

The implementation of a Scheduling system and its impact on Patient experience

Peter Towns

Matron for Cancer services

Northern Centre For Cancer Care

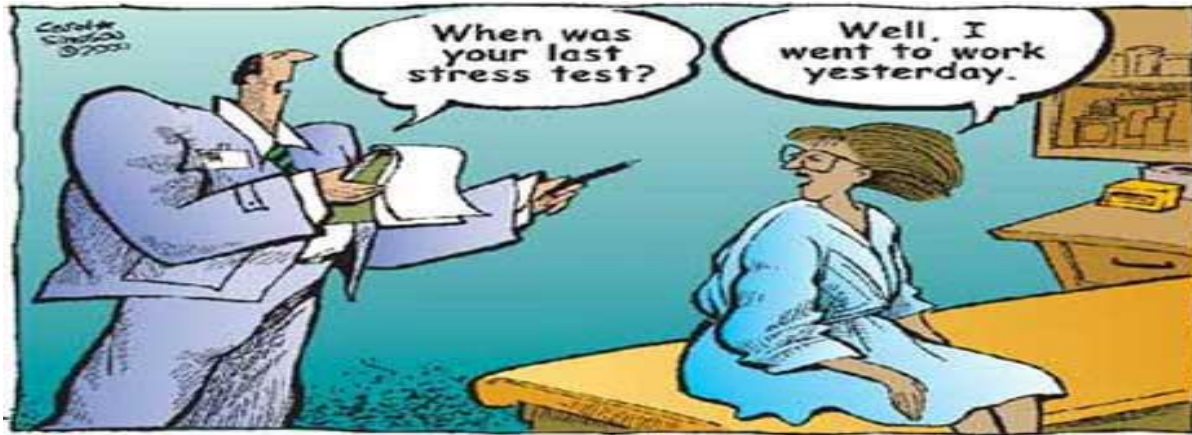
Introduction

- Background
- Patient experience concerns
- Patient Satisfaction results pre Scheduling
- Patient Satisfaction results post Scheduling
- Conclusion

Background

- Took post in 2013 during a period of considerable instability on the Chemotherapy treatment unit
- Unit experienced a number of issues which unfortunately led to some negative patient experience feedback

2 main issues identified



Time moves on....

- Establishment of new leadership
- Investment in the nursing structure
- Exploration of new ways of working
- Increase in nurse numbers allowed us to increase patient capacity but this further impacted patient experience.

Patient Satisfaction surveys

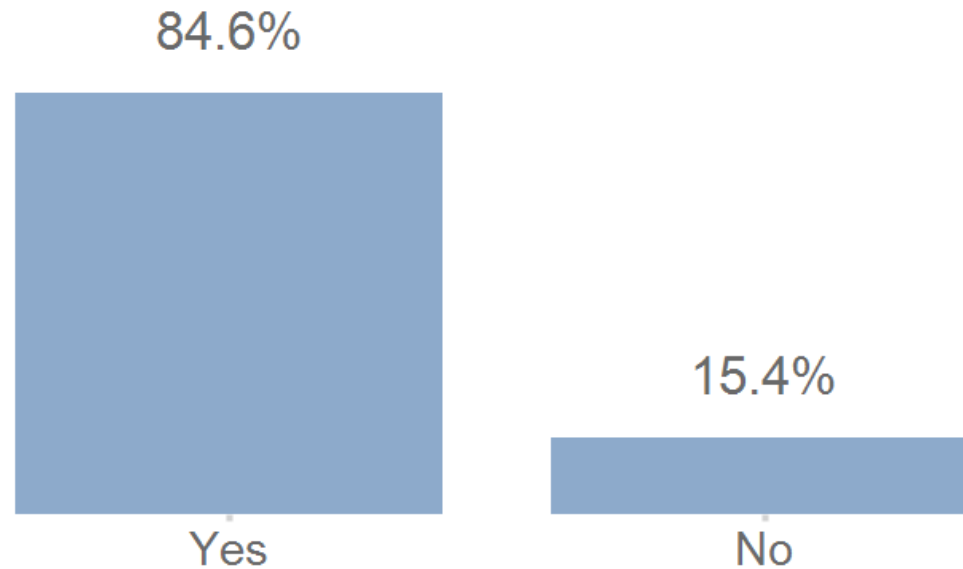
- Yearly process conducted by our Quality manager
- Ability to tailor questions to specific areas/issues
- Some standard questions (30-35 in total)
- Free text options
- Used in conjunction with other data sources to inform and adjust practice.

