

Define

Plymouth Hospitals' Learning from excellence scheme is unique in that both patients and staff can thank and recognise staff for their contributions in healthcare.^[1] Despite having little or no formal advertisement, the Trust have received nearly 6000 nominations; 1 in 5 of these come from patients. Patients have therefore found out about the scheme via word of mouth, or by internet searches of how to say thank you to hospital staff.

NHS improvement launched the concept of Always Events[®] in 2016. These are defined as aspects of patient and family experience that should always happen for every service user, care and family.^[2] Always Events[®] is a co-production quality improvement methodology which seeks to understand what matters to patients and then co-design system changes to improve experience. They also provide important and quantifiable vision statements to work towards.

There has been enthusiasm from both the Health Foundation and the NHS Improvement to see whether the concepts of Always Events could align with Learning from Excellence. Whilst we felt that the concept of LfE could not be mandated, we felt that Always Events could align with all patients having an awareness of Learning from excellence.

Discover

As part of our "discovery", we designed a questionnaire to find what patients currently know about Learning from Excellence, patient interest in providing feedback and motivating factors and patient ideas for increasing widespread awareness of the scheme. Several PDSA cycles occurred during the design process to refine the content of

Dream

Our dream is that every maternity patient will be familiar with the Trusts' Learning from Excellence scheme. As this is an Always Event, the aim is ambitious at 100%. We hope that this will be achieved by end of May 2020.

We also hope that this will result in an increase in the number of Thank You cards being sent to staff members, thus improving recognition of hard work and boosting morale.

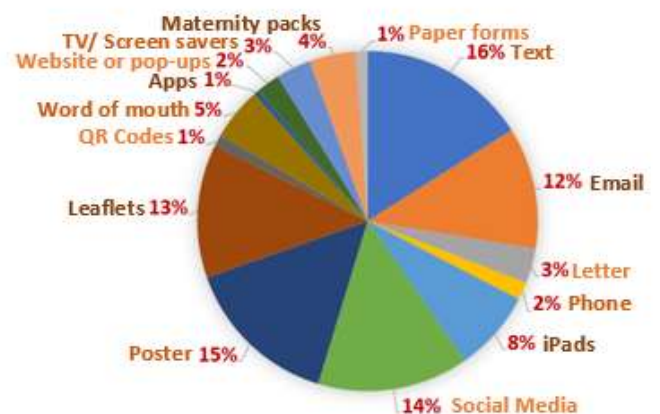
Design

57 ante- and post-natal patients participated in our questionnaire. 10.5% of patients were aware of LfE, all of whom were current staff members at the Trust; thus, revealing significant scope for improving awareness. 98% of patients however, wanted to provide positive feedback if there was an easy-to-use system available.

Understanding patient motivation was also key in our project. Patients felt that by providing positive feedback, they could contribute to improving healthcare by boosting morale in the workplace, promoting recognition of hard work and showing appreciation of the care they have received

Patient co-production is key in the design of an Always Event. Therefore, we also asked patients how they would like to be made aware of the LfE scheme. The top five interventions suggested by patients include the following: text, posters, social media, leaflets and E-mail

Figure 1: Patient suggestions for ways in which patient awareness of LfE could be enhanced



Destiny

Our plans at present are to:

1. Co-design with patients the posters & leaflets (that will be placed in maternity booking packs) as well as the content of emails/texts. Ways of improving our connectivity via social media will also be explored. This will require collaboration with the Trust IT and comms team to ensure consistent delivery and sustainability.
2. Share our findings with staff to encourage them to enable them to signpost patients further, provide support and promote LfE.