

**Quality care – for you, with you**

**COMMITTEE REPORT SUMMARY SHEET**

Meeting: Date:	Patient and Client Experience Committee 4 <sup>th</sup> March 2021
Title:	Annual Service User Feedback Report 2019/20
Lead Director:	Dr Maria O’Kane, Medical Director
Corporate Objective:	Safe, high quality care
Purpose:	For Approval
<u>Overview:</u>	
The purpose of this paper to seek approval from SMT and PCE Committee for the SHSCT Annual Service User Feedback Report.	
<u>Outcomes from SMT Discussions:</u>	
<u>Key areas for Committee consideration:</u>	
<ul style="list-style-type: none"> <li>• The Service User feedback team plans on reformatting this report for 2020/21</li> <li>• Changed report title to Service User Feedback Annual Report</li> </ul>	
<u>Human Rights/Equality:</u>	
None	

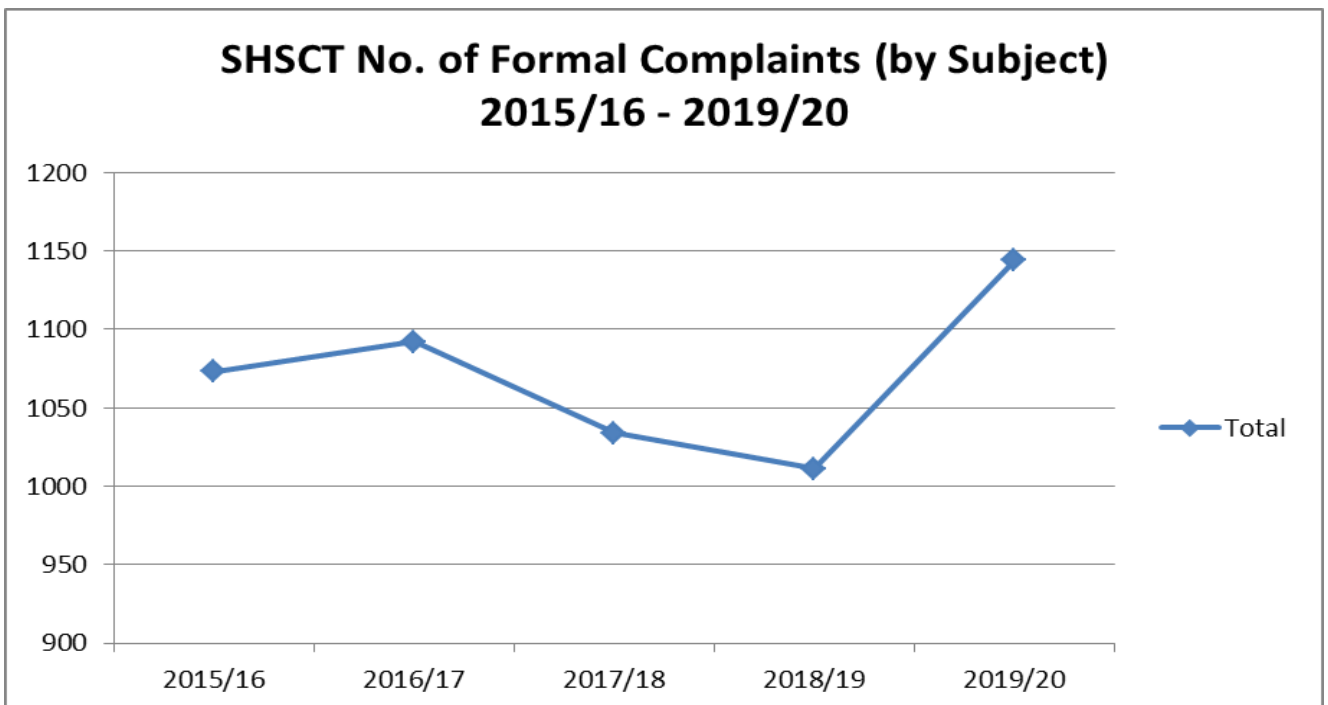
**Southern Health & Social  
Care Trust  
Annual Service User  
Feedback Report  
2019/2020**

## Service User Feedback

### ***Complaints, Compliments & Suggestions***

Each year a significant number of people receive services provided or commissioned by the Southern Health & Social Care Trust. The vast majority have a positive experience and are cared for by well trained professional and supportive service staff, all of whom are highly dedicated. However like any organisation, things can go wrong and when this is the case we make it our goal to **listen, learn and improve**.

