

Full Council of Governors

Subject:	15 Steps Challenge Update		Date: November 2019	
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Approved By:	Suzanne Banks Chief Nurse			
Presented By:	Rebecca Herring Corporate Matron			
Purpose				
This report provides a summary of the visits undertaken as part of the 15 Steps Challenge from July – September 2019			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	
Overall Level of Assurance				
	Significant	Sufficient	Limited	None
		X		
Risks/Issues				
Financial				
Patient Impact	X			
Staff Impact	X			
Services				
Reputational	X			
Committees/groups where this item has been presented before				
Executive Summary				
<p>The purpose of this report is to detail the progress, outcomes and feedback received from the 15 Steps Challenge visits that have taken place within Sherwood Forest Hospital Trust across all 3 sites from July – September 2019. This report will also discuss recommendations made to further develop and improve the quality of the visits going forward.</p> <p>It is important to acknowledge that the 15 Steps Challenge is not a tool for traditional auditing assurance. This assurance is obtained monthly by each clinical area via the Perfect Ward application with a range of specific information collated on ward environment, nursing metrics (core fundamentals of nursing care delivered) and Ward Accreditation. 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>From July – September 2019, 36 visits were performed with an average of 12 visits per month being undertaken. 30 of the 36 feedback forms have been returned equating to 83.3% of received documentations (this includes both written and digital reports). The outcomes of the visits continue to be overwhelmingly positive with many examples of compassionate care, supportive team working and a values based approach being demonstrated.</p> <p>Issues and escalations will continue to be actioned by the visiting team at the time of the visit, and any further follow up for outstanding actions will continue to be monitored and reported upon by the Corporate Nursing Team.</p>				

Introduction

The purpose of this paper is to update the Council of Governors of the 15 Steps Challenge visits that have taken place from July – September 2019. This paper will detail the clinical areas visited, the feedback identified by the visiting teams and themes surrounding actions.

Background

15 Steps Challenge was inspired by NHS Institute for Innovation and Improvement and since adopted by NHS England providing toolkits to support organisations and teams gain a better understanding of how patients and service users feel about the care they receive. In January 2019 Sherwood Forest Hospital Foundation Trust (SFH) implemented a new process whereby monthly visit allocations are generated by Corporate Nursing to ensure a sustainable rolling programme that's provides an even distribution of visits to each identified clinical area across the Trust. This enabled any adjustments to be facilitated where visits have not been undertaken the previous month.

There are 18 visiting teams in total with each team consisting of an Executive / Non-Executive, a Senior Nurse / Midwife and a Governor, with 64 clinical areas that are currently within the 15 Steps Challenge visit scope.

The additional new team will undertake the 15 Steps visits each month with a view of looking at the services provided from the perspective of young people transitioning from children services into adult services. This new team will include an executive member, a Matron for Children and Young People and a young person service user and will provide an multifaceted approach to the 15 Steps concept.

Each team receive notification of their planned visit along with additional information focusing upon patient experience and Ward Assurance data (where appropriate) to support with the triangulation of observation findings with the Trust strategic objectives, the Nursing and Midwifery Strategy, Trust Care Values and The Care Quality Commission standards.

The fundamental principles of the team visits are to:

- Demonstrate visible support of the Senior Leadership Team and Governors to staff and patients to ensure a collaborative approach to the delivery of high quality patient centred care.
- Empower staff to work collectively to identify initiatives of improvement to enhance patient experience.
- Identify best practice which promotes shared learning that enhances patient experience in other areas.

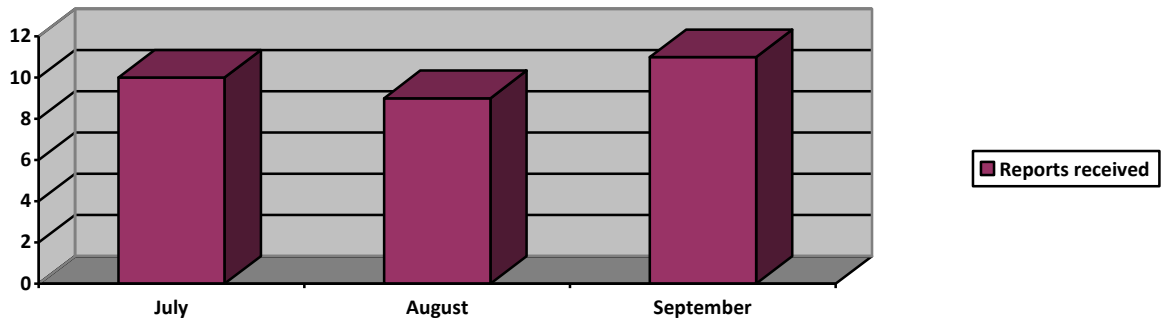
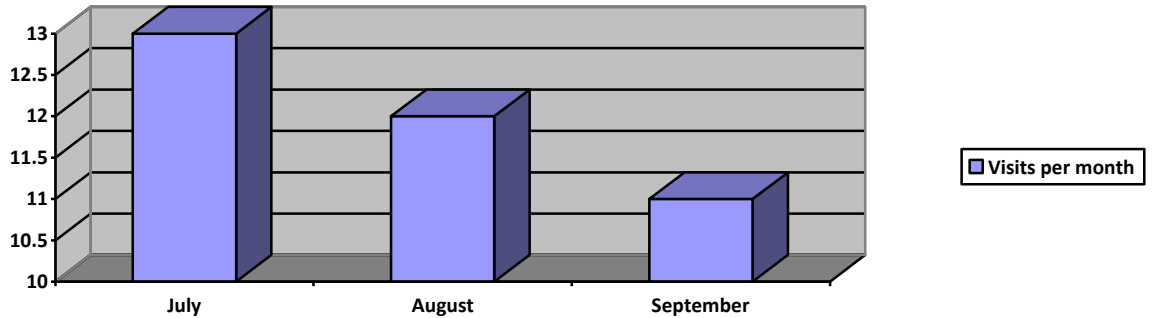
Feedback is currently collated via written documentation; however we are in the process of piloting visit feedback upon a digital platform known as Perfect Ward.

