Always Events:
A positive approach to Improving Patient Care

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Matrix of insight methods from *Measuring patient experience: evidence scan* Health Foundation, June 2013

www.england.nhs.uk
What makes a good experience?

- I am involved as an active partner in my care.
- I am treated as an individual – my needs, values and preferences are respected.
- There is a recognition that I am the expert on me.
- I am able to access services when I need them, and my care is coordinated.
- I am asked about my communication preferences so that communication is tailored to me.
- I have access to the information I need, which is presented in a way that is right for me.
- I have access to the support I need and is right for me, including emotional and practical support, and I am able to involve my loved ones in decisions about me.
- The environment in which I receive my care is clean and comfortable and makes me feel dignified.

Abridged from:
With everyone on every encounter, we commit to:

• Connect with Compassion by addressing the patients as Mr./Ms. or by the name that they prefer.
• Introduce yourself with Integrity by stating your name and your role.
• Communicate with Teamwork what you are going to do, how long it is going to take, and how it will impact the patient.
• Ask with Discovery by anticipating the patient needs, questions, or concerns.
• Respond with Respect to patient questions or requests with immediacy.
• Exit with Excellence by ensuring all of the patient’s needs are met.

https://www.uclahealth.org/Patient-Experience/Pages/cicare.aspx
PROMISE & FEEDBACK

LEADING INDICATOR

QI & MEASUREMENT
Action Areas

Action Area 1: Helping people to stay independent, maximising well-being and improving health

Action Area 2: Working with people to provide a positive experience of care

Action Area 3: Delivering high quality care and measuring impact

Action Area 4: Building and strengthening leadership

Action Area 5: Ensuring we have the right staff, with the right skills, in the right place

Action Area 6: Supporting positive staff experience
What will we be doing nationally?

• Identify tools to support you developing a core set of Always Events - with patients & professionals

• Identify pilot sites to test implementation and impact on improved experience of care

• Develop a strategy for spread and scale-up
Pioneer Trusts

• **Blackpool Teaching Hospitals NHS FT**
  • “I always know what to when I get home or, if not, I know who to contact.”
  • Including discussions prior to and on discharge
  • Post discharge phone calls

• **Lancashire Care FT**
  • We will always support you in your transitions of care
  • We will always support you in moving on in care
  • Pop in & chat
  • Use of photographs
  • Supported transition and early planning
Current initiative: timeline and Aims

- NHS England, in collaboration with the Institute for Healthcare Improvement (IHI) and Picker Europe, have developed a programme to pilot and test the Always Events framework in NHS England and create guidelines and a toolkit for implementing Always Events within NHS England.

- February 2015:
  - Launch across 3 organisations
  - Soon 1 organisation had logistic problems and put programme on hold

- March onwards:
  - Twice monthly calls to get expert guidance from IHI and Picker Europe teams and to share what you are learning

- October 2015:
  - Roll out to additional 8 NHS Trusts
Developing Quality Improvement

• Use of tools & techniques to drive improvement
• Co production at the centre
• ‘What's the matter’ to ‘what matters to you’
• Talk back
• SMART form
Next Steps

• 2 pioneer trusts now looking at wider spread and developing other always events
• Pilot 8 Trusts building their implementation team with the key stakeholders within their organisations
• 8 Trusts also beginning to select the pilot populations within which they’re hoping to work on the Always Events
• Starting to begin some co-design work with the patient groups and key stakeholders
• Ongoing development of toolkit to support Always event roll out across England

www.england.nhs.uk
The 6Cs are for everyone

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