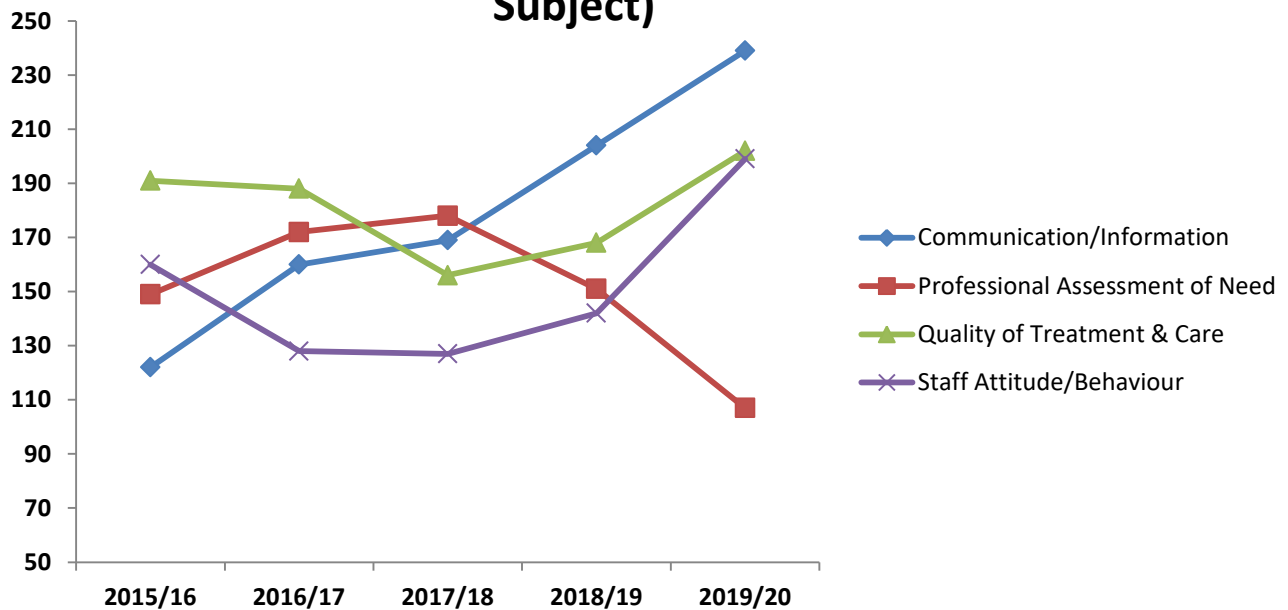
Patient Experience and involvement is an extremely important and valuable resource to us. The quality and type of services we provide are very important to us. We aim to continually improve. People who have experienced or observed our services can help us to learn and improve by sharing their experiences.



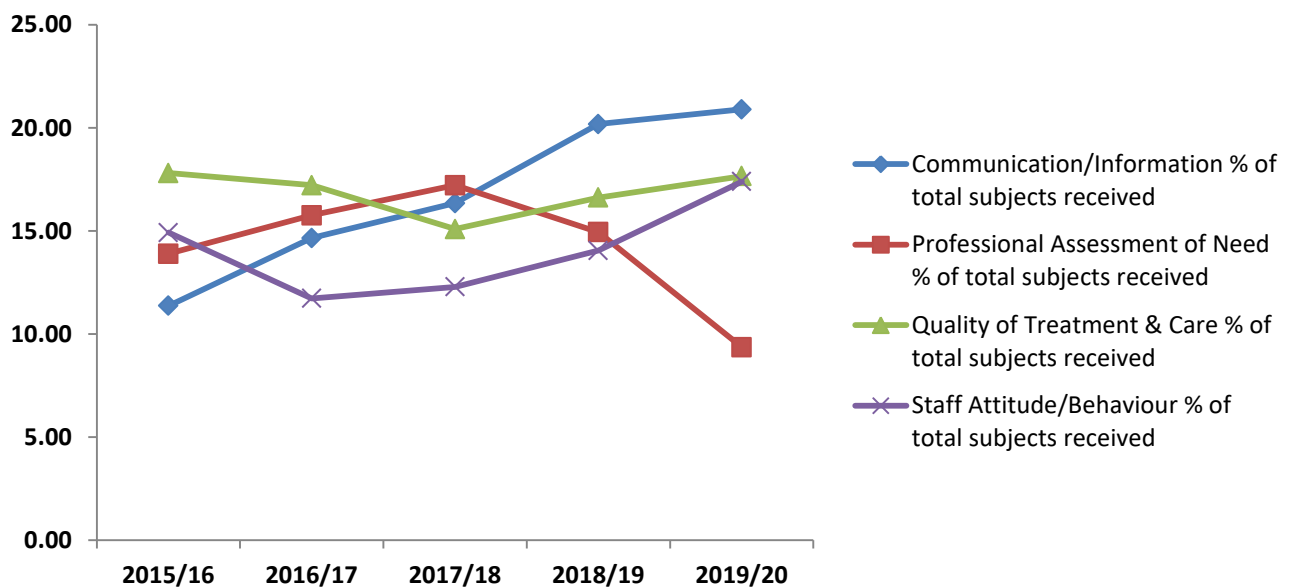
The number of formal complaints by subject received by the Trust has significantly increased this year.

Complaints can be multi-faceted, involving multidisciplinary teams and relate to events over a short or extended period of time. Complaints about Treatment & Care, Staff Attitude, Communication and Professional Assessment of need remain consistent as the top four areas of complaints across each reporting period, as shown below:

