



Care Opinion Collaboration within Royal Hospital for Children and Young People in Edinburgh

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Lead Nurse Quality Improvement and Standards





Session Objectives:

- **Understanding your problem with using or not using feedback, with a particular emphasis on what your data tells you.**
- Understanding the processes and systems within your organisation and how this can be linked in with other assurance processes.
- **Benefits of feedback and how this can be used to drive improvement.**
- Choosing the right tools to make change, including leadership and clinical engagement, skills development, and staff and patient participation.

Background To LACAS:

- **Framework to give Organisational and Service User Assurance that Quality Person Centred Care is being delivered consistently.**
- **Developed to promote Quality Assurance activity in line with the board's Objectives, Quality Strategy and Quality Management Approach**
- **Levels of assurance are designed to set out Point of Care (Bedside) to Board Governance for the organisation and the public.**



Data:



Standard 1 - Leading, managing and developing the performance of the nursing team



Evidence of learning from complaints and adverse events and actions completed



Evidence displayed is out of date and incomplete – Cards etc



Incidents and feedback are viewed positively as an opportunity to improve the quality of care



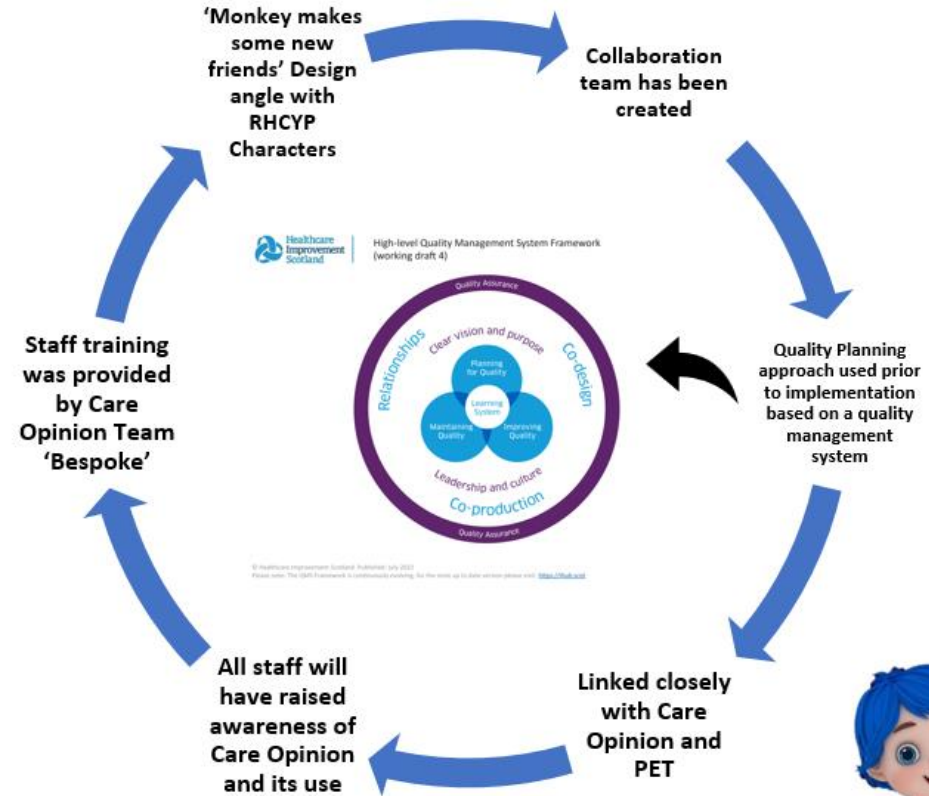
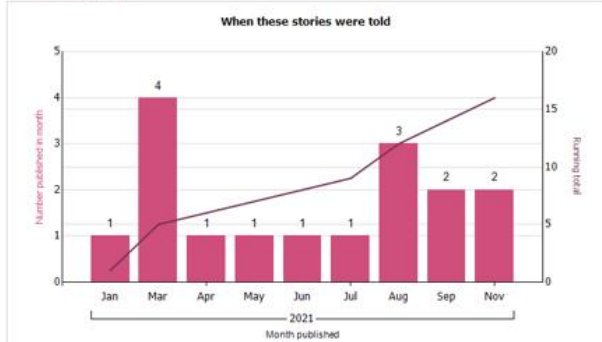
Benefits of feedback

