



Staff Dimensions – What makes you feel good /gives you satisfaction in your daily work

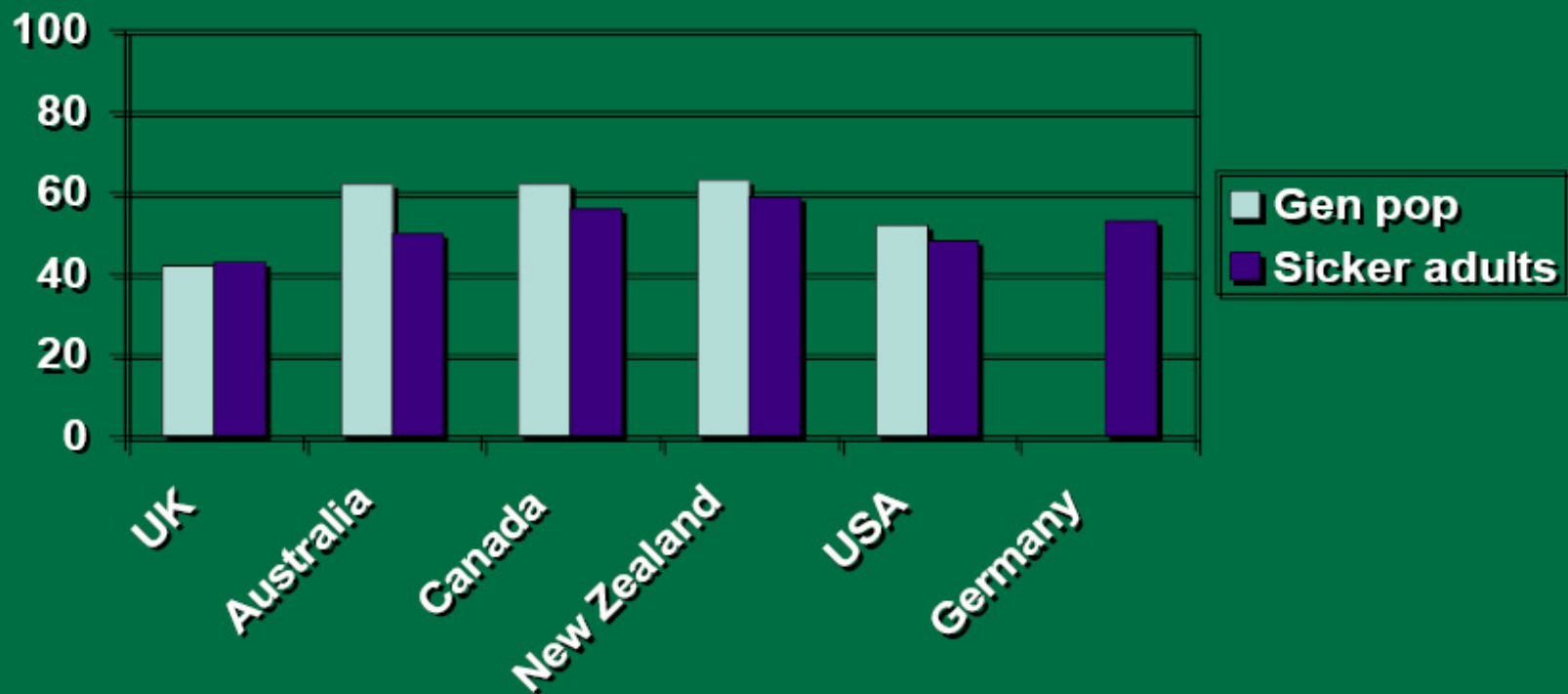
- Listening to and supporting patients and relatives
- Making sure patients experiences of care that day have been good
- Delivering high standards of patient care
- Appreciation of effort and support
- Good team working and supporting staff to do a good job



So how are we doing ?