### SHSCT 5 year analysis of Top 4 Complaints (by Subject)



### SHSCT 5 Year % Analysis of Top 4 Complaints (by Subjects)

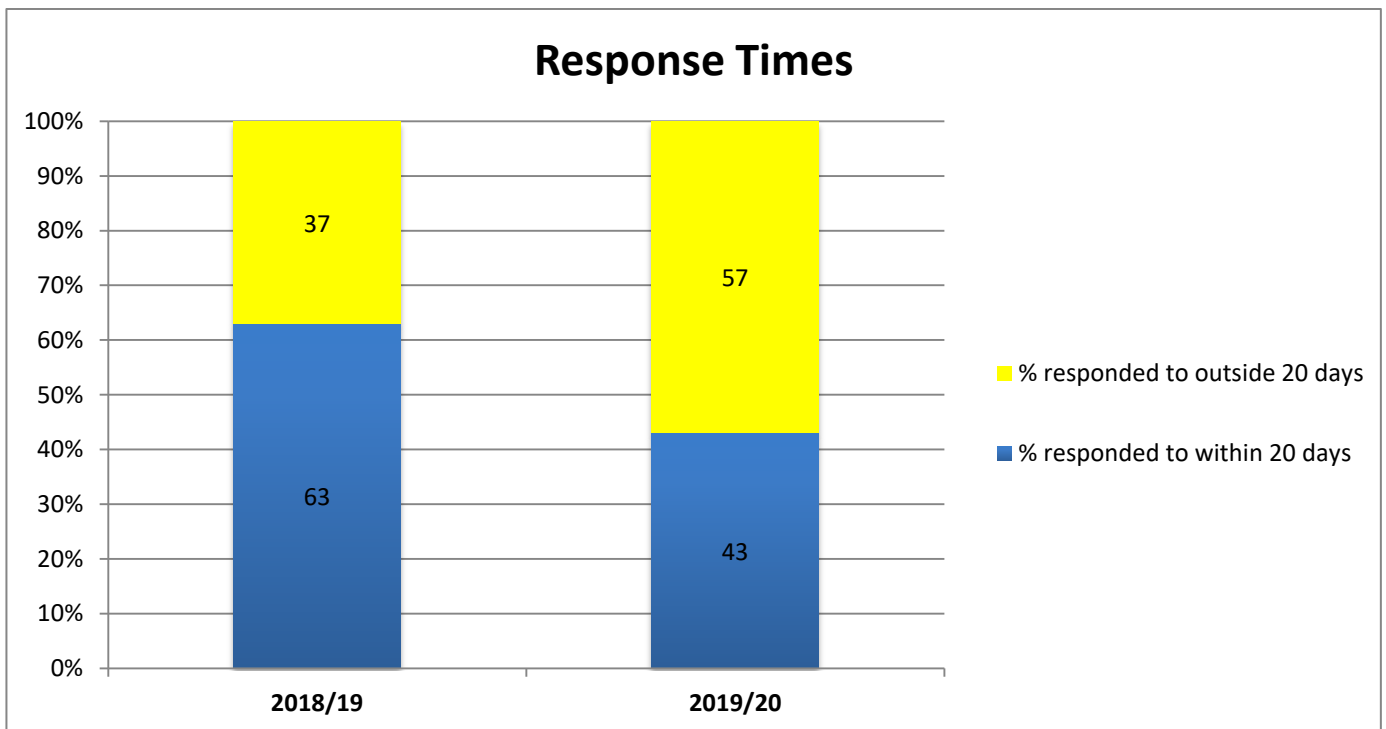


## Response Times

Where possible, the Trust will seek to resolve complaint issues using local resolution. This can be less distressing for our service users and their families, providing a positive outcome. However, there will be times when local resolution is not possible and the formal complaints process is required.

The HSC Complaints Policy requires Trusts to provide an acknowledgement within 2 working days and a formal response to the complainant within 20 working days of receipt of a complaint. If the Trust requires more time to complete a thorough investigation, the complainant is notified formally using a holding response letter explaining the reason for the delay. The Trust often offers meetings with complainants and the relevant clinical teams to assist with resolution of their complaint. Throughout the complaints process the Trust aims to provide the complainant with a positive experience aiming to resolve the complaint. Trust uses all service user feedback as an opportunity to learn, putting measures in place to improve services.

**94.03% Complaints Acknowledged within 2 Working Days**



## Learning from Complaints

The Trust continues to work to improve response times.

The Trust continues to investigate complaints in an open and transparent way, using concerns raised through the complaints process as an important source of information for safety and quality improvement.

Sharing the outcome and learning from complaints investigations is one of the ways we improve the experience of people using our services, and ultimately the safety and quality of the treatment and care we provide.

Within the Trust it is the responsibility of all Trust staff to utilise the information and trends from complaints to ensure learning and development takes place. This information is shared at the Trust's governance forums, as well as being directly fed back to staff involved.

Regular analysis of complaint reports are shared at Senior Management Governance meetings and Directorate meetings to highlight themes and trends across the Trust to ensure we **listen, learn and improve**.

In addition to HSCB complaints classification, the Trust uses the 'Health Care Analysis Tool' to further analyse complaints from service users. This enables organisational listening through aggregating individual healthcare complaints so that service users concerns can facilitate service monitoring and organisational learning.

The Trust reviews complaints processes by auditing complaints and complaint responses – to identify how we can improve our complaints processes. Analysis of this data will allow an action plan to be developed to improve complaints management systems.

Below are some examples of how learning from complaints has changed practices within the Trust.

### Complaint Subject: Communication/ Information

*Service User dissatisfied with Gateway assessment undertaken and delay in Trust providing UNOCINI assessment report which contained inaccuracies.*

- Trust apologised to the service user that they did not receive the report in a timely manner.*
- Trust will remind staff of the importance of ensuring that assessment reports are shared with families in a timely manner and any inaccuracies corrected.*

**Complaint Subject: Quality of Treatment and Care**

- *Mother has not had a social worker since her previous social worker retired a few years ago;*
- *Concerns with respect to the mental health nurses request for an annual review when his mother has not received one in many years*
- *Dissatisfied that medication prescribed by his mother's GP was not written up in her care plan or administered while he was away on holidays due to lack of staff training.*

- *Reassured that each client has an identified keyworker from a social work, nursing or occupational therapy background. Himself and his mother have regular contact with an OT. There is also a duty cover should the keyworker be on leave.*
- *Complainant advised that his mother has received a yearly review in previous years.*
- *Keyworker administered the drops twice daily but encountered challenges in administering the medication due to Mother having advanced dementia.*

**Complaint Subject: Quality of Treatment and Care**

- *Client admitted to Statutory Residential Home for a period of rehabilitation. Client and family dismayed that the Client was unable to use her own towels in the home during her stay.*

- *Procedure has been revised to enable residents to provide and use their own towels. Towels will continue to be provided for those who do not wish to avail of this option.*

## Ombudsman Cases

When service users are not fully satisfied with the outcome from the Trust's investigation into their complaint they can raise their concerns with the Northern Ireland Public Services Ombudsman.