- Provides us with qualitative data that should be used to improve the quality and safety of care we deliver
- Instilling a culture of Person-Centred care and listening
- Patients and Families concerns can be raised and responded to appropriately
- Gives praise
- Allows us to determine themes

What did we do:

Care Opinion Rollout within Children's Services Action Plan Tracker

Item	Action	Due date	Who	Status and comments
Planning	Initial discussion with Care Opinion	23 rd March 2022	Louise F, Danielle and Fraser	Complete
	Initial Planning meeting with core collaboration team	29 th March 2022	Louise F, Joam, Louise Daniels, Katie Bruce, Kristin Mann	Complete
	Discuss with PET if allocated training can be used specifically for this launch within CYP 1- Intro and how to generate report 2- How to respond	7 th April 2022	Fraser	Training being finalised and sent to relevant areas for completion
	Clarify all services are listed within Service Tree	7 th April 2022	Danielle, Jeanette, Louise F, Louise D	Complete and sent to PET
	'Monkey makes some new friends' Design angle with RHCYP characters and clarify what care opinion envisage # & design	End April 2022	Louise F, Zoe	Awaiting funding info, design approval
	Raise awareness - Functions, Benefits, Feedback in general and how this can be used	End April 2022	Louise F, Zoe	Ack areas within service tree to distribute materials to staff areas and discussions with staff. Social Media posts designed by Zoe. Patient experience page on Children's website. Zoe discussed at programme board - link in with my team.
	Presentation to CMT for Site Approval	3 rd April 2022	Louise F	Complete
	Examples of ways to encourage responses from other trusts?	May 2022	Louise D	Yes - All responses watched webinar (responding to all queries and availability) completed and feedback given
Communication and raising awareness	Baseline data on how many staff aware of care opinion	7 th April 2022	Stephanie	80 responses to 100+ surveys at care opinion, 3 have accessed care opinion
	Baseline data surrounding stories posted last 12 months at RHCYP	7 th April 2022	Louise D	Complete and attached to service tree area






Planning for Quality:





Use the buttons below to begin sharing your story on Care Opinion.



Tell your story with a little help from Monkey

Tell your story without help

Visit the [Monkey help page](#) for more information.

Monkey needs YOUR help

Your story is important and can help make care better for other children. Tell Monkey what you liked or what you didn't like.

Scan here to share your story:



visit:

<https://www.careopinion.org.uk/924/uhwpaediatrics>

or freephone: 0800 122 3135







Co-Design:

NHS Lothian

**Had a visit to hospital?
Tell monkey - and me - all about it!**

Team RHCYP

Care Opinion
What's your story?