It is important to acknowledge that The 15 Steps process is not a tool for traditional auditing assurance. This assurance is obtained monthly by each clinical area via Ward assurance and the data collected upon the Perfect Ward platform. Specific information is obtained on Ward Environment Audit, Nursing Metrics Audit (core fundamentals of nursing care delivered) and the future Ward Accreditation Scheme. 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.

Thematic Review July – September 2019

Positive engagement from the visiting teams continues, with an overwhelming amount of support generated from the Governors and additional members of the Executive and Non-Executive team to participate with future visits.

From July – September 2019 36 visits were performed with an average of 12 visits per month being undertaken. 30 of the 36 feedback forms have been returned equating to 83.3% of received documentations (this includes both written and digital reports).

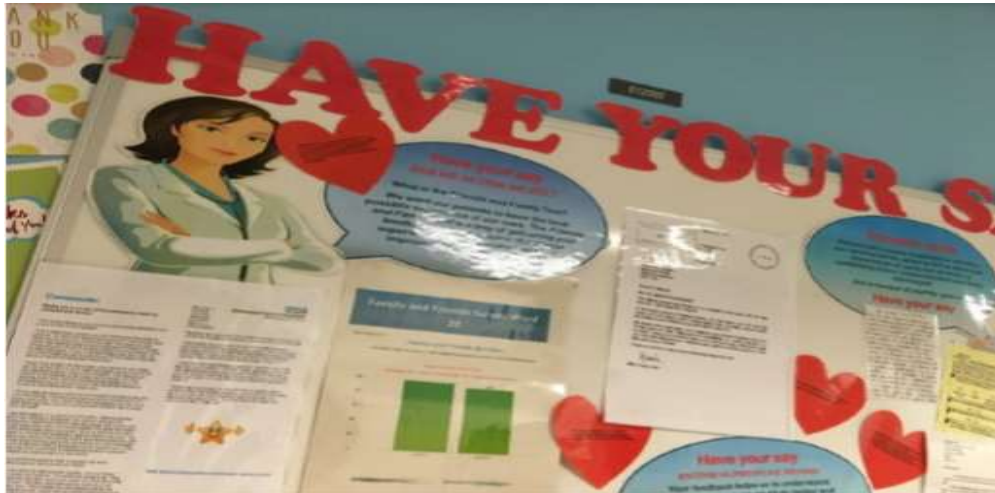


The key positive themes that are evident within the feedback are:

Patient areas felt warm and inviting with some fantastic examples of environments that were promoting person centred rather than clinical.



Positive patient feedback was displayed in several areas with some areas dedicating a 'Have Your Say' board to promote engagement for feedback with patients and relatives:



Patient experience: throughout the feedback received from patients there was a strong theme of positive language that represented and reflected the Trusts values and behaviours.



Feedback from visiting teams: throughout the feedback received from the visiting teams the Trust values and Behaviours were reflected throughout the language used by the visiting teams and demonstrated an alignment with the patient feedback also.



Issues identified during the visits: some areas were found to be untidy and cluttered. Each team has a senior member of the clinical team and this is feedback to the area at the time of the visit.



In some areas fixtures and fittings required attention; examples included broken tiles and chipped paint. Requisitions have now been agreed for improvement work to commence.

Some areas displayed information on ward boards that were incorrect, out of date or incomplete.

Lack of storage for ward stock items in some areas with boxes being stored on the floor.



Next Steps

As part of our on-going commitment to improve and develop the 15 Steps Challenge process the Corporate Nursing Team are continuing with the pilot phase of the feedback upon the digital platform Perfect Ward. Discussions are in progress with the applications company to extend the profiles of visit areas from 50 – 64. Members of the Senior Nursing Team currently have access to this platform and have been completing the feedback documentation for certain areas.

The 15 Steps Challenge has now been incorporated into the Clinical Leadership Programme delivered to senior Band 5 and above Registered Nurses and Allied Health Professionals by the Practice Development Team. This will provide a greater awareness of the process and the concept that underpins the value of these visits supporting on-going engagement from staff within these areas.

Conclusion

The 15 Steps Challenge is a valuable source of qualitative information that aligns patient and staff experience to collectively promote 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 by 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 outcomes of the visits continue to be overwhelmingly positive with many examples of compassionate care; supportive team working and values based approach being demonstrated. Issues and escalations will continue to be actioned by the visiting team at the time of the visit, and any further follow up for outstanding actions will continue to be monitored and reported upon by the Corporate Nursing Team.