

NI HSC Online User Feedback System



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Rationale for Introduction of NI Online User Feedback System (OUFS)

Aligned to Programme for Government's key indicator

*"we should have high quality public services",
a priority has been set to measure
"percentage of people who are satisfied with health and social care".*

The NI HSC Online User Feedback System (OUFS) was launched 03.08.2020 to meet this priority. The system platform in operation is *Care Opinion*.

All 6 x NI HSC Trusts use the system.

----- How the Public Use Care Opinion -----

The public:

- access the system at www.careopinion.org.uk or use a widget on a HSC web platform or use a QR code which is displayed across Trust sites.
- enter the story of their latest healthcare experience.
- view Trust response / activity relating to their story.
- access stories entered by others and related trust responses.



Trust OUFS Arrangements for OUFS

OUFS is managed through Safe and Effective Care Department under the leadership of the Trust User Experience Leadership Sub Committee.

OUFS is a standing agenda item on:

- SQE Leadership Committee (qtrly)
- Nursing & Midwifery Governance Committee (qtrly)
- Closing the Loop (qtrly)

OUFS reporting within:

- SQE Report (qtrly)
- CEO Accountability Review (6-monthly)
- Annual Quality Report (yearly)

OUFS articles feature in SQE Newsletter



OUFS Activity

- Length of time system in operation **6 months**
- Number of stories submitted to date **162**
- Percent responses made within 7-day timeframe **100% S / 98% I**
- Number of trained / active responders **224**
- Satisfaction split: **Positive 72% --- Mixed 13% --- Negative 15%**
- Supported Story Generation programme
 - Phase 1 Inpatient (*Child, Sensory, Adult, Mental Health*) **29**
 - Phase 2 Primary and Community Care (*incoming phase*)
- Regional Leadership / Operation

UHD WARD 9



My stay in hospital over Christmas

I was admitted to Ulster Hospital Ward 9 for a week over Christmas. The care that I received was outstanding from the doctors and nurses on Ward 9 along with staff in ED, ultrasound and other departments. Nothing was ever a hassle to them. Special mention to Nicole & Jill who looked after me for most of my stay. On Christmas Day, the staff kept everyone's spirits high and made sure we enjoyed the day as best we could. In hospital during Covid, I felt safe and that the standard of care provided remained high.

The care I received while in hospital

I was admitted to Ulster Hospital Ward 9 with a severe kidney infection. I've have been treated with great kindness and the nurses have been nothing but amazing to me. There is a nurse cared Sarah who was looking after me overnight. I had been quite sick and feeling rotten and Sarah was extremely helpful and provided me with the best care. I am so grateful to have such lovely nurses looking after me. Zoe - who is part of hospital at night team - always cheers me up with her beautiful bubbly personality. I can't thank the girls enough for being absolutely brilliant. Truly, thank you for everything.

Felt safe and cared for

I had broken my back so I couldn't move well during my stay in Ulster Hospital Ward 9. I have never felt so safe and cared for. The Nursing staff in the ward were absolutely great. They showed that they cared all the time - asking if I was okay every time they saw me, be it in passing or coming with my meds. They were all so happy and fun. They engaged in any conversation with you and still got on with their duties while they did so. It was an all around great experience being with them in Ward 9.

My mother's care

My mother was in Ulster Hospital Ward 9. Every single staff member went above and beyond. They looked after her impeccably and were there to also lift her mood. I felt relaxed in these terrible times knowing she was getting better every day and settled every night. I can't thank Ward 9 enough. They kept me up to date with every phone call and reassured me on all levels of procedures being carried out. My mum is now home with everything in place which has taken a lot of stress and worry off my own shoulders. Thank you to everyone on Ward 9.

Amazing staff

I want to thank the amazing staff at Ulster ED and Wards 9, 6A & 6C staff who made my stay less stressful. I couldn't have met nicer nurses and doctors.

" The vaccination experience was very positive "

About: The Ulster Hospital / Covid Vaccine Centre

Posted by [thank you21](#) (as a service user), last week

The staff were lovely, kind and thoughtful. They seemed conscious of each person as a person, not just a unit to be vaccinated. I was impressed. My heart was slightly misbehaving when I was in the vaccination queue, and the nurse, Kerry, bless her, took appropriate precautions in getting the doctor to check me, and was very reassuring and kind. Afterwards they made sure I got help to return to my car. The two minibus drivers I met were also friendly and helpful. The staff seemed to be relating well together which always helps a place to feel relaxed and working well. The actual vaccination experience was very positive.