careopinion.org.uk/monkey

NHS Lothian

**Share your experience of the
Royal Hospital for Children &
Young People.**

**By giving us feedback, good or
bad, you can help make our
services better for everyone.**

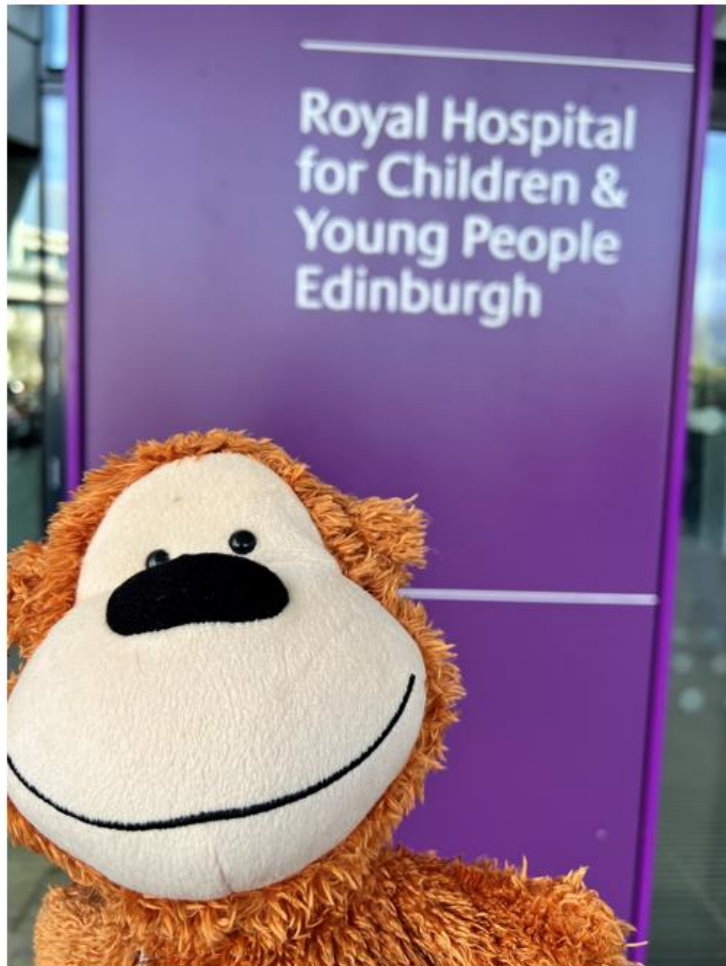
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Launch Day at RHCYP:





Launch Day at RHCYP:





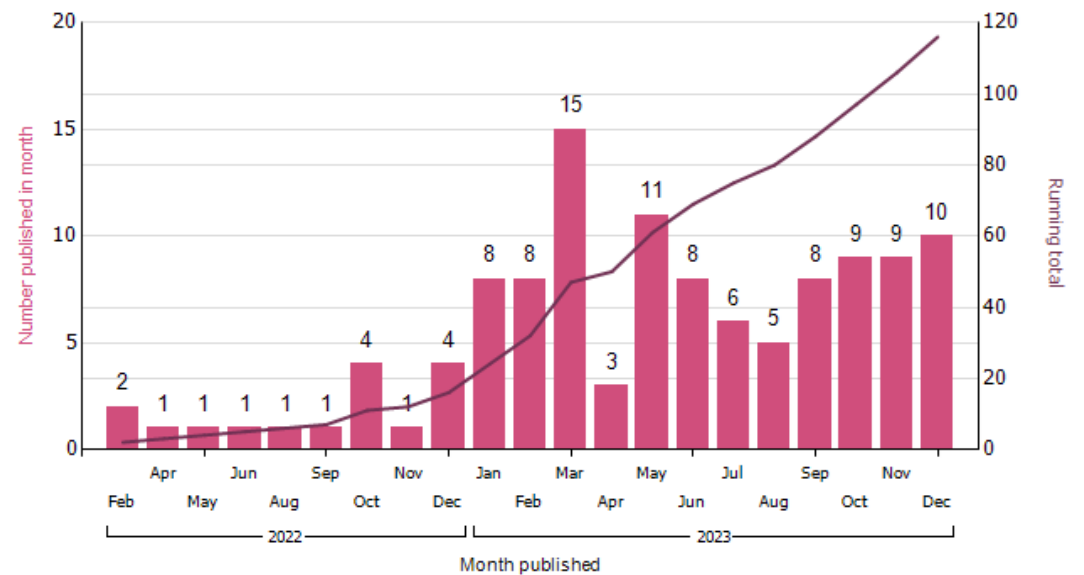
Next Steps:

There were 100 stories received for RHCYP in 2023, which is a big increase from 16 in 2022. 73% of the stories received in 2023 were entirely positive, which again is an increase from 69% in 2022. The 100 stories told in 2023 have been viewed more than 13,000 times.

Care opinion visual management boards are displayed in some of the ward areas to share feedback and changes made with all staff, patients and families.

Poor monkey has now went into retirement and we are awaiting the launch of a new character!

When these stories were told



Thank You!!!