- Did you feel that you were given enough information prior to your first visit?
- How was your welcome upon arrival?
- Did you experience any delays during your visit?
- If yes, were you kept informed about the reason for the delay?
- During your visit, how would you rate the team for:
Respect?
- How would you rate your overall stay?

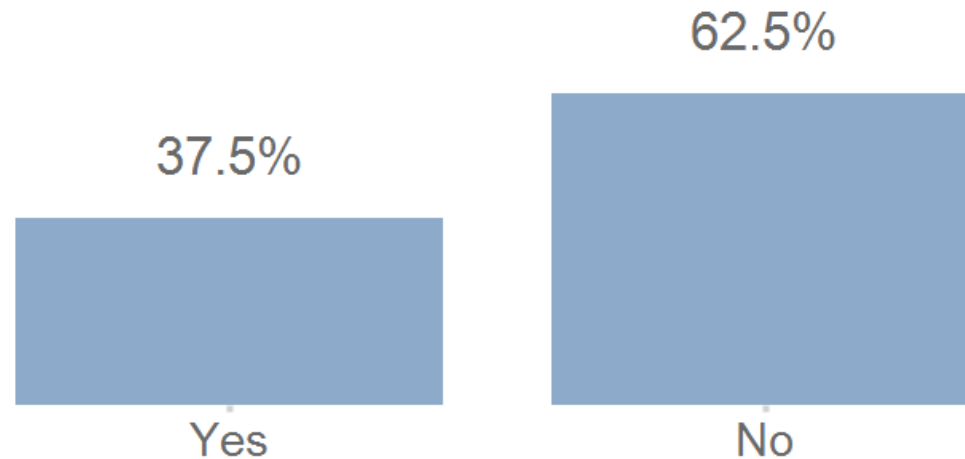
Survey results 2016

- Huge improvement on previous years
- Managed to increase patient numbers
- Managed to repatriate day cases
- Changes to environment and staffing
- Still many areas of concern
- Staff workload – Toil
- Patient experience concerns remained present

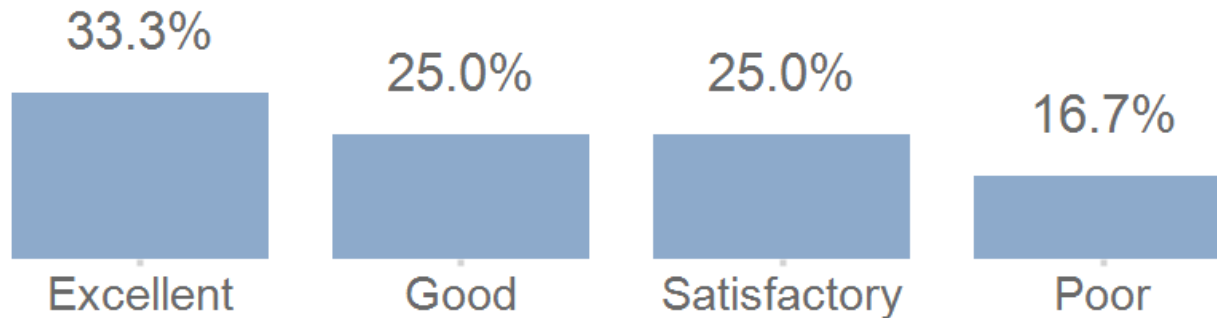
Did you experience any delays during your visit?



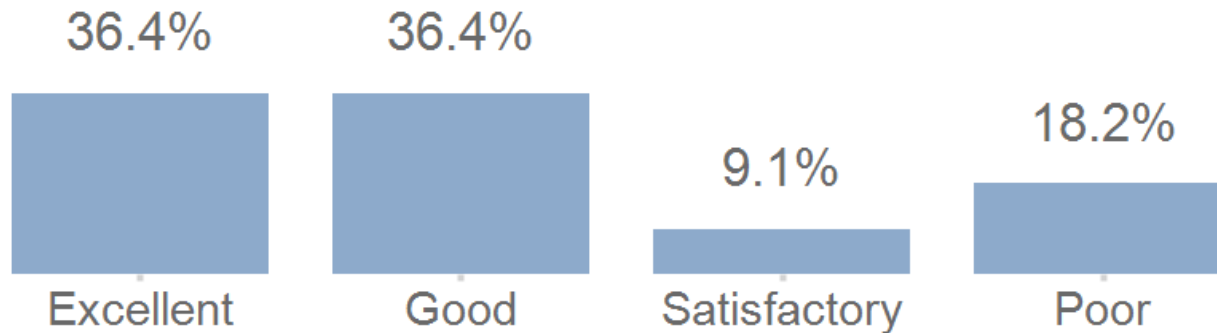
If yes, were you kept informed about
the reason for the delay?



