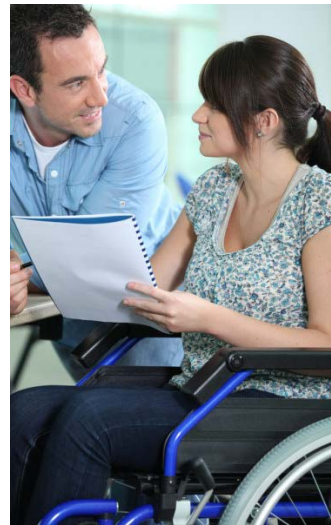


Berkshire Healthcare Patient Experience

Phase 1 Findings

May 2020



In partnership with



Berkshire Healthcare
NHS Foundation Trust

What we did

WHY ARE WE DOING THIS?

- **Berkshire Healthcare's vision** is 'To be recognised as the leading community and mental health service provider by our patients, staff and partners'. **Outstanding patient experience** is at the heart of this strategy.
- **Existing patient feedback mechanisms** do not allow the Trust to do what they wish to at the moment and there is nothing already available in the market.
- **Berkshire Healthcare are developing a standardised patient experience measurement framework** to be used across all 160 services in children's, community and mental health. This will build on existing national measures in order to **benchmark, develop** and **improve** our services.
- KPMG Nunwood was commissioned to deliver Phase 1.

WHAT WERE THE OBJECTIVES OF PHASE 1?

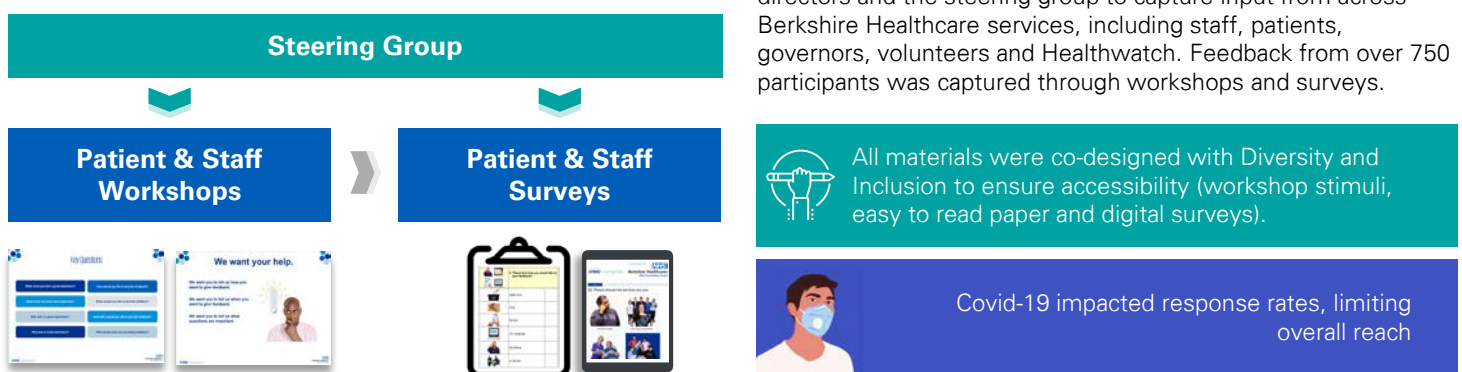
Phase 1 was the initial design phase of the framework.

The aim of which was to understand...

<p>01 The most important themes in patient experience that patients want to be asked about</p>	<p>02 When and how patients would like to be asked for feedback</p>	<p>03 How we can ensure our surveys are inclusive & accessible</p>	<p>04 Current barriers to engagement & how we can drive this moving forward</p>
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In Phase 1 we have established a series of design principles, and best practice recommendations for survey methodology, upon which phases 2 and 3 (test & implement) can be based.

WHAT DID WE DO IN PHASE 1?



WHO DID WE REACH?

We used a range of feedback mechanisms to capture the breadth of feedback required, with signposting and advertising in clinics, website, social media channels, in addition to staff intranet and email systems. Feedback mechanisms included:






<p>Patient Surveys in Feb - Mar 2020, capturing feedback from over 430 patients across services.</p>	<p>Staff Surveys in Feb – Mar 2020. Staff across services were invited to participate, with over 240 responses received.</p>	<p>Workshops in Jan 2020 with 81 representatives across service clusters, including staff, patients, governors, volunteers and Healthwatch.</p>	<p>While surveys were open to all, not all groups were fully represented and will need to be followed up in Phase 2.</p>
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What did we learn?

It is clear from both the surveys and workshops that patients do want to provide feedback on their experiences with Berkshire Healthcare and that staff value this information. Phase 1 provided a number of key learnings around what patients want to talk about, when, how, and how often they wish to do so. It is clear that engagement from both staff and patients will be key to the successful integration of a future framework. Key learnings from Phase 1 are outlined below.

WHAT DO PATIENTS WANT TO PROVIDE FEEDBACK ON?

81% of patients said there is nothing that would prevent them from providing feedback. Both patients and staff across services mentioned consistent themes they felt were important to feedback on:

 Staff / clinicians	 Facilities	 Communication	 Quality of care	 Appointments
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WHEN AND HOW SHOULD WE ASK FOR FEEDBACK?

Patients want to be given a choice of how they provide feedback, with a multimodal approach vital to ensure feedback mechanisms are accessible for all. A number of key principles were identified in Phase 1 around when and how feedback should be gathered, which should be considered in the design of a future framework.

When:

- I. Incorporate patient preferences on survey frequency
- II. Tailor approach for individual services depending on regularity of contact and length of care
- III. Include control mechanisms to prevent bombarding patients with feedback requests
- IV. Work alongside mandated measures such as the FFT

How:

- I. A future survey should be quick and easy to complete
- II. Open comment questions should be included to allow patients to feedback freely
- III. An adaptable framework design is needed to take into account different patient preferences by service
- IV. A range of formats and mediums are needed to ensure accessibility

HOW CAN WE INCREASE ENGAGEMENT WITH FEEDBACK?

Patients need to see that their feedback is being used to make service improvements and want this regularly communicated e.g. 'You Said, we did'. This would, in turn, drive engagement, increase participation and enrich feedback. Both patients and staff felt the following principles would be essential to successful engagement:

01 Relevant, specific & personal surveys	02 Make surveys easy to complete	03 Show how feedback is being used	04 Explain why asking for feedback	05 Include option of anonymity
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WHAT ARE THE NEXT STEPS?

Having completed phase 1 of the patient experience framework, Berkshire Healthcare will move to Phases 2 and 3.



PHASE 1

Phase 1 identified the methodology, measurement and engagement principles needed to design a patient experience framework.



PHASE 2

Design and test the new feedback framework.



PHASE 3

Framework implementation.

Findings cover work in Phase 1 only. Phases 2 and 3 will be commissioned separately upon completion of Phase 1.

Thank you to all who collaborated on and contributed to Phase 1.
Simon & Rosanna, KPMG Nunwood



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