

Council of Governors - Cover Sheet

Subject:	15 Steps Challenge Update	Date: 21 st February 2023								
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Purpose										
This report provides a summary of the visits undertaken as part of the 15 Steps Challenge from October to December 2022.		<table border="1"> <tr> <td>Approval</td> <td></td> </tr> <tr> <td>Assurance</td> <td></td> </tr> <tr> <td>Update</td> <td>X</td> </tr> <tr> <td>Consider</td> <td></td> </tr> </table>	Approval		Assurance		Update	X	Consider	
Approval										
Assurance										
Update	X									
Consider										
Strategic Objectives										
To provide outstanding care	To promote and support health and wellbeing	To maximise the potential of our workforce								
		To continuously learn and improve								
		To achieve better value								
X		X								
Identify which principal risk this report relates to:										
PR1	Significant deterioration in standards of safety and care									
PR2	Demand that overwhelms capacity									
PR3	Critical shortage of workforce capacity and capability									
PR4	Failure to achieve the Trust's financial strategy									
PR5	Inability to initiate and implement evidence-based Improvement and innovation	X								
PR6	Working more closely with local health and care partners does not fully deliver the required benefits									
PR7	Major disruptive incident									
PR8	Failure to deliver sustainable reductions in the Trust's impact on climate change									
Committees/groups where this item has been presented before										
Executive Summary										
<p>The purpose of this paper is to update the Council of Governors on the 15 Steps Challenge visits, that have taken place from October to December 2022. This paper will detail the clinical areas visited, the feedback identified by the visiting teams, and any themes within these.</p> <p>The importance of the 15 Steps Challenge is to provide a valuable source of qualitative information that aligns patient and staff experience to promote a positive experience for all and to encourage staff to initiate local service improvement.</p> <p>It is important to acknowledge that during the reporting period, the trust encountered increasing operational pressures, and further critical incidents were declared, all of which would have had an impact on the team's ability to complete 15 Steps.</p> <p>During the reporting period from October to December 2022, there were a total of 13 visits confirmed as undertaken, with reports completed and returned.</p> <p>The programme of visits continues to endorse engagement and visibility of the Senior Leadership Team and Governor representation. The Governor makes a unique contribution to the 15 Step process as they seek to capture real-time honest patient feedback. The outcomes of the visits continue to be positive with many examples of person-centred compassionate care, pride and positivity, and a strong sense of CARE values being demonstrated across the organisation.</p>										

Introduction

The purpose of this paper is to update the Council of Governors on the 15 Steps Challenge visits that have taken place between October 2022 and January 2023. This paper details the clinical areas visited, the feedback identified by the visiting teams, and any themes or trends.

The 15 Steps process is not a tool for traditional clinical auditing assurance, the 15 Steps Challenge is to provide a valuable source of qualitative information that aligns patient and staff experience, to promote a positive experience for all, whilst encouraging staff to initiate local service improvement.

It is important to acknowledge that during the reporting period, the trust encountered increasing operational pressures, and further critical incidents were declared, all of which would have had an impact on the team's ability to complete 15 Steps, from October to December 2022, there were a total of 13 visits confirmed as undertaken, with reports completed and returned.

Visit Areas:

October visits:

- Ward 51
- Day Case Unit
- Ward 43
- Ward 14

November Visits:

- Newark Outpatient Departments.
- Cardiac Catheter suite
- Chatsworth Ward
- Clinic 14- (Antenatal)
- Little Millers Day Nursery

December Visits:

- Clinic 12
- Clinic 14-(Breast)
- Clinic 11
- Ward 25

Unfortunately, Clinic 14 had no patients in the department when the visiting team arrived and staff was on breaks, so it was decided to pause that visit and it will be re-scheduled.

Themes and Trends:

Welcoming:

- Each team noted that they received a warm positive welcome when presenting to each area.
- The staff was seen as friendly and willing to engage with the visiting teams, spending time explaining how the ward was run.
- One team describes how the receptionist in that particular area was welcoming and the team was presented in uniform aligning to trust expectations.