During your visit, how would you rate the team for: Time and attention?



How would you rate your overall stay?



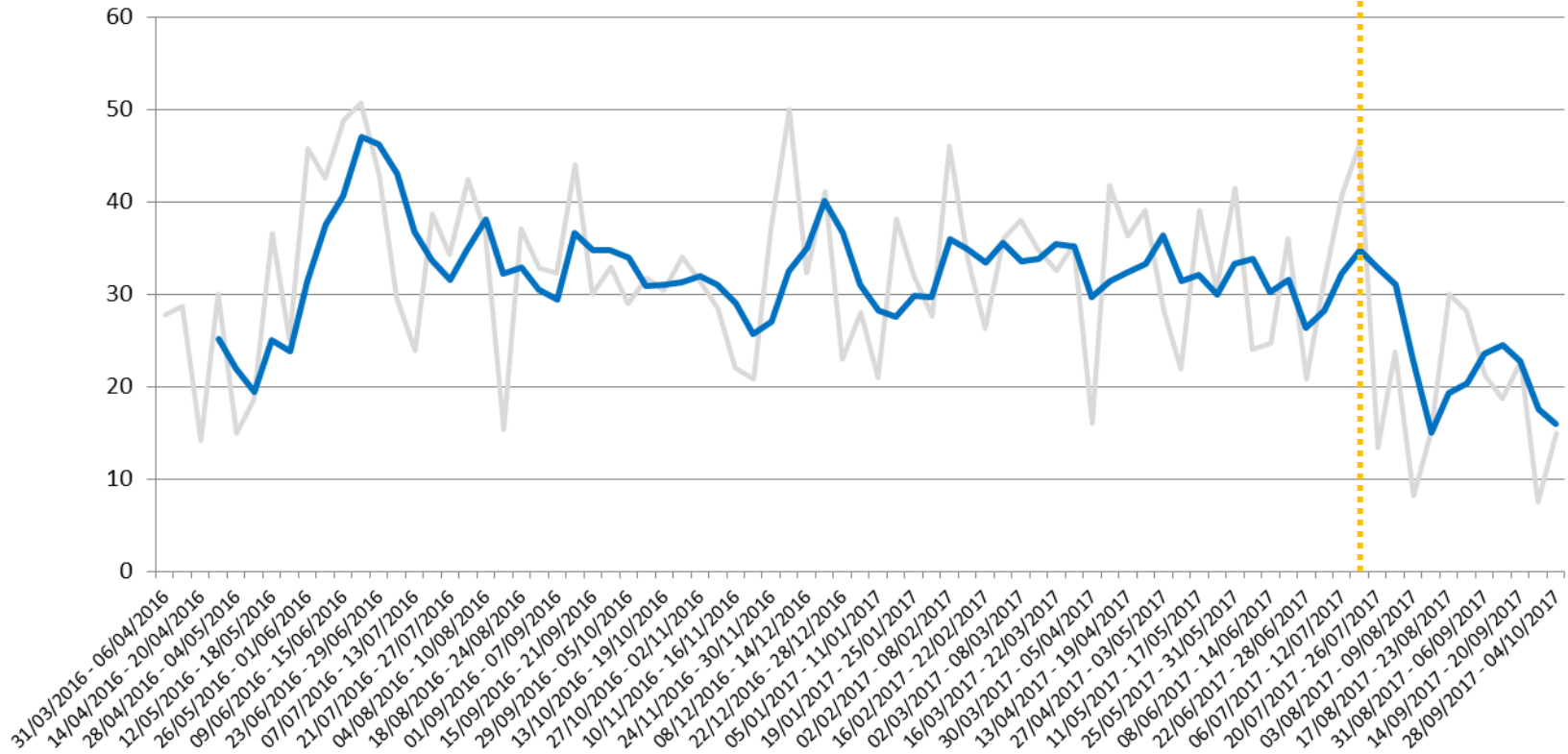
Free Text

- Would like to have received information on how long a wait we would have had
- Would like to have received information on whether I was likely to wait 2 hours without being seen and to have told 10:30 am. Still waiting at 12:30 pm. Would like to have] been told as to why
- All aspects of the treatment are first rate. It would shorten time taken per visit if patients who have blood tests prior to treatment were dealt with on arrival. Very often, there is a delay which could be avoided if on arrival,
- blood samples were taken prior to admission for treatment on the ward. It is not uncommon to wait an hour or more before the process is started on being seen and further delayed awaiting the result of blood tests
- As a relative, waiting times are extreme and no fault of the ward or service but due to resources. Maybe of benefit if patients could ring to gather information re waiting times stats.
- Nurses were very reassuring. A calm, caring manner - thank you.
- Thank you to all the team who have worked hard and strive to give the best care possible
