

**Full Council of Governors**

<b>Subject:</b>	15 Steps Challenge Update		<b>Date:</b> August 2019	
<b>Prepared By:</b>	Rebecca Herring Corporate Matron			
<b>Approved By:</b>	Suzanne Banks Chief Nurse			
<b>Presented By:</b>	Rebecca Herring Corporate Matron			
<b>Purpose</b>				
This report provides a summary of the visits undertaken as part of the 15 Steps Challenge from March 2019 – June 2019			<b>Approval</b>	
			<b>Assurance</b>	
			<b>Update</b>	X
			<b>Consider</b>	
<b>Strategic Objectives</b>				
<b>To provide outstanding care</b>	<b>To promote and support health and wellbeing</b>	<b>To maximise the potential of our workforce</b>	<b>To continuously learn and improve</b>	<b>To achieve better value</b>
X			X	
<b>Overall Level of Assurance</b>				
	<b>Significant</b>	<b>Sufficient</b>	<b>Limited</b>	<b>None</b>
		X		
<b>Risks/Issues</b>				
<b>Financial</b>				
<b>Patient Impact</b>	X			
<b>Staff Impact</b>	X			
<b>Services</b>				
<b>Reputational</b>	X			
<b>Committees/groups where this item has been presented before</b>				
Quality Committee: July 2019				
<b>Executive Summary</b>				
<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 March to June 2019. This report will also discuss recommendations made to further develop and improve the quality of the visits going forward.</p> <p>The 15 Steps Challenge is a valuable source of qualitative information that aligns staff and patient experience to collectively promote positive experience for all and initiate local service improvement. The programme of visits also continues to endorse engagement, visibility and support of the Senior Leadership Team and Governor representation to staff within clinical areas.</p> <p>From March 2019 – June 2019 47 visits were performed with an average of 11.75 visits per month being undertaken. 42 of the 47 feedback forms have been returned equating to 89.35% of documentations received.</p> <p>The outcomes of the visits continue to be overwhelmingly positive with many examples of compassionate care, supportive team working and a 'taking pride in your work' approach being demonstrated in many areas. Where issues and escalations have been identified, these will continue to be monitored and reported upon by the Corporate Nursing Team.</p> <p>The second pilot phase of the digital documentation will commence in August 2019. This will</p>				

ensure all areas have the ability to be accessed through the digital platform Perfect Ward and the relevant staff having had access to the training required to fulfil the report online ensuring real time reporting.

## **1. Introduction**

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

## **2. 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 17 visiting teams in total with each team consisting of an Executive / Non-Executive, a Senior Nurse / Midwife and a Governor, with 52 clinical areas that are currently within the 15 Steps Challenge visit scope.

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:

- 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.
- 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.

Report 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.

### **3. Thematic Review March 2019 – June 2019**

Positive engagement from the visit team continues, with an overwhelming amount of support generated from the newly elected Governors to participate with future visits.

From March 2019 – June 2019 47 visits were performed with an average of 11.75 visits per month being undertaken. 42 of the 47 feedback forms have been returned equating to 89.35 of received documentations (this includes both written and digital reports).

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

- Areas are demonstrating a positive culture. Staff appeared to take pride in their work and talk with pride about their role and the team around them. One example documents how staff were pleased to have the opportunity to 'showcase' the work they are doing with another stating they felt their colleagues worked cohesively and they felt supported by their management team.
- Patient feedback was affirmative of the positive values and behaviours demonstrated by the staff. One patient was complimentary regarding the friendly staff and the excellent care remarking she 'couldn't have wished for anything better'. Another compliment describes a patient stating Kings Mill is 'the best'
- Patient areas felt warm and welcoming, even in areas where high activity was evident staff maintained a professional and calm manner in an environment that was clean and tidy.
- Staff spoke of patient care with respect and compassion.
- The teams noted a real sense of engagement and honesty from the clinical staff which facilitated meaningful discussions.
- Patient information was up to date and relevant,

Issues Identified:

- Fixtures and fittings required attention; examples included a broken door handle (which had been reported), service dates overdue on couches and no change date on a pair of curtains.
- Trust Uniform Policy; examples include a member of staff wearing a watch and long hair observed upon collars. Staff raised the issue around the uniforms being uncomfortable and unsuitable in areas where set temperatures are regulated due to patient need.
- Some areas displayed information on ward boards that were incorrect, out of date or incomplete.
- Incomplete information noted upon checking charts. Examples given included fridge temperature and water flushing records.

Feedback from visiting teams:

- Some members felt certain areas did not suit the 15 Steps methodology due to minimal patient / no patient access or sensitive nature of clinical area. Examples given were Pathology, Mortuary, Case Notes Stores and Sexual Health.

### **4. Next steps**

As part of our on-going commitment to improve and develop the 15 Steps Challenge process the Corporate Nursing Team are planning to extend the pilot phase of the feedback

upon the digital platform Perfect Ward. This will be opened to all areas currently incorporated within the visit pathways. Members of the senior nursing team currently have access to this platform and have been completing the feedback documentation for certain areas.

It has been noted that some staff may require training if unfamiliar with the Perfect Ward application, this can be facilitated by the Corporate Matron and the Head of Professional Practice Development. To capture a true representation of the efficacy of documenting 15 Steps visit upon the Perfect Ward application, a detailed summary of the findings and recorded issues and actions will be dependent on the person inputting the information into the summary of findings section. With a quarter's worth of data collection this will demonstrate if the digital platform is capturing the content and quality required from the report generated by the 15 Steps Challenge feedback.

## **5. Conclusion**

The 15 Steps Challenge is a valuable source of qualitative information that aligns staff and patient experience to collectively promote positive experience for all and initiate local service improvement. 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 a 'taking pride in your work' approach being demonstrated in many areas. Where issues and escalations have been identified, these will continue to be monitored and reported upon by the Corporate Nursing Team.

The second pilot phase of digital documentation will commence in August 2019. This will ensure all areas have the ability to be accessed through the digital platform Perfect Ward and the relevant staff having had access to the training required to fulfil the report online.