

# HQIP Case Study:

## Patient-led Safety Survey

### This submission demonstrates:

- Supporting patient and public involvement in the Trust
- Patients championing a project from beginning to end.

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**Peterborough and Stamford Hospitals NHS Trust**

Website address:

**[www.peterboroughandstamford.nhs.uk](http://www.peterboroughandstamford.nhs.uk)**

### Summary

The Quality Governance and Compliance team wanted to increase their patient and public involvement in clinical audit; lay volunteers were encouraged to receive training and attend meetings and went on to champion a patient Safety Survey in the Trust– collecting data and presenting the results. Outcomes from the project include increased communication awareness and sharing results more openly.

### Background

In 2013, the Department of Quality Governance and Compliance (QG&C) at Peterborough City Hospital (PCH) reviewed its structure and processes with the aim to provide focused support to staff and patients to achieve excellent clinical outcome.

Patient involvement in clinical audit was one of the elements of this change aimed to increase patient and public engagement in clinical audits and surveys using HQIP PPE standards (2009).

The second cycle of this patient-led survey has demonstrated the effectiveness of patient engagement and collaboration in quality improvement processes in the last two years (Henley et al, 2004).

Patients at PCH have access to clinical audit training, information leaflets and their representatives attend the Trust key meetings including the clinical audit

forum where the annual clinical audit and survey forward plan is discussed and agreed.

The idea and questions of this survey was suggested by the project lead (hospital patient) and by working closely with the QG&C team, analysis and presentation was made possible. The project lead went on to present the findings to the corporate assurance and operations groups in the Trust in addition to patients and general Trust board meetings. The action plan was also led by the project lead in cooperation with the senior managers in the Trust. The project lead reported an exciting and interesting experience during the project and would recommend it to other service users in the Trust.

### Aims & Objectives

- To identify the level of patient satisfaction on the wards in relation to patient medication, communication and discharge information
- To assess the level of care patients are given by the medical, nursing teams on the wards
- To improve in-patient experience in the hospital and reduce any potential complaints
- Empower patients to shape local healthcare experience through audit and survey.

## Approach

- A sample of ten randomly chosen adult in-patients were selected over a period of two weeks in May 2014 and April 15
- The survey covered all the wards at the Trust
- The audit tool contained 18 questions Approved by a multidisciplinary group
- Data collected by the project lead as a spot check without informing the wards of their precise survey time
- Plan is to repeat the project twice a year

## Contact details

Dr. G. Sabbagh-Quality Governance & Compliance Manager

Mrs R. Dickens-Project Lead (Clinical Audit Patient Representative)

Miss S. Rehman-Quality Governance Facilitator

Mrs H. Topping-Quality Governance Co-ordinator

## Challenges

- General communication with busy staff on the wards
- Communication with patients in relation to their medications
- Project lead understanding of the NHS workings

## Actions taken

- Sharing of results with all levels of the organisation including patient groups
- Senior nursing communication awareness

## Outcomes

- 80% aware of their medications
- 99% had available water
- 98% had assistance on time
- 97% were well informed
- 83% received clear information from staff

## Conclusion

This survey further illustrates the importance of communication with patients. Patient experience is as important as the outcome of care.

Patient-led survey has provided a voice to the Trust patients to freely express themselves.