I was not impressed with the signage at the hospital. There was nothing obvious to say where to park, and a sign outside a building was totally misleading. When I asked a Trust employee where I should be, as the sign wrongly indicated his building, he said they had been trying to get the sign changed for 3 weeks. It meant that older people were struggling unnecessarily to walk up a long, to me, hill.



Response from Covid Vaccination Team, Covid Vaccination Centre, South Eastern Health & Social Care Trust last week

We are preparing to make a change

Thank-you for taking the time to share your experience about your time at the Vaccination Centre. I am delighted to hear your time in the Centre was such a positive one. This is a reflection of our hard working team who want to ensure our service is safe, efficient and delivered in a caring, timely and professional manner. I apologise for the issue with signage to the Centre and for any confusion or distress this may have caused. We are currently in the process of adding additional signage on site to help rectify this.



Kind Regards

Maggie Magowan

Lead Nurse

Vaccination Centre



Hi thank you21.

I wanted to update you on behalf of the Covid Vaccine Centre about the issue you posted about lack of signage on the Ulster Hospital site.

I am pleased to say that as a direct result of your story and a few others commenting on the same issue that we have now placed more signage around the site directing to both the Vaccine Centre and also the allocated parking for those attending for their vaccine. I have included some images of the signs below which are placed at each entrance to the site as well as on the routes around the hospital site.



Thank you again for leaving your feedback on this issue and we hope as a result those attending the centre will find their way easier when attending. Regards,

Update posted by [thank you21](#) (a service user) 4 days ago

Thank you! Some other people came into the same wrong building as I did, and then had to walk up the hill, which was quite an effort for me, so appropriate signage will be excellent. I hope others will go directly to the right place now and I look forward to seeing the signs when I return for my second vaccination.



Thank you for taking notice and for acting.

" Consultant Appointment "



About: Royal Belfast Hospital for Sick children / Paediatric Cardiac Investigations The Ulster Hospital / Paediatric Outpatients

Posted by **Care21** (as a service user), 3 weeks ago

I am the parent of a 9yr old child with complex medical needs.



Since my last appointment January 2019, my follow up appointment has been moved forward 4 times, by six months each time? This means my child has not been seen for almost two years. I have spoken to the consultant once in this period of time.

The most recent appointment early in January 2021 was yet again cancelled and I was offered a telephone call back when I raised concerns with his health and the need to be seen, with ward staff in a local hospital. I have not received this.

One secretary I spoke to was very helpful, telling me his consultant had been off sick and he was on the list to be called. When I asked who was taking over the cases, they did not know.

I realise with COVID that things can be very difficult.

My child is under the care of many departments, and I have to say that Cardiology in the RBHSC is exceptional and he is seen very regularly there, for which we are most grateful.

Telephone call held with patient's mother. Information gathered to support review of individual case. Management and clinician input resulted in liaison with mother and appointment arranged.



Response from **Conor Campbell**, Safe and Effective Care Senior Manager, Safe & Effective Care, South Eastern Health & Social Care Trust 3 weeks ago



Dear Care21



Thank you for telling us of your experience with regard to your son's care. I am sorry to hear that having your appointments kept has been an ongoing difficulty.

If you wish to do so, in order to support looking into what has happened and taking next steps, please call me on 07715801634 or email conor.campbell@setrust.hscni.net to provide detail that will help us look at your son's care at South Eastern HSC Trust.

Or if you wish to advise as to which South Eastern HSC Trust services the appointment difficulties relate to, I can consult colleagues to look at the issues and consider effective change options.

Once again, I am sorry to hear that you are encountering difficulties in access to appointments regarding your son's care.

Best wishes

Conor



Response from **Karen Orr**, Ward Manager, Woman & Acute Child Health, South Eastern Health & Social Care Trust 3 weeks ago

Dear Care21



I am so sorry to hear about your experience regarding appointments being cancelled. As Paediatric Outpatient Manager I will investigate further and will be in touch very shortly with a suitable arrangement to see your child. In the meantime if you are concerned about any aspect of your child's health please contact your GP.

Kind regards

Karen

Care21 thinks this response is helpful

Was this response helpful? **Yes** | **No**

So What?

