



Royal Devon
University Healthcare
NHS Foundation Trust

Care Opinion and the ripple effect at Royal Devon University Healthcare NHS Foundation Trust

Patient Experience Matron: Teresa Sturm
Int. Patient Experience Manager: Lisa Townsend



Timeline of Care Opinion and the ripple effect

December 2019
**Put a plan in
place**





January 2020

**Get the
NEDS on
board**



NEDS



February 2020

**Find two
willing
departments**



Cancer services team



Intensive Care Unit team



March 2020
Advanced
subscription
commenced





July 2020
The spark
happened



" Admin issues and long drive for coronavirus test "

Posted by *victoria park* (as the patient), 2 years ago

I've had a course of chemo, which has had to be followed up by a course of radiotherapy. **The treatment has been marvellous,** but the admin and follow ups have been poor.



My radium is due to start soon in Exeter, which is a 98 mile round trip from my North Devon home. I appreciate this is the nearest hospital offering this treatment. However, I received a phone call one evening, telling me I had to attend Exeter Rugby Club 2 days later to have a coronavirus swab!

To pass Barnstaple Hospital (20 mile round trip from me), and travel nearly 100 miles for a one minute swab is unbelievable. I am still fatigued from chemo, and have been isolating.

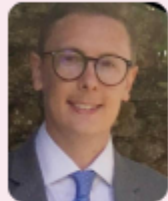
I did NOT need this long drive. I was told that my radium could not start without this test. There was only one other car at this test centre at the time I arrived. This needs sorting out. How many others have been in this position?



Response from Steven Johnson, Living with & beyond cancer lead, Cancer Services, Northern Devon Healthcare NHS Trust 2 years ago



We are preparing to make a change



Dear Victoria,



Thank you for taking the time to give feedback to us. My name is Steve, I am the Living With and Beyond Cancer Lead at North Devon District Hospital and I am coordinating with my colleagues to look into the issues you have raised.

I am pleased to hear you have been happy with your treatment, but I am sorry to hear about the admin issues and the long drive for your coronavirus test prior to your treatment in Exeter.

The issues you have raised will be discussed at the next North Devon Cancer Services governance meeting in August so that we can investigate and learn from your experience. These issues have also been highlighted to the North Devon and Exeter COVID communication cells so that we can assess what steps need to be put in place to address these issues. We will update you with any outcomes.

If you wish to discuss this further, or have any questions or concerns, please do not hesitate to contact your Cancer Nurse Specialist.

Best wishes,

Steve

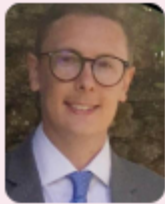
On behalf of Cancer Services at North Devon District Hospital



Response from Steven Johnson, Living with & beyond cancer lead, Cancer Services, Northern Devon Healthcare NHS Trust 2 years ago



We have made a change



I am pleased to be able to update you further to let you know that a change has now been made. A reciprocal agreement is now in place to prevent patients having to travel to other Devon Hospitals for a covid swab.



Healthcare staff can now complete a form for any North Devon patients who would benefit from receiving a swab closer to home prior to a procedure or treatment at Plymouth, Exeter or Torbay hospitals.

I realise that we can't change what happened, but I hope that you may be able to find some solace in the knowledge that a change has been made as a direct result of your feedback.

If there is anything else you would like to discuss, please do not hesitate to contact PALS whose contact details are above and/or your Cancer Nurse Specialist.

victoria park thinks this response is helpful
1 other person thinks so too

Was this response helpful? **Yes** | **No**

NEDS



CANCER SERVICES



August 2020
**Fully engaged
with the
communications
team**



lisat.patexp @LisatPatexp · Jul 25, 2020
 Well done @DrSJohnson for being the spark to
 #learningfromfeedback #makingchangehappen

James Munro (@jamesfm55@mas) ·
 How fabulous to see patient feedback from
 Devon lead to practical/policy change via
 #responsive @ndht 🙌🙌🙌 careopinion.org.uk

Response from Steven Johnson, Living with &
 cancer lead, Cancer Services, Northern Devon
 Healthcare NHS Trust yesterday

I am pleased to be able to update you
 know that a change has now been made
 agreement is now in place to allow
 travel to other Devon Hospitals