In 2019/2020, there were 25 cases brought by the Ombudsman, \*Also within this time, 23 cases have been closed, 2 withdrawn and 3 not accepted for investigation, 5 are open and 1 remains pending.

The Trust is committed to working with the Ombudsman's office to resolve service user complaints, identifying and implementing learning. We continue to work with the Ombudsman on cases raised during previous years.

Below is an example of how the Trust has responded and improved in light of an Ombudsman case for shared learning:

**Summary of Event** – *Complaint submitted in relation to care and treatment of patient during a hospital admission. The complaint was in relation to the request for patient's Shortec medication to be withdrawn by the family. Administration of the drug was not ceased and no record made in patient's medical notes of the sensitivity of patient to this medication. The subsequent administration of this medication caused the patient to fall when mobilising to the ward toilet and following the fall patient did not receive timely and appropriate care. The investigation found a failure to appropriately complete the patient's falls risk assessment on admission, to adhere to its own falls policy by undertaking a new risk assessment when patients condition had changed and to provide appropriate supervision. The Ombudsman also found failures in keeping appropriate records regarding patients Shortec administration and complainants concerns.*

**Learning from Ombudsman Case** – *The Trust has implemented monthly audits of falls risk assessments and shares the findings for learning. The need for a dedicated Falls Co-Ordinator has been recommended and the Executive Director of Nursing has put forward a proposal for revenue investment to the Strategic Investment Committee. Training is to be provided and staff reminded of good record keeping.*

*\*These numbers relate to previous years cases as well as those received within the 2019-20 time frame.*



## Compliments & Suggestions

The Trust is keen to learn from positive experiences for our patients, service users and their families and what aspect made it a positive experience for them.

Receiving compliments helps us identify areas of good practice. This enables organisational listening through aggregating individual compliments so that positive service user experience can facilitate organisational learning. It is also encouraging for our staff to receive recognition for the vital work that they undertake.

### So thank you for taking the time to tell us about your experience

As of November 2018 we have been using a new system for recording the compliments we receive to enable us to learn from our compliments in the same way as we do from our complaints.

Since April 2019 to March 2020 we have received 6,281 compliments using our new system of recording. The table below shows this number by subject. We received an additional 30 compliments, however these are not broken down by subject. In total we had 6,311 compliments in the 2019/2020 year.

Subject of Compliment	Card	Email	Feedback Form	Letter	Social Media*	Phone call**	Total
Quality of Treatment and Care	1821	137	303	121	42	36	2460
Staff Attitude & Behaviour	1508	134	267	99	38	38	2084
Information & Communication	607	79	206	61	15	25	993
Environment	489	28	148	28	12	8	713
Other	19	8	1	2	1	0	31
<b>Total Compliments</b>	<b>4444</b>	<b>386</b>	<b>925</b>	<b>311</b>	<b>108</b>	<b>107</b>	<b>6281</b>

\*Social media refers to compliments received via official Facebook and Twitter accounts only.

\*\*Phone calls relate to calls that have been recorded/documented in phone message books etc.

We also welcome all suggestions, share them with relevant staff and will consider them fully with a specific aim to improve services, where possible.

In order to make a compliment or suggestion you can contact us in a number of ways, including;

- By letter: **Service User Feedback Team**  
**Southern Health & Social Care Trust**  
**Beechfield House**  
**Craigavon Area Hospital Site**  
**68 Lurgan Road,**  
**BT63 5QQ**  
  
**We Value your Views leaflet**
- By telephone: **028 3756 4600**
- By email: [serviceuserfeedback@southerntrust.hscni.net](mailto:serviceuserfeedback@southerntrust.hscni.net)
- By completing our Online Service User Feedback Form at;  
[www.southerntrust.hscni.net](http://www.southerntrust.hscni.net)  
<https://www.careopinion.org.uk/info/northern-ireland>

# WE JUST WANT TO SAY... **THANK YOU!**

<b>Physio Dept. DHH</b>	<p>"I wish to compliment XXXX and XXXX in the Physiotherapy department in Daisy Hill Hospital for their dedication and ongoing support for my son who is recovering from knee surgery. Right from when he was referred to the fracture clinic their care and attention has been exemplary. They have coordinated together to ensure that my son has had the best treatment possible."</p>	Quality of Treatment & Care
<b>Blossom Ward</b>	<p>"Our baby boy was 4 weeks old and admitted to the Blossom children's ward at Craigavon Hospital. He was very ill and we cannot thank the nurses and doctors enough for everything they did for him. They showed so much care, compassion and expertise. At a very scary and upsetting time for our family they were there for us and talked us through everything. We are especially grateful for XXXX, XXXX, XXXX, XXXX and XXXX who were absolutely amazing with our baby boy."</p>	Quality of Treatment & Care Staff Attitude and Behaviour
<b>Day Opportunities</b>	<p>"I would like to commend XXXX and XXXX on the brilliant performance today. You are changing people's lives. My daughter loves attending the Tuesday Dance and Drama so much. She has been attending for four years. The show was so professionally done with so much hard work by everyone. Well done to all involved."</p>	Quality of Treatment & Care
<b>Domiciliary Care</b>	<p>"My father passed away last week and prior to this he had a team of carers visit him 4 times a day. It is very easy to say that these 4 carers are just doing what they are being paid to do, but the care, friendship and attention they provided Daddy and as a direct consequence my Mum was way above just doing their job. My Dad always looked forward to them coming to the house and they greatly helped him accept his rapid loss of independence.</p> <p>You should be very proud of this team. If it's applicable we would like to nominate them for your staff recognition awards."</p>	Quality of Treatment & Care Staff Attitude and Behaviour
<b>Minor Injuries</b>	<p>"Many thanks to amazing staff in Dungannon Minor Injuries who looked after me last yesterday evening after a fall which resulted in a badly broken elbow. This is a fantastic service and a great team under Sister XXXX expertise. See you again."</p>	Quality of Treatment & Care
<b>Sensory Disability</b>	<p>"I would like to thank staff member XXXX for the valuable contribution he made to the life of my late brother. My brother had a disability and endured many health challenges and difficulties but XXXX's help and support made a positive difference to his life. XXXX demonstrated an unwavering dedication and commitment to his role. My family and I are truly grateful for the service he delivered to my brother. In essence XXXX performed a remarkable job in respect of my brother and he is a real asset to the field of Social Work and the wider community."</p>	Quality of Treatment & Care Staff Attitude and Behaviour