- Clinical areas were clean and tidy and uncluttered.
- The team appears happy in their roles, welcoming and greeting on arrival.
- A nurse in charge of one area spoke highly of her team, the staff noted to be happy despite being busy and the team witnessed positive interactions with patients.
- One ward was noted to be extremely busy but felt calm and organised. It was recognised that this was due to a regional and national issue around significantly high presentations of Strep A, leading to an increase in pressure on specialists.

Caring and Involving:

- When discussing patients with staff it was clear that care and compassion were evident.
- Interactions with patients were observed in a positive caring manner.
- A good understanding of governance engagement with the pathway to excellence is visible.
- Comments around the visit were 'wow', a fabulous team who should be very proud.
- A discussion was held regarding a small change in the department, that had led to a reduced wait for patients visiting that area.
- A variety of information leaflets are available in the waiting area, alongside how to complain and concerns leaflets.
- A Discussion was held about how a staff member had received a daisy award in one of the areas visited.
- Parents, carers, and children spoke positively about the area, including the quality of the food provided.
- The staff was supportive of a visit, even in such difficult circumstances.

Safe:

- Environments were clean with good infection prevention and control practices demonstrated.
- In one visit area, it was described as Spotlessly clean with exemplary ICP noted.
- Signage and displays all relevant and up-to-date, described as being innovative in one area.
- Staff discussed how they were able to learn from incidents through regular comms cells.
- A good understanding of Governance and patient safety was noted.
- Plenty of seating areas was a theme that came through from the clinic areas visited.
- A discussion was held with staff members within the Maternity services about their knowledge of what is happening nationally in Midwifery.

- Fire exits were clear and uncluttered.

Well organised and calm:

- Areas felt calm and controlled.
- There was a strong sense of ownership and leadership demonstrated by the staff.
- There was a collective sense of pride amongst teams.
- The Trust CARE values were demonstrated and upheld by staff.

Issues identified during the visits:

- The End-of-Life room in one visit area was discussed and the ward is waiting for confirmation of funding to be agreed upon to create a room specifically for this.
- A patient waiting area and quiet room were noted to need an update, this action was picked up at the time of the visit, with a time scale of during the year 2023 for completion.
- A midwife raised an issue regarding coordinating consultation and scan visits, this action was picked up by the Divisional Director of Nursing, during the visit, and meetings are in place to address this moving forward.
- Staff discussed concerns about space for the future, this action was picked up by the Divisional Director of Nursing at the time of the visit for consideration.
- Staff areas had been adapted in one area from the pre-existing estate during Covid19 but weren't entirely appropriate. A smaller area pre-covid required attention. The action was picked up at the time of the visit to discuss with estate colleagues, an update is required.
- Tv was noted to cater to younger viewers only, a request was made by a patient and parent for "Teen" channels if possible. The action was picked up at the time of visit. Our Estates colleagues are looking into this, and a request has been sent to hospedia.

Patient feedback:

Feedback received from patients and carers was positive with a strong sense of compassion being seen throughout the conversations being had during the visit.

When triangulating this with the Friends and Family Test feedback, concerns, and compliments you can see below some of the positive words used to describe Sherwood Forest Hospitals:

Conclusion:

The 15 Steps Challenge is a valuable source of qualitative information that aligns patient and staff experience to collectively promote a positive experience for all and support staff to initiate local service improvement. Not to be used as a single process of quality measurement, the 15 Steps Challenge is used in conjunction with several clinical audits that support the triangulation of the delivery of quality care from a multifaceted approach.

The programme of visits also continues to endorse engagement and visibility of the Senior Leadership Team and Governor representation. The Governor's representation is a valuable element in the 15 Step process as they provide a unique opportunity to capture real-time honest patient feedback. The outcomes of the visits continue to be overwhelmingly positive with many examples of person-centered compassionate care, pride and positivity, and a strong sense of CARE values being demonstrated across the organisation.

Next Steps:

Moving forward visits are planned through February, March, and April, results will be analysed on a month-by-month basis, ensuring area owners have been made aware of any issues, themes, and trends that are identified throughout the 15 Steps Challenge visits, triangulated with the Friends and Family Test, concerns, compliments and complaints, giving support to focus on improvement's and sharing positive feedback