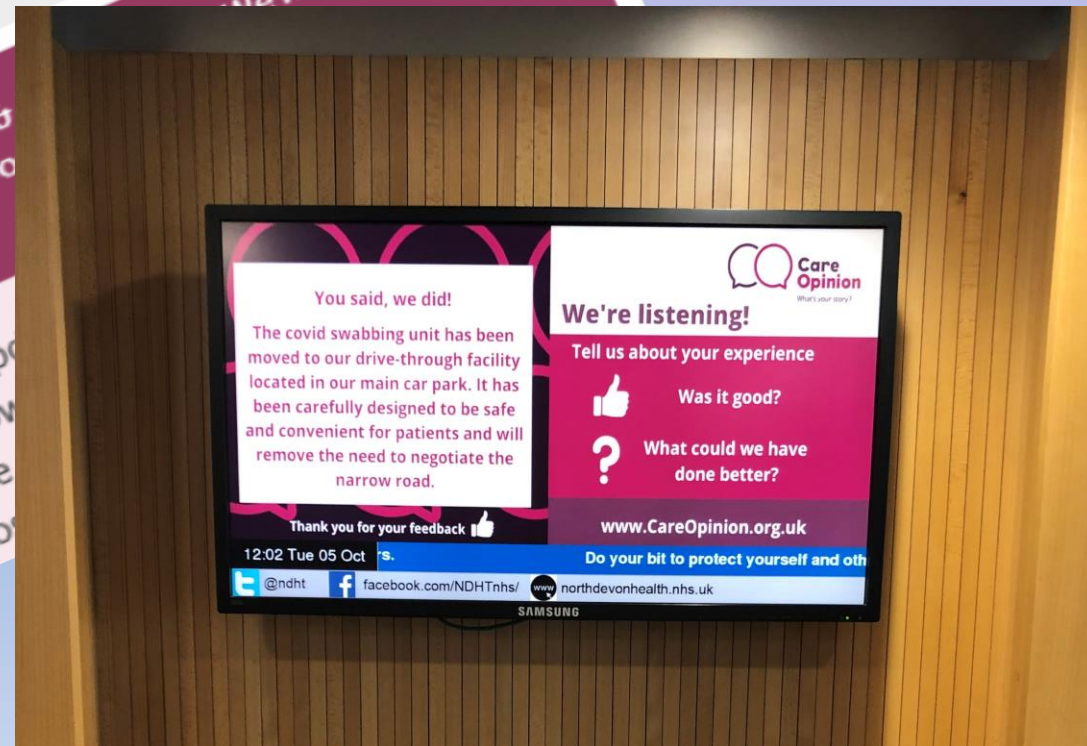


Royal Devon University Healthcare NHS Foundation Trust ✓

18K likes · Hospital

25 Feb 2022 · 🌐 · Well done to all involved in the care of the patient who left this feedback. Read the full review at <https://www.careopinion.org.uk/909425>
 #Feedbackfriday

👍❤️ You, Rhea Crighton, Cara Jones and 12 others



Next 12 months...
**Keeping the
momentum going
and spread the
word**



NEDS



**MAX FAX
CLINIC**



**CARDIAC
SERVICES**



RADIOLOGY



**CANCER
SERVICES**



June 2021 Introduced a training plan and personalised resources



eventbrite

Jun 11

NDHT - Care Opinion responder training

This training gives staff an overview of Care Opinion and ability to respond to patient feedback received for their department or service.

By Lisa Townsend



End of pilot...
James delivered
a webinar



Response from Rhea Crighton, Clinical Matron for Cancer Services, Royal Devon University Healthcare NHS Foundation Trust



Dear Berry6464,

Thank you for taking the time to leave feedback regarding your care under the haematology team. I am so glad you have had a positive experience and that the telephone appointments are convenient and help with managing your other health conditions. Also please accept my apologies for the delay in response.

If there is any other feedback you have or if you require any further support please do get in touch with the haematology nurses via the Seamoor Unit 01271 311579.

Best wishes

Rhea



NEDS



ASSOCIATE DIRECTORS OF NURSING FOR ALL DIVISIONS + MATRONS

Response from Charlotte Overney, Associate Director of Nursing Support & Specialist Services Division, Cancer Services, Royal Devon University Healthcare NHS Foundation Trust 11 months ago



I apologise for a late response to your feedback in regards to our Pharmacy department. Thank you for taking the time to write about your positive experience. I am pleased that the team were able to help with your concerns. I will ensure that this feedback is shared with the team.

Was this response helpful? **Yes** | **No**



MAX FAX CLINIC



CARDIAC SERVICES



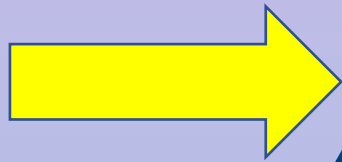
RADIOLOGY



CANCER SERVICES



NEDS



**ASSOCIATION OF DIRECTORS
OF NURSING FOR ALL
DIVISIONS & PATRONS**

**MAX FAX
CLINIC**



**CARDIAC
SERVICES**



RADIOLOGICAL



**CANCER
SERVICES**



- **223 responders throughout all areas**
- **Patient Experience team working with teams and managers to ensure all feedback receives a response**



**ASSOCIATE DIRECTORS
OF NURSING FOR ALL
DIVISIONS & PATRONS**

**MAX FAX
CLINIC**



**CARDIAC
SERVICES**



**RADIOLOGICAL
SERVICES**



**CANCER
SERVICES**



**Where are
we now?**



- **Include Care Opinion in governance reporting and monitoring**
- **Use Care Opinion for assurance and evidence of learning from feedback e.g. CQC visits**
- **Actively look for improvement themes**
- **Services use to promote best practice**
- **Included in Patient Experience teaching programme**

Next steps

Northern Devon Healthcare NHS Trust



Royal Devon & Exeter NHS Foundation Trust





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SUMMARY

- **Start with a service/small area if needed**
- **Use change management principles and QI methodology**
- **Target the top level of the organisation along with the services involved**
- **Use your middle managers to support areas that need encouragement**
- **Have a good training plan in place so staff know what is expected of them (and how simple it is to respond)**
- **USE YOUR FEEDBACK!**

ANY QUESTIONS