<p><b>CAMHS</b></p>	<p>“I would like to pass on my thanks to all the staff at CAMHS Newry. My son attended CAMHS and with their help he has been able to move forward and deal with the issues that brought him there in the first place. Their care has been wonderful and they have been so supportive to us as a family. I know my son felt very supported and secure. I can’t thank you enough for the wonderful work you do. Thank you.”</p>	<p>Quality of Treatment &amp; Care</p>
<p><b>A&amp;E, Female Surgical, Radiology</b></p>	<p>“I would just like to compliment the Nurses, Doctors and Consultants in A&amp;E and Female surgical for the care I received as a recent inpatient. From the moment I arrived in A&amp;E via blue light ambulance I was looked after with compassion, care and professionalism by all the staff. Due to no beds in male surgical I was moved to female surgical after 12 hours in A&amp;E, and the nursing staff could not do enough for me. I would also like to thank the theatre nurses, the radiologists, and radiographers for their care and professionalism as well, I was in severe pain at the start of my stay with a bowel infection and bleeding, I was scared and nervous but all the staff allayed my fears and helped me recover. I have to go back in 6 weeks for day procedure in theatre, but I'm not so afraid or nervous this time around, This is because of my experience last week.</p> <p>Thank you to all our wonderful NHS staff.”</p>	<p>Quality of Treatment &amp; Care</p>

# Involving You – Complaints Report Update 2019/2020



Patient experience is recognised as a key element in the delivery of quality healthcare. In line with this, the Public Health Agency is carrying out an extensive piece of work across all Health and Social Care Trusts, with the aim of introducing a more patient-focused approach to services and shaping future healthcare in Northern Ireland. This is called 10,000 More Voices, it gives everyone an opportunity to highlight what is important to you, such as what you particularly liked or disliked about the experience and what matters to you.

We want to read accounts from patients, clients, families, carers and staff of experiences in healthcare, so we can understand the impact this experience has had on you (or the person you care for). For details on current surveys and up-to-date publications please go to the website by clicking on picture below

Share your story, shape our service

Home About Us Surveys Publications Contact Us

Patient and client experience is recognised as a key element in the delivery of quality healthcare. In line with this, the Public Health Agency (PHA) is carrying out an extensive piece of work across all Health and Social Care Trusts (HSC), with the aim of introducing a more patient and client-focused approach to services and shaping future healthcare in Northern Ireland.

This is called 10,000 More Voices. It gives you an opportunity to highlight what is important to you, such as what you particularly liked or disliked about the experience and what matters to you.

We want to read accounts from patients, clients, families, carers and staff of your experiences in healthcare, so we can understand the impact this experience has had on you (or the person you care for).

Before completing one of our surveys read the Frequently Asked Questions included in the following link:

[FAQ](#)

**10000 more voices: how to complete a survey - animation**

Share your story, shape our service

Please note as responses to our surveys are anonymous it will not be possible to follow up on any individual issues or specific incidents. If you have significant concerns or wish to make a complaint contact your local Trust complaints service, or visit [HSC](#). If you would like independent support you may wish to contact the [Patient and Client Council \(PCC\)](#).

The Patient and Client Council (PCC) acts as an independent voice for the public within health and social care. Their Client Support Service can provide a confidential space to obtain advice, information and assistance on making a compliment, complaint or concern, or on achieving resolution.

The service is here to:

- Assist with communications
- Give you information on processes such as how to complain and who to complain to
- Advise to ensure you are responded to and achieve resolution where possible
- Escalate issues and signpost within statutory frameworks
- Work with health and social care organisations to improve services as a result of your concern
- Provide a listening ear, support and guidance on physical, emotional and social health and wellbeing with onward referral when necessary

**Patient and Client Council** For further information please contact the PCC on our Freephone Telephone Number: 0800 917 0222 or Email [info.cca@pccni.net](mailto:info.cca@pccni.net)

**HSC Health and Social Care**

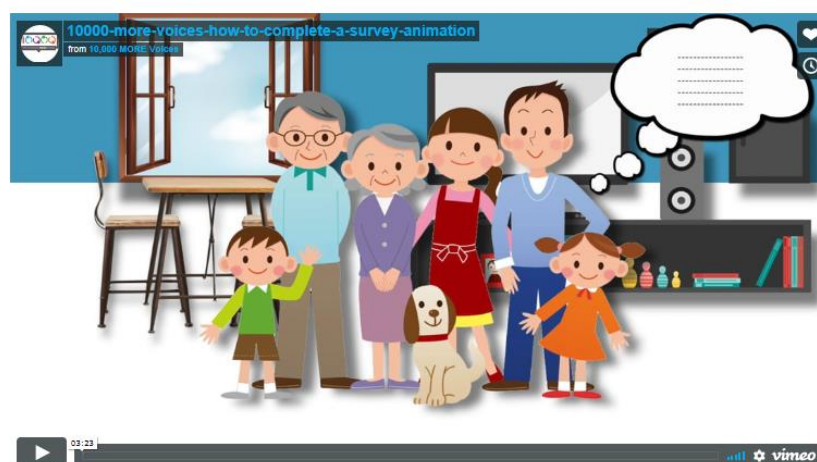
**10,000 More Voices - 2019/2020 – below are a list of projects that were ongoing during the period 2019/2020**

Experience of engaging Mental Health Service – service user survey – April 2019
Experience of working in Mental Health Services – staff survey – April 2019
Experience of living with Swallowing Difficulties – July 2019
Experience of Children’s Audiology services – April 2019
Experience of living in a care home – August 2019



**Promoting 10,000 More Voices to our staff, patients and Service Users**

This short animation has been produced for staff, service users and carers to explain how to complete the 10,000 More Voices surveys.



