



REPORT TITLE:	Key learning and Improvements from Trust Board Stories		
SPONSORING EXECUTIVE:	Melanie Roberts - Chief Nursing Officer		
REPORT AUTHOR:	Melanie Roberts - Chief Nursing Officer		
MEETING:	Public Trust Board	DATE:	10 th May 2023

1. Suggested discussion points <i>[two or three issues you consider the Trust Board should focus on in discussion]</i>
<p>The Trust Board is committed to learning from actual patient and staff experience. The Fundamentals of Care Framework is based on staff and patient feedback.</p> <p>At each Trust Board we have patient, family, staff, or service stories where we actively listen to the real experiences of them. The story enables the Board to learn how problems in care provision affect and impact upon, patients, families and our staff. This enables the Trust to maintain a focus on continually improving patient safety and experience.</p> <p>This report reviews the last 12 months of Trust Board stories to understand what improvement we have made and what the lessons learnt have been. The report also outlines next steps.</p>

2. Alignment to our Vision <i>[indicate with an 'X' which Strategic Objective[s] this paper supports]</i>												
<table border="1"> <thead> <tr> <th>OUR PATIENTS</th> <th></th> <th>OUR PEOPLE</th> <th></th> <th>OUR POPULATION</th> <th></th> </tr> </thead> <tbody> <tr> <td>To be good or outstanding in everything that we do</td> <td>X</td> <td>To cultivate and sustain happy, productive and engaged staff</td> <td>X</td> <td>To work seamlessly with our partners to improve lives</td> <td>X</td> </tr> </tbody> </table>	OUR PATIENTS		OUR PEOPLE		OUR POPULATION		To be good or outstanding in everything that we do	X	To cultivate and sustain happy, productive and engaged staff	X	To work seamlessly with our partners to improve lives	X
OUR PATIENTS		OUR PEOPLE		OUR POPULATION								
To be good or outstanding in everything that we do	X	To cultivate and sustain happy, productive and engaged staff	X	To work seamlessly with our partners to improve lives	X							

3. Previous consideration <i>[at which meeting[s] has this paper/matter been previously discussed?]</i>
None

4. Recommendation(s)
The Public Trust Board is asked to:
a. REFLECT on the Trust Board stories
b. NOTE improvements made and lessons learnt
c. REVIEW and AGREE next steps.

5. Impact <i>[indicate with an 'X' which governance initiatives this matter relates to and, where shown, elaborate in the paper]</i>		
Board Assurance Framework Risk 01	X	Deliver safe, high-quality care.
Board Assurance Framework Risk 02	X	Make best strategic use of its resources
Board Assurance Framework Risk 03		Deliver the MMUH benefits case
Board Assurance Framework Risk 04	X	Recruit, retain, train, and develop an engaged and effective workforce
Board Assurance Framework Risk 05	X	Deliver on its ambitions as an integrated care organisation
Corporate Risk Register <small>[Safeguard Risk Nos]</small>		Workforce risks 4480,3831,3576,4575,4326,2625

SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST

Report to Public Trust Board: 10th May 2023

Key learning and Improvements from Trust Board Stories

1. Introduction

- 1.1 The Trust Board is committed to learning from actual patient and staff experience. The Fundamentals of Care Framework is based on staff and patient feedback.
- 1.2 At each Trust Board we have patient, family, staff, or service stories where we actively listen to the real experiences of them. The story enables the Board to learn how problems in care provision affect and impact upon, patients, families, and our staff. This enables the Trust to maintain a focus on continually improving patient safety and experience.
- 1.3 This report reviews the last 12 months of Trust Board stories to understand what improvement we have made and what the lessons learnt have been. These will be presented in themes within the report. Annex 1 outlines the stories, actions completed and ongoing.
- 1.4 The report also outlines next steps in relation to the sharing of stories at both Trust Board Committees and Group Boards

2. Themes/learning from Board Stories

- 2.1 Over the last 12 months the Board stories that have been presented can be categorised in 3 broad categories, Patient or family, Service and Staff. (see Annex1 – overview of Trust Board stories and the learning and Action from these)
- 2.2 The themes have primarily been in relation to: -
 - Communication
 - Fundamentals of Care
 - Listening
 - Processes
 - Population Health
 - Working with Community & Voluntary Sector
 - Visiting
 - Nutrition & Hydration
 - Patient and family Advocacy
- 2.3 These themes contributed to the development of the Fundamentals of Care Framework which was launched in September 2022. The Year One priorities are Communication and Harm Free Care to improve the Patient Experience

- 2.4 In January 2022 we implemented a patient experience team within the Trust and in place is an overall action plan in relation to Improving the patient Experience. As part of these we now have a Patient Experience Group which has been in place since December 2022 and several patient panels to help us develop new services and give feedback on specific areas such as Nutrition & Hydration to ensure we improve the experiences for our patients and families.
- 2.5 Actions from Trust Board stories are fed back to this group so the appropriate individual/group can action them and improve services and feedback where agreed to the patient etc.

3 Next Steps

- 3.1 As Trust Board is now Bimonthly, we have introduced stories to Trust Board Committees. For instance, Quality & Safety now commence their meeting with a patient or service improvement story. Integration Committee is now held at a community venue and a community or voluntary sector service takeover the first hour and discuss with us their roles and how they could work with us.
- 3.2 People & Organisational Development Committee will start to receive staff stories. Clinical Group Boards are also having Patient Service Stories presented at the start of their meetings
- 3.3 Patient safety partners are being recruited to support us within our plan for the patient safety improvement plan (PSIRF) and assist us in reducing serious incidents and learning from incidents, complaints etc.

4 Recommendations

The Trust Board is asked to:

- a) **REFLECT** on the Trust Board stories
- b) **NOTE** improvements made and lessons learnt
- c) **REVIEW** and **AGREE** next steps.

Melanie Roberts
Chief Nursing Officer
May 2023