

Understanding and enhancing how hospital staff learn from and act on patient experience data

Ongoing project: November 2015 to June 2018

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Protocol

The comprehensive protocol gives detailed information about the study and the methodology which will be used.

Rationale

Patient Experience feedback is necessary in order to deliver high quality care. In the UK, significant resource is allocated to the collection of this feedback. Measures include: Friends and Family test, local surveys or audits, patient stories/narratives, annual patient surveys designed by the Picker Institute, complaints, patient reported safety incidents, and comments through social media outlets such as Twitter, Facebook, Patient Opinion and NHS Choices. However, the overt emphasis and huge resource allocated to collecting patient experience data has not been matched by efforts to utilise and evaluate the impact of feedback on service improvement. Equally, we do not know what capacity staff have for making sense of multiple forms of patient experience data. Our proposed study will support ward staff to learn from and act on patient experience data by using qualitative and action research and participatory design approaches. We will co-design a toolkit to aid staff in acting on PE data and then evaluate how wards use the toolkit.

Method

The research comprises four stages –

- Stage 1: Qualitative inquiry using a scoping review of UK PE measures, local consultation exercises with hospital staff, focus groups with ward staff, interviews with hospital executives, observations of hospital Board meetings and then development of a conceptual framework.
- Stage 2: Formation of an Action Research Hub. Participatory Design Workshops to develop the Patient Experience Improvement Toolkit. Action research cycles commence over following 12 months with ward teams implementing their actions.
- Stage 3: Independent process evaluation of action research cycles using observations, interviews, documentary methods and diaries.
- Stage 4: Refinement of Toolkit through final design workshop.

Outputs

Transferable knowledge will arise about how ward staff use the toolkit from the process evaluation findings. Enabling ward staff to act on their patient experience data will have an impact on quality of care delivered in the NHS. There will be wide dissemination of the above findings throughout the NHS via strong links with national and regional improvement and academic networks and formal peer reviewed publication and presentation of findings

Funding source

NIHR HS&DR “use and usefulness of patient experience data” funding stream