- The chap on reception for chemo is excellent. He has a lovely manner which puts you at ease and instils confidence. He is efficient and proactive; friendly/approachable and efficient. Excellent communication.
- Less noisy, quicker infusion. Nurses have time to come and do what is needed rather than sorting out pumps
- Please do something about these constant delays.
- The first thing Ive noticed is how quiet the room is. There hasn't been the constant beeping from different parts of the room and a nurse calling out to ask "who is beeping". Lovely. I can also visit the loo, complete with
- the machine without the usual "beep, beep". Excellent
- **75% of comments were related to delays**

Implementation Of Scheduling

- Project team in place
- Lots of hard work behind the scenes
- Full role out during 2017
- Immediate impact on the unit and on patient experience

Average Patient Delay



Survey Results 2017 (Oct)

Did you experience any delays during your visit?



2016 - 84%, 2017- **42%** - Halved.

If yes, were you kept informed about the reason for the delay?



2016 - 37.5%, 2017 - **57.89%**

During your visit, how would you rate the team for: Time and attention?

Q14 How would you rate the team for: Time and Attention

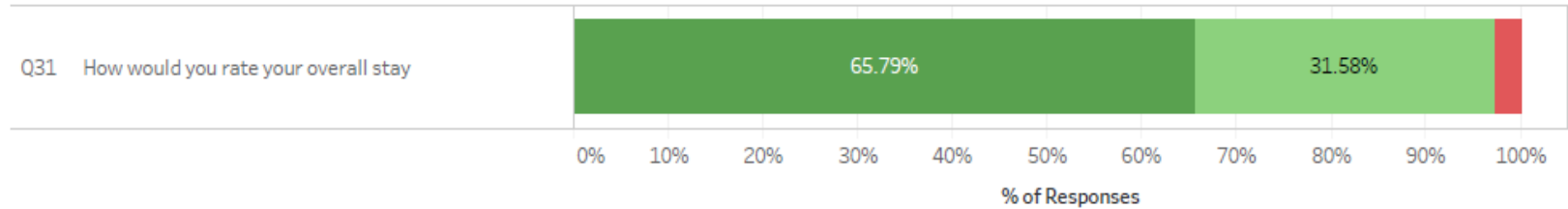
72.97%

24.32%

Answer

Time and attention (Excellent):
2016 - 33.3%,
2017- **72.97%**

How would you rate your overall stay?



