

NHS Ayrshire & Arran



Meeting: Ayrshire and Arran NHS Board

Meeting date: Monday 28 November 2022

Title: Patient Experience: Using Feedback to Inform Change – Elle2’s Story

Responsible Director: Craig McArthur, Director for East Health and Social Care Partnership

Report Author: Laura Harvey, QI Lead, Patient Experience

1. Purpose

This is presented to the Board for:

- Awareness

This paper relates to:

- Government policy/directive
- Local policy

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person Centred

2. Report summary

2.1 Situation

Elle2 reached out to us via the Care Opinion platform to share her story with the aim of highlighting access issues she had encountered whilst trying to access the blue badge parking bays outside the Physiotherapy Department at University Hospital Crosshouse when an outpatient appointment finished after 5pm.

Elle2 wished her story to be shared in written format and provided her consent for it to be heard at Board.

2.2 Background

The Organisation encourages feedback on all stages of the patient journey to help inform change and development and also to ensure that all opportunities for learning and improvement are embraced.

Care Opinion is one of the main sources of feedback for NHS Ayrshire & Arran and provides an anonymous platform for patients, relatives and carers to share their experience(s) of health or care services with us, and to tell their stories of healthcare encounters.

Elle2 preferred to have anonymous contact via Care Opinion adding *I 'am responding here as I feel that there should be updated info available to all'*. Through written correspondence with Elle2 we were better able to understand the concerns she had raised and to act upon them to put improvements in place.

Security services and the Physiotherapy Department staff were consulted and arrangements were put in place to ensure the door remained open after 5pm for patients to exit after appointments.

Signage was updated and prominently displayed on the external doors to the car park and on the internal corridor doors to the Department.

Elle2 concluded the story *'thank you - much appreciated by all who need to use these spaces'*

2.3 Assessment

Elle2's story highlights the difficulties some of our patients can encounter when mobility is compromised. Elle2's story demonstrates the importance of listening to the experience(s) of our patients and striving to reach a balance – in this case of maintaining security within the Department, whilst accommodating patients who have appointments that run over time and who use the blue badge car park outside the Physiotherapy Department.

We are grateful that Elle2 brought her story to our attention, allowing us to learn and put improvements in place to prevent a similar situation from arising again in the future.

2.3.1 Quality/patient care

Working together with colleagues, patients and their families/carers focusing on person-centred health and care to evidence a strong motivation for putting patient/family and staff experience at the heart of improvement work.

2.3.2 Workforce

This story highlights the importance of listening to, and understanding, individual patient requirements and how effective communication between different departments can improve a patient's journey and overall experience.

2.3.3 Financial

No financial impact

2.3.4 Risk assessment/management

No identified risk

2.3.5 Equality and diversity, including health inequalities

An impact assessment is not required as the individual sharing the story has given consent and any impact on others will be individual

2.3.6 Other impact

- **Best value**

Demonstrates the importance of effective interactions between different department and services in helping to ensure the best possible outcome for patients

- **Safe, Caring & Respectful**

This story fully complies with our corporate objectives and highlights the importance of applying them to every patient throughout their care journey

2.3.7 Communication, involvement, engagement and consultation

This patient story will be shared across acute services to highlight the learning from this patient's experience.

2.3.8 Route to the meeting

This story has not been heard at any other meetings

2.4 Recommendation

Members are asked to read this story for their information

- **Awareness** – For Members' information only.

3. List of appendices (where required)

The following appendices are included with this report:

- Appendix No 1, Care Opinion Post

"Access to blue badge car park"

Initial Contact - Posted by Elle2 (as a service user)

I used the blue badge car park to attend an appointment. On my return I found the doors were locked as it was "after hours".

Only due to the kindness of staff had I got to appointment and back

Appointments are scheduled after 5:00pm. There are very few blue badge spaces near main doors. Not being able access car park from nearest door is another barrier (even if door is "staff use only") It is the only other door near to the blue badge car park. The distance to main door is too great.

Not everyone who needs these uses a wheelchair or has someone with them. It may not seem much further from the side door to those without mobility restrictions but that extra distance is not manageable.

Without staff kindness I would have fallen.

Why is there not a process in place for access to the car park after 5:00pm?

It is embarrassing to be put in position of nearly falling, not being able to simply access car park.

Elle2's - Response to the improvements made:

"Thank you, much appreciated by all who need to use these spaces"