

Healthwatch Report Update

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Quality first and foremost

Concerns raised by Healthwatch

- Long waiting times for referrals
- Poor communication & information
- Staff shortages
- High DNA (was not brought) rates

WOODVIEW

Child Development Centre



81

Surveys

completed and returned



WHAT'S GOOD?



We asked people to name three good things about the services.
The most commonly used descriptor was:

'NOTHING'



64%

waited more than 5 months
from referral to first
appointment:



1 in 5

waited more than a year from
referral to first appointment

19%
Happy

19% of respondents were happy with the amount of information given on the services and the support they could expect to receive



Many respondents asked for improvements to the service to include a named single point of contact for each child

first and foremost

Issues identified by Healthwatch

- Parents describe going round in circles
- No reply to messages left on reception
- Parents find it hard to complain
- Parents frustrated by lack of information
- Parental voice not heard
- Children lost in the system
- One year between appointments
- Schools report parents confused

Healthwatch Recommendations

1. Improvements in communication & information to parents

Update:

- New telephone system implemented
- Full time receptionist at Woodview CDC
- Introduced additional answerphones
- Implemented a message log system (prior to moving to an electronic message log)
- Produced a Woodview Newsletter
- Updated service leaflets
- Revised MDT leaflet – draft under consultation
- BW website being revised – live from Jan 2019

Healthwatch Recommendations

2. Introduce a Case Coordinator to act as a single point of contact

Update:

- Job description developed and Case Coordinator has been in post from mid-August for children having MDAs
- Care Plan provided to young people and families during and at the end of the MDA process
- On-going Care Coordinator – role description developed and staff awareness sessions currently being undertaken
- Introducing SystemOne (Electronic Patient Record) to support better communication & sharing of information i.e. “**Ask once**” – Wave 1 roll out January 2019 / Wave 2 March 2019
- Process Mapping for all services – including admin & clinical processes
- Case/Care Coordinator to be identified with SystemOne

Healthwatch Recommendations

3. Improved handling of complaints

Update:

- Patient “how to complain” leaflet available in reception
- Newsletter provided details about who and how to contact the service/s
- Implemented a local flowchart detailing the process for staff to manage & resolve complaints and concerns
- On-going monitoring of complaints, concerns and compliments to be reported quarterly to the CCG within a Patient Experience Report
- Separate and integrated team meetings implemented to share any lessons learnt from complaints, concerns or incidents

Healthwatch Recommendations

4. Introduce a parent drop-in session at Woodview CDC

Update:

- We have held 5 parent drop-in sessions with the Chief Nursing in July & August 2018
- Parents have been seen at Woodview to provide face to face updates on ad hoc basis when requested
- Further developments in early 2019 including:
 - Pre/post diagnosis support sessions

Staffing

Update:

- The majority of posts not vacant with the exception of a specialty doctor post in paediatrics (awaiting outcome from Royal College Review in Jan 2019)
- Recruiting sensory OT continues to be a national issue
- Locum staff have been used to address immediate service issues
- Staff sickness rate currently not above Trust average but measures taken to support staff:
 - Regular integrated staff meeting
 - Access to clinical, management & safeguarding supervision
 - Rapid Improvement Event / LiA
 - Stronger clinical leadership
 - Improved estates
 - Access to training

Healthwatch Recommendations

6. Improving DNA & Satisfaction Rates

Update:

- DNA rates remain a concern for initial appointments (paeds, ANNT, OT & physio)
- DNA rates for follow up appointments have improved for OT/physio with the appropriate use of pre-appointment reviews
- Activities used to help improve DNAs:
 - Mutually agreed appointments
 - Text reminders
 - Telephone follow up call to parents for feedback (paeds)
- Monthly monitoring on-going

Healthwatch Recommendations

7. Improved Satisfaction Rates

Update:

- Voice of the Child (VOC) awareness training completed with paediatricians
- GP letter template now includes a section that records the VOC & parent views
- VOC will be included within all SystemOne templates
- Improved MDT arrangements: Improved MDT membership & attendance, implemented MDT Steering Group, proposed KPIs, greater governance
- Engaging parents, for example, via:
 - “Talk to Us” questionnaires
 - Case studies completed by CCNT
 - Short survey completed at reception (on-going)
 - Healthwatch Engagement event planned for March 2019
 - On-going parent partners
 - Clinical manager working with various patient groups

Improvement story so far

- We have completed 25 (60%) of the actions within the Woodview Improvement Plan
- Completed actions will be monitored via the normal quality & contractual meetings
- 5 actions relating to ADHD & medication pathway to be developed via a sub-group
- 12 actions remain open to be developed further as part of the quality improvement work

Any Questions?

Quality first and foremost