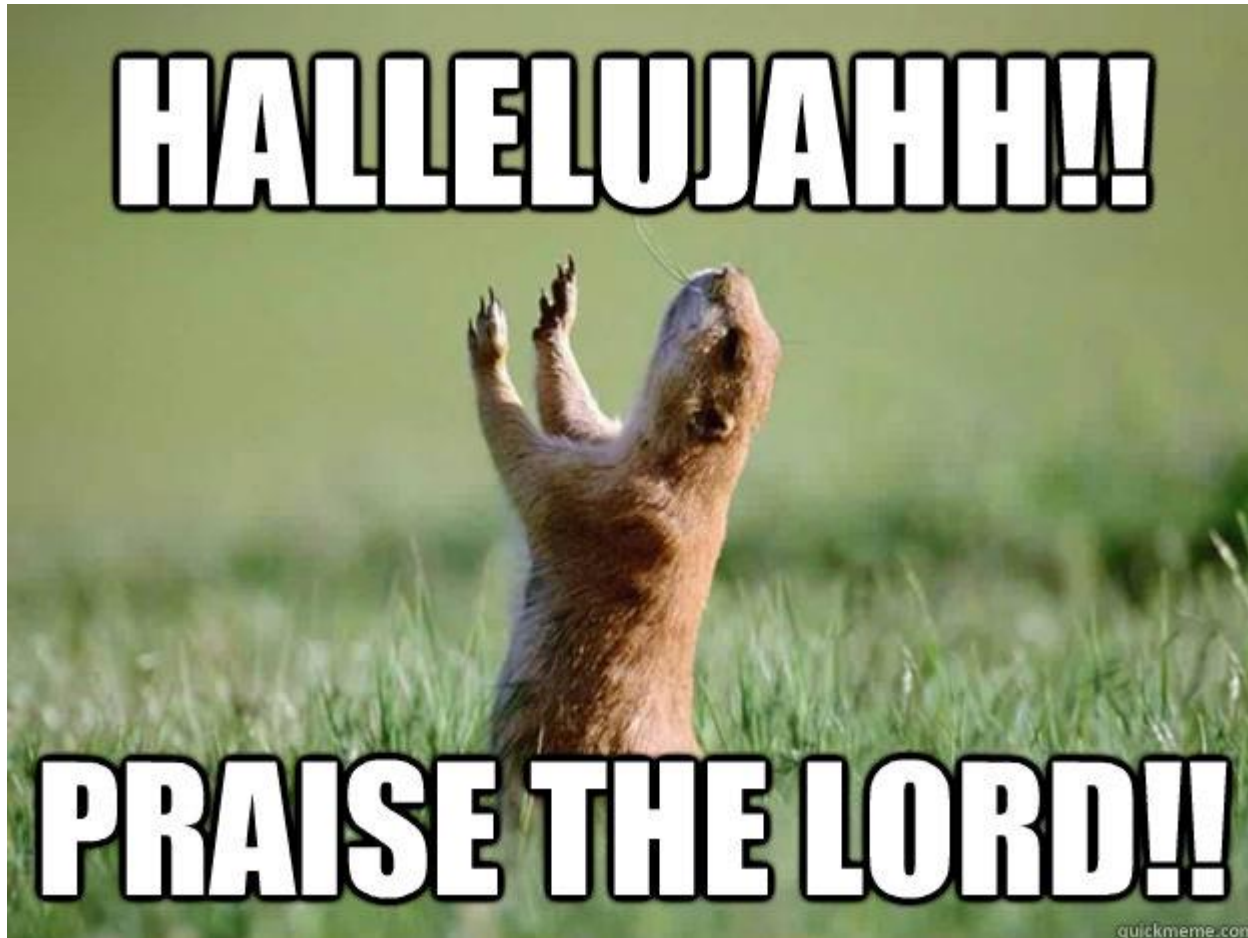
2016 - Excellent 36.4%, Good 36.4%, Poor 18.2%.

2017 - Excellent 65.79%, Good 31.58%, Poor 2.63%.

Free Text 2017

- Car park can be an issue - raised BP?
- Excellent service from everybody.
- First class, staff are caring & considerate, warm & friendly.
- I cannot fault any aspect of my treatment. I have been impeccably looked after and am grateful to all members of staff.
- I choose to be treated at this hospital even though I live 70 miles away. A credit to the overstretched NHS. Brilliant :-)
- Nurses all excellent, professional and friendly.
- Service couldn't be better and staff are all very helpful & friendly. No complaints about my treatment, everything explained thoroughly so you understand it all.
- Staff always kind and supportive; when necessary being offered a bed rather than a chair; feels like a safe environment.
- They are worth their weight in gold.
- Treatment at Freeman, from first referral to stage of current treatment has been faultless. I have had two spells of 4 days each in the wards due to complications with chemo side effects. Both stays
- were excellent, the care of everyone from cleaners to consultants was outstanding. NHS at its best.
- TV facilities or Radio. Footstools.

Conclusion



Still on the journey

- Early days
- Day to day experience reflects survey results
- Excited to see this years results
- Improved Patient & Staff experience
- **Still lots to do – but the team are motivated and keen to keep moving forward for the benefit of their patients.**

Any Questions?