## 10,000 More Voices Most Recent Publications

The following reports are now published. Please click on the links to obtain a copy. If you require hard copies of any of these publications, please feel free to contact Mairead Casey, Trusts 10,000 More Voices Facilitator, Landline: 028 3756 6764, Mobile: 07789 505 502 or via email [mairiad.casey@southerntrust.hscni.net](mailto:mairiad.casey@southerntrust.hscni.net)



NIAC final.pdf



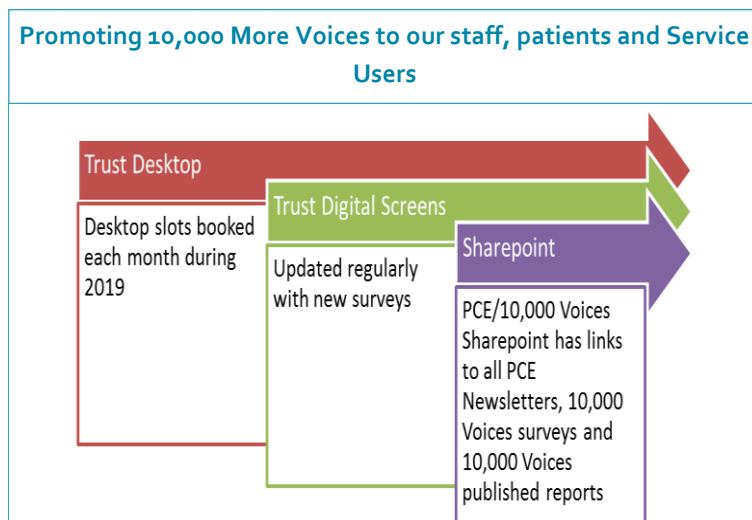
Mental Health Report.pdf



Audiology Report.pdf

## How we use the information we collect

- To provide evidence of the quality of health and social care
- To inform quality improvements within our Trust
- To inform regional policies and strategies and how services are shaped for the future
- To inform education and training locally and regionally



# Real-Time User Feedback



## What's your story? Your story can make a difference

The Trust is making plans to implement a regional on line user feedback system which will provide opportunities for patients and their families to share their experiences of health and social care. This will be facilitated through Care Opinion which is recognised as the UK's leading independent non-profit feedback public platform for health and social care. Care Opinion will complement and enhance existing feedback systems within the Trust and will be launched throughout Northern Ireland in April 2020. For further information please see Care Opinion website, [click here](#) or contact:

[Christine.Armstrong@southerntrust.hscni.net](mailto:Christine.Armstrong@southerntrust.hscni.net) / [mairead.casey@southerntrust.hscni.net](mailto:mairead.casey@southerntrust.hscni.net)

## Patient Client Experience Newsletters

The Patient Experience Newsletter focuses on patient and carer feedback and actions and initiatives to improve patient experience with the Southern Health & Social Care Trust.

Quarterly Patient Client Experience Newsletters were produced in;

- September 2019
- November 2019
- Feb 2020

Please click on each newsletter below to open.

**November 2019**

**CONTENTS**

- Introduction
- New-Real Time Feedback Care Opinion
- 10,000 More Voices
- Service User Feedback
- Official opening of Courtyard Cabin
- You said, we Listened
- Useful Contacts & Links

**#hello my name is... Christine**

I am the interim Assistant Director of Nursing, responsible for Safety, Quality and the Patient Experience. I am a registered adult and children's nurse and health visitor and have worked for the majority of my career within children's services in the Southern Trust. I have been a Head of Service since 2008 before moving into this post in June 2019.

Over the last 30 years I have learned that for those who use health services the focus is often not only on the quality of the health service overall, but on their own personal experience of the care received. If we think of our own experience as service users, what matters most is often the way things are done, how we are treated by those providing care, the extent to which our autonomy is preserved and the relationships we form with service providers. Good communication (even down to the level of the words used to speak to service users) is not just the "icing on the cake" but affects health outcomes at a profound level.

I am delighted to be working closely with those on the PCE Steering Group to actively seek out and action the views of those using Southern Trust services. In addition, I am very excited at the potential opportunities to utilise even more feedback from our users via Care Opinion following its launch in April 2020. I encourage you all you promote this to all your patients and clients.

**Our Trust Vision and Values**

Our vision encompasses our core commitment to deliver safe, high quality care that is co-produced and co-designed in partnership with Service Users and staff who deliver our services. "Quality Care – for you, with you."