Inpatients, Surgical
Positive feedback always shared to relevant teams.
Reinforces good practice

Inpatients, Maternity
Focus on discharge to ensure optimised balance between no undue delay nor rush

Inpatients, Medicine
User feedback reviewed and learning opportunities utilised – staff enjoy hearing feedback

Inpatients, Children
Focus on information provision to parents

Mental Health
Internal sharing (AD, Gov Ld)
External (Govt., Cond. Mgt Funders, F/book, Twitter)

Vaccination Centre
Review and improvement of flow system actioned at Vaccination Centre



Maternity Services
Using feedback to promote importance of HSC values and behaviours

Emergency Department
Learning shared through staff closed Facebook group – good for morale

Inpatients, Medicine
Inpatient pillows / linen additional provision to ensure always ample access

Inpatients, Medicine
Change in analgesia administration to support pain management timeliness

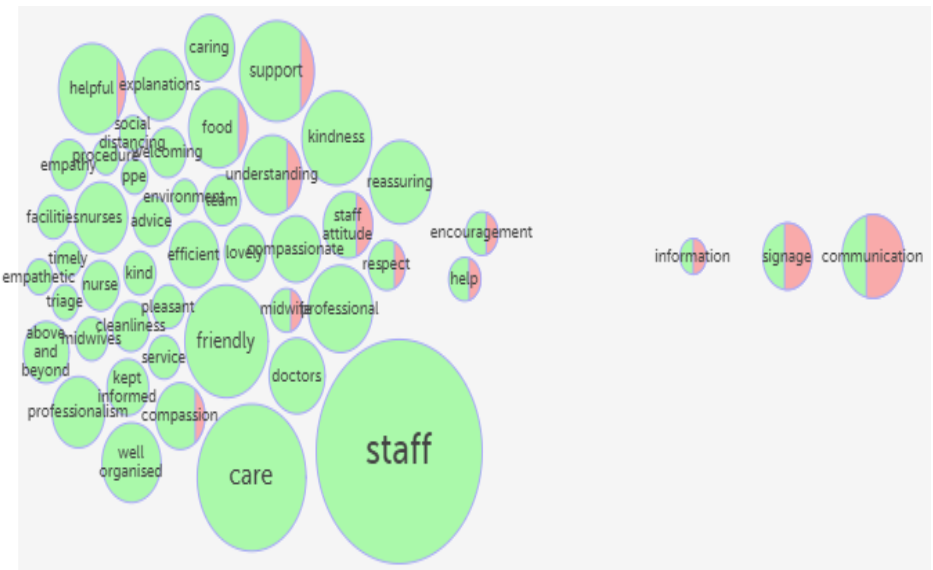
Hospital Services, Children
Rapid access to consultant review appointment for complex needs child

Vaccination Centre
Improved hospital site signage put in place

Mental Health
Effect of feedback has helped embed Condition Mgt Programme and Virtual Workshops

Word Clouds – Visual representation of frequently occurring words in patient stories.

Tag Bubbles – Visual representation showing frequency and positivity split.



What was good?



What could be improved?



How did you feel?



OUFS Challenges

- Covid Impact
- Promotion to Public
- IPC Restrictions
- Service User ICT Access / Capability
- Service User Engagement to Explore Change Opportunities
- Capture of Learning
- Harmonisation with Existing Processes

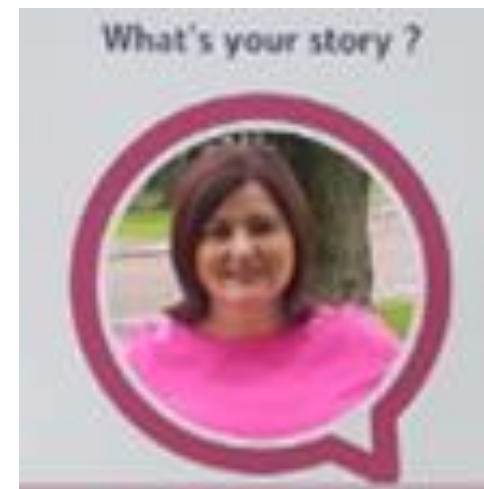


OUFS Successes

- Responsiveness
- Responder / Subscriber Commitment
- Training Programme
- Service Support Sessions
- Supported Story Generation Approach
- Organisation Culture
- Learning Sessions with External Partners Experienced in Using System

OUFS Next Steps

- **Adaptable, Flexible Launch Model (area specific)**
- **Fleet Signage**
- **Documentation Presence**
- **Materials**
- **Direct Service User Support**
- **Learning Library (SET is PHA partner in development of same)**
- **Tablet Kiosks**



Finally, Where Service Users are, we want Care Opinions to be!

Thank you for you time!

**ANY
QUESTIONS?**



Trust Board

Feb 2021