- Supporting Patients and Carers to engage in improving services at local level
- Surveys, Focus groups, patient stories, talking mats
- Senior clinical leaders observing patient experiences
- Creating opportunities to support staff in driving improvement in patient care
- Great work – needs more consistency

Doctor involved patient in treatment decisions (international comparisons)



Problems in Transition Planning When Discharged from the Hospital

Percent who reported when discharged:	AUS	CAN	GER	NZ	UK	US
Did NOT receive instructions about symptoms to watch and when to seek further care	18	17	23	14	26	11
Did NOT know who to contact with questions about condition or treatment	9	12	12	9	12	8
Hospital did NOT arrange for for follow-up visits	23	30	50	23	19	27
% any of the above	36	41	60	33	37	33

Base: Hospitalized in past 2 years

An Example: English Patient Survey Programme

Inpatient survey 2005

Plymouth Hospitals NHS Trust

The hospital and ward

Did you ever share a room or bay with patients of the opposite sex?

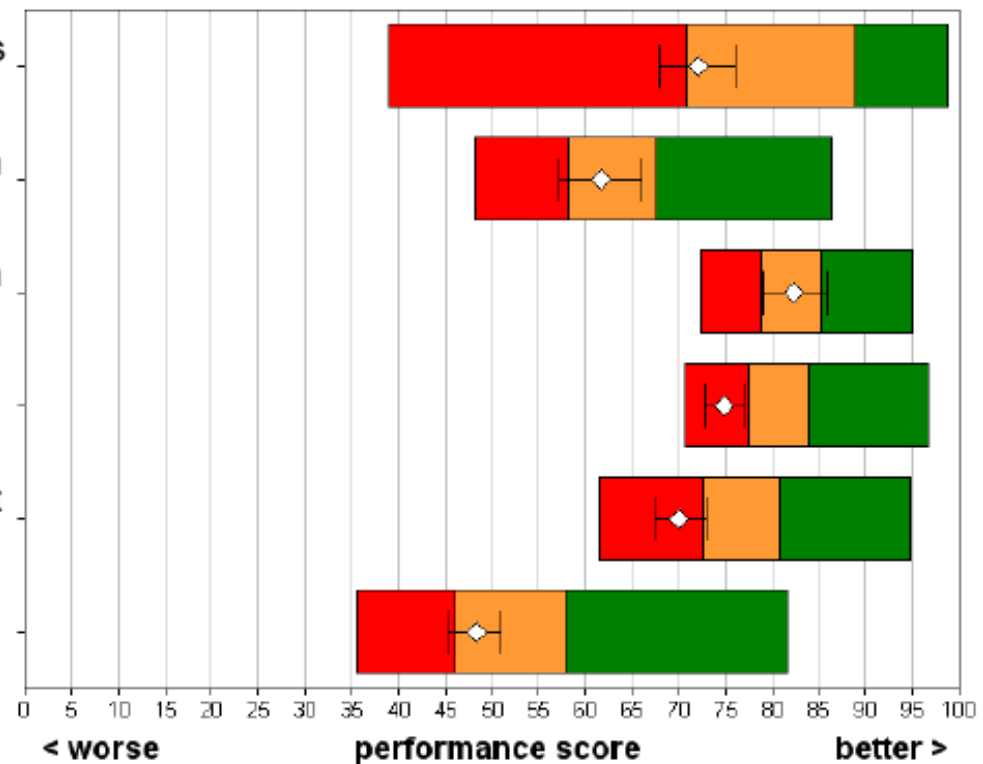
Were you ever bothered by noise at night from other patients?

Were you ever bothered by noise at night from hospital staff?

In your opinion, how clean was the hospital room or ward that you were in?

How clean were the toilets and bathrooms that you used in hospital?

How would you rate the hospital food?