**Care Opinion - New Real Time Patient Client Experience Feedback**

What's your story? Your story can make a difference

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or contact:  
[Gracia.Hamilton@southerntrust.hscni.net](mailto:Gracia.Hamilton@southerntrust.hscni.net) / [Christine.Armstrong@southerntrust.hscni.net](mailto:Christine.Armstrong@southerntrust.hscni.net)

**SEPTEMBER 2019**

**CONTENTS**

- Introduction
- Caring for People with a learning disability in general hospital settings - e-learning for all staff
- 10,000 More Voices
- Service User Feedback
- Regional Priorities
- Estates Department Update
- Useful Contacts & Links

**#hello my name is... Sharon**

I am the Trust Bereavement Coordinator. So what does a bereavement co-ordinator do? Well, I am one of 5 co-ordinators across Northern Ireland and our remit is to drive forward improvements in bereavement care. We do this by working with everyone who contributes to the care of dying people and their families. We know that how we care for people at the end of their lives is important not only for the dying person but also for their family. Their experiences at this time will influence how they grieve into the future. As a nurse working in palliative care for 20 years, I have seen first-hand how acts of kindness, compassion and attention to the individuality of the person and their family alongside highly skilled care can make such a difference. I also carry with me my personal experiences following the death of people close to me. We only have one time to assist people to die as well as possible, so we need to take time to find out what is important to them. As bereavement co-ordinator, I am constantly striving to improve bereavement care but this needs to be guided by the views and experiences of people who have received our support and by the wider public. If you would like to be involved in this important task, please get in touch. Dr Sharon McCoskey, Tel: 444 (0) 28 37 56005. Mobile: 07702923161

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**Caring for People with a learning disability in general hospital settings - e-learning for all staff**

Being in contact with a general hospital can be a time of anxiety and stress for any of us. People can find that they are in an unfamiliar environment, with unfamiliar people using unfamiliar language. Aside from this unfamiliarity, the person may be suffering significant illness and/or pain, and consequently it is a time when many people often feel vulnerable. On such occasions adults with a learning disability may feel even more vulnerable for a range of reasons, including difficulties they may have in respect of being understood and making their needs and wishes known, difficulties in expressing feelings of discomfort or pain, and difficulties with self-management. The CEC have developed an online e-learning training programme. The e-learning will provide staff with an overview of the new guidelines and some suggestions for reasonable adjustments that will enhance the delivery of safe and effective care. We are encouraging all staff within hospital settings to complete the e-learning.

- Click CEC e-learning programme
- Click for digital resource for hospital passport

If any staff would like copies of Hospital passport contact your lead nurses or Sinead Hughes, Promoting Wellbeing Specialist Lead (Cross Directorate) Tel: 028 3831 7155 / 07876846031

**February 2020**

**CONTENTS**

- Introduction
- Care Opinion
- 10,000 More Voices
- Service User Feedback
- Courtyard Cabin
- Public Living Room
- You said we Listened
- Useful Contacts & Links

**#hello my name is... Christine**

Christine, I am the Trust Care Opinion Facilitator. Care Opinion is all about connection, collaboration and change. The Department of Health have commissioned Care Opinion within Northern Ireland for all Trusts from 14/02/2020. Care Opinion is currently the UK's leading independent feedback website, enabling patients to share their experiences of healthcare services.

As a not-for-profit social enterprise, they will help us to facilitate dialogue between patient and health services. Care Opinion is an easy, cost effective and efficient tool for hearing from people using local services. It will also give our busy staff access to relevant real-time feedback. Stories are most useful when they get to the right staff. With Care Opinion, our staff will be notified about feedback that is relevant to them. This is all automated, simple to use and in real time. Our patients, staff and service users can see how we listen and act on feedback. Care Opinion makes it easy for feedback to be transparent and accountable.

We will have Care Opinion Responders trained within each Directorate. Responders will be able to respond to individual stories relating to their area of responsibility. There is a 2 hour training programme underway for all staff who have been nominated to become a responder. [Click here](#) for further information on the different Care Opinion roles.

**Care Opinion in 2 minutes**

Any further questions or queries in relation to Care Opinion contact:

- Gracia.Hamilton@southerntrust.hscni.net
- Christine.Armstrong@southerntrust.hscni.net
- Mairead.Casey@southerntrust.hscni.net

**Our Trust Vision and Values**

Our vision encompasses our core commitment to deliver safe, high quality care that is co-produced and co-designed in partnership



You said, we listened

## New Yellow Fleeces for “Here to Help” Volunteers in SHSCT



We have been working with a service user with sensory difficulties to improve the visibility of its hospital volunteers. The ‘Here to Help’ volunteers are based in the foyer of both Daisy Hill and Craigavon Area Hospital and are available to help visitors find their way and give directions.

The Trust has now introduced bright yellow fleeces for the helpers following feedback from Leslie Massey who is sensory impaired and uses a guide dog. Leslie felt that the original dark navy fleeces were hard to distinguish in the busy foyers of our Hospitals. Gerardette McVeigh, Volunteer Co-Coordinator explained:

“We understand that it can be difficult for

anyone to find the right department in our busy hospitals and this can be a particular challenge for those with hearing or visual impairment. We also want to make sure that everyone using our services can access them easily and so we really appreciate the help of Les who highlighted a simple change that could improve the experience of people with sensory difficulties. I would also like to thank our Sensory Disability Team who did a great job working with Les and making his suggestion a reality.”

Mr Massey added: “I suggested yellow as it is a bright colour and the volunteers can easily be seen as you enter the hospital and volunteer also written across the back of the fleece.

I have really enjoyed getting involved and making a difference to improve the experience for other people with sensory difficulties.”



