

BHFT Focus Group Patient Experience Measure Specification summary

October 2021



Berkshire Healthcare
NHS Foundation Trust

iWantGreatCare
Transforming Healthcare

Thank you

To all services and representatives who took part in the focus group workshops, for the Patient Experience Measure, we want to say a BIG thank you.

Your input has been invaluable.

Milestones completed





Completion of Focus Group Workshops across all services.

1 and 2 hour workshops have been held with all service groups and representatives, over 100 virtual sessions, including service users and carers.

Physical Health East
Physical Health West
Mental Health East
Children Young People and Families
Mental Health West
Mental Health Inpatients

Key topics discussed.

To understand more about the opportunities and challenges of receiving feedback in the services and any bespoke requirements.

	<p>1. PATIENT JOURNEY What is the patient experience of the service.</p>
	<p>2. PATIENT VOICE What are the challenges or barriers to providing or receiving feedback?</p>
	<p>3. ENGAGEMENT Does your service require specific feedback methods?</p>
	<p>4. REPORTING What reporting metrics / operational KPIs do you have?</p>

Question sets discussed .

Core questions reviewed in the workshops with 3 Friends & Family test questions. Feedback was given against each question and wording. Final sets developed.

Core - presented to focus groups		FFT	
1	Staff	Were you treated with kindness and compassion by the staff looking after you?	7 Overall experience Overall, how was your experience of our service?
2	Dignity/Respect	Were you treated with dignity and respect?	8 Experience Please could you tell us why you gave your answer(s)?
3	Information	Did you receive timely information about your care and treatment?	9 Improvement Please tell us about anything we could have done better?
4	Involvement	Were you involved as much as you wanted to be in your care and treatment?	
5	Facilities	Was the location clean?	
6	Ease & Accessibility	Was the location suitable for your needs?	

Key comments

"Mental Health is a collaborative model"		"Privacy"
"Easy read"	"The goal is independence in Mental Health"	
"Simplified wording"	"Accessible content"	"Limited time"
"Respect comes from keeping people safe and being listened to"		
"Relevant language"	"Multiple formats"	"Visual aids"
"Time challenge"	"Multiple questions"	"Free text"

Biggest challenge - service users' capability of providing feedback (language, hard to reach areas one off interaction).

Greatest concern - bombarding service users with too many surveys and how to engage better with people who don't come forward.

Most variable question - facilities and location relevance

Most popular invitation mechanism - email / QR codes

Most popular response method - online / app

Devices - services identified paper essential for certain services (e.g. elderly, Learning Disabilities and Mental Health) but a need for either free-standing (in clinic) or hand held devices (community based services) to enable more direct request for feedback.

Most considered barrier - time, privacy

Accessibility requirement - easy read paper and online

Accessibility challenge - simplicity of language

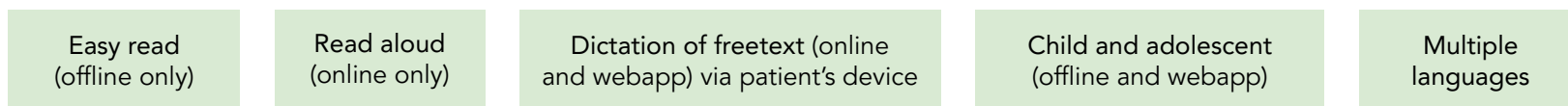
Relevant languages - use relevant to service user e.g. young person not patient. Use non patronising words

Positive response: shift from paper to digital / real time data / individual clinician feedback

Collection mechanisms approved



Accessibility solutions



Core questions approved

(in addition to Friends and Family test questions and demographics).

Themes 1 to 7

Core question

1	STAFF	Were you treated kindly?
2	SAFETY	Did you feel safe?
3	LISTENED TO	Were you listened to?
4	INFORMATION	Was the information you were given easy to understand?
5	INVOLVEMENT	Were you involved as much as you wanted to be in your care or therapy?
6	EASE & ACCESSIBILITY	Was the place where you received your care, assessment and/or treatment suitable for your needs?
7	FACILITIES	Was the location clean?

Core questions have been adapted for Children / Adolescent / Easy read versions including images / symbols where required, against the care settings in the following page.

Care settings

Adult	Child and adolescent
Inpatient	Children's Inpatient (Respite unit)
Outpatient	Children's Outpatient
Therapy Services	Children's Therapy Services
Out of Hours Service	Children's Out of Hours Service
Community Services (Physical & Mental health)	Children's Community Services (Physical & Mental health)
Community Nursing (Physical)	Children's Community Nursing (Physical)

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