Better Together: The Programme

- o Consistent information regularly collected across NHS Scotland
- o Focused on detailed patient experience
- o Useful at both local and the national level

To support frontline staff in working with patients and service users to drive forward service improvement



Focus of the programme

Year 1 and 2:

- o Acute Care (Inpatient)
- o Primary Care (GP Services)
- o Disease specific (Long-term conditions, including Cancer)

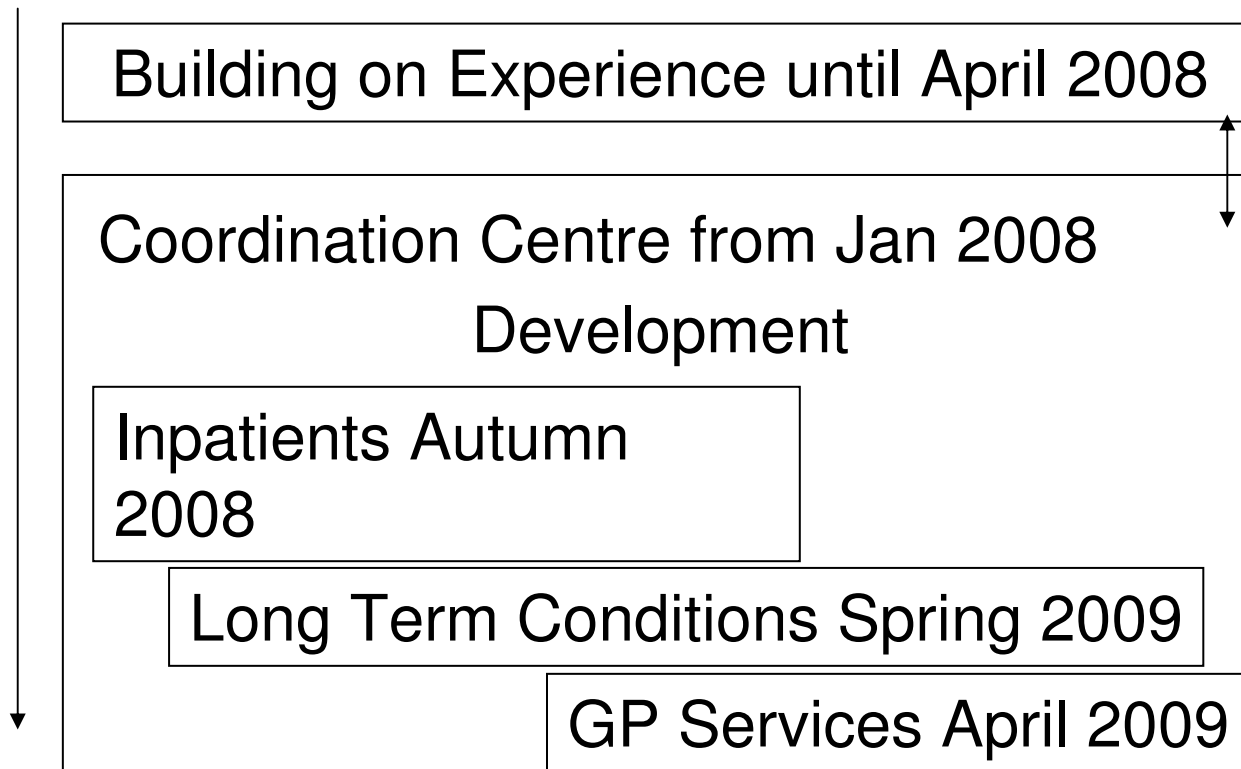


Programme Structure

- **Steering Group chaired by Chief Nursing Officer**
- **Subgroups**
 - **Building on Experience**
Determining what is important to patients in Scotland and how information on patient experience is currently used by NHS Boards
 - **Measuring Experience & Closing the Loop**
The work of the coordination centre!
 - **Learning from Complaints**
Improving NHS Complaints information with ISD

Programme Timing

Time





Better Together – to summarise

- Overview of the programme
- Strong links between Patient Experience and Patient Safety Programmes
- Opportunities for improvement and partnership with patients