## Improvements to new Outpatients Department in Daisy Hill Hospital

The improvements to the Outpatients Department (OPD) in Daisy Hill are now completed. On Tuesday 20 August 2019 the working group came together to look at the progress made following all the suggestions made by our service users. Our Estates Department have been instrumental again in taking forward these improvement, and these have included external siteworks improvement to facilitate less abled service users (inc. visual impairment) as follows;

- Tactile pavings
- Zebra crossings
- Widening of pedestrian gates to facilitate wheelchair users
- Dedicated pedestrian zones & safe access to new DHH Outpatients Department (Bernish House)

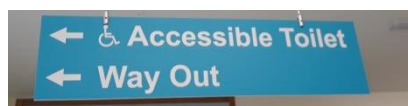
- 10 additional car parking spaces in close proximity to Main Hospital Entrance and Bernish House
- Dedicated safe access crossings and pedestrian reconfiguration from Clanrye House to Main Hospital Entrance to provide safe access
- Improved visibility signage internally to facilitate those with visual impairment
- Spread of yellow name badges
- Spread of use of "I am Deaf Card"



	Before	After
Outside Bernish House		
Toilet door signs		

## Accessible Toilets at Dining Room Area – Craigavon Area Hospital

Thanks to recent feedback by one of our service users regarding the lack of accessible toilets near the dining room in Craigavon Area Hospital, improvements have been made by our estates department to ensure that these are now available. The accessible toilet is now open to everyone at the Medical Education Centre is now open to all. Improved signage is now displayed clearly outlining where these are.



## Improved Communication skills training for staff supporting dying and bereaved people.

The Bereavement Forum work plan 2019-2021 which addresses the recommendations within the 10,000 More Voices Experience of Bereavement Report (2018) included recommendations relating to:

- ☛ Communication skills training for staff supporting dying and bereaved people.
- ☛ The dignified, respectful care of dying and bereaved people

When asked in this survey what matters most, respondents unequivocally rated to be treated with compassion, respect and dignity as their top priority. With this in mind the Bereavement Co-ordinator Sharon McCloskey and Mairead Casey, Patient Experience Facilitator have arranged during Dying Matters Week 2020, 11th -17th May 2020 for the “#Hello My Name is” play to be taken to our Trust on 11 May 2020. This play is based on Dr Kate Granger’s experience of her own diagnosis and drive to remind staff of the importance of making themselves known to patients and relatives and thereby establishing, even at a superficial level, a relationship within them, if we are truly committed to patient centred care. This would be the first time the play is performed on the Island of Ireland.

**Dying Matters** DYING MATTERS WEEK 2020

Let's talk about it

**Dying to be Heard**  
The Play #hello my name is  
11 May 2020

#hello my name is... (THE PLAY)

As part of this year's programme of events to mark Dying Matters Week 2020, we would like to invite you to the play "hello my name is". The author of the play is Brian Daniels and the play is directed by Dr Bernie C Byrnes. This is first time the play will be performed on the Island of Ireland.

The play dramatizes the personal heartbreak, resolution and determination experienced by Dr. Kate Granger and her husband Chris ~~Polinton~~ before, during and beyond Kate's cancer diagnosis and their commitment to improve the lives of patients. The duration of the play is 1 hour including time for discussion. For more information visit <https://www.hellomynameis.org.uk>

Kate with her husband Chris

This play is open to all staff and volunteers within the Southern Trust. Please book a place as early as possible as places are limited. Tea/coffee will be available.

**Monday, 11 May 2020**

Boardroom, Bemish House, Daisy Hill Hospital	8.30 am
Boardroom, Craigavon Area Hospital (beside canteen)	11.00 am
Lecture theatre, MEC, Craigavon Area Hospital	2.00 pm

**BOOKING DETAILS**

**HSC** Southern Health and Social Care Trust  
Quality Care - for you, with you

To book your place please contact Marina Hamilton:  
Email: [marina.hamilton@southerntrust.hscni.net](mailto:marina.hamilton@southerntrust.hscni.net)  
Tel: (028) 37560086

For any further details please contact Sharon McCloskey  
Email: [Sharon.mccloskey@southerntrust.hscni.net](mailto:Sharon.mccloskey@southerntrust.hscni.net) or Tel: (028) 37560085 or  
Mairead Casey, Email: [Mairead.casey@southerntrust.hscni.net](mailto:Mairead.casey@southerntrust.hscni.net) or Tel (028) 37566764

## Car parking in SHSCT



Recent feedback from our 10,000 More Voices surveys has been shared with the Trust's Car Parking Group. It was agreed at this group that we would organise for Translink to come along to Craigavon Area Hospital on 22 January 2020 and Daisyhill Hospital on Tuesday 25 February from 12.00 - 4.00 pm to hold a Best Value Fare and Journey Planning information drop in sessions. The aim of this was to promote the use of alternative methods of transport to our hospital sites to reduce demand on car parking spaces.

On the day they answered any questions staff, service users and patients had about travel by public transport and also provided information on best ticket type, and local timetables.

## Sharing the feedback with our staff.

Feedback that has been received during 2019/2020 has been shared widely with staff. We recognise the important of letting out staff know how much they are valued by our service users and patients.

<p><b>10,000 Voices Mental Health Survey</b></p> <p>Staff are kind, caring and positive and this helps me maintain good mental health. Staff are my stepping stones towards a better future.</p>	<p><b>10,000 Voices Generic Survey</b></p> <p>I'm very happy with the service. The nurse is very professional, well organised and open mind person.</p>
<p><b>10,000 Voices Adult Safeguarding Survey</b></p> <p>I feel social worker listened to me and gave good advice. I feel it took a while to get the outcome. I was kept updated on progress</p>	<p><b>10,000 Voices Generic Survey</b></p> <p>The care and consideration from staff it is always first class - Epilepsy Service, CAH</p>



## SharePoint

The Patient Client Experience SharePoint site is regularly updated with the live 10,000 surveys and Patient Client Experience Newsletters etc.

Please click the image below to access the SharePoint site (available to Southern Trust staff only).

### Patient Client Experience / 10,000 More Voices

Contact

Patient Client  
Experience  
Newsletters

10,000 More  
Voices

Patient Client  
Experience  
Steering Group

Patient Client  
Experience  
Resources

Patient Client  
Experience  
Electronic Tool Kit



Care Opinion