

Case Study: Tameside & Glossop



BACKGROUND

Tameside and Glossop IC NHS FT was involved in the first year of Martha's Rule national pilot from 2024-25.

As part of the pilot, the Trust sought to implement Component 1 (patient wellness questionnaires) in the surgical ward, with a view to expanding the implementation to other wards, in due course.

SOLUTION

- The CCOT team used evidence from other Trusts in the pilot during engagement with surgical consultants, evidencing a decrease in patient, families and carers complaints through the use of PWQs and clarified that the CCOT team would be providing support during the implementation of this component.
- The Clinical Care Outreach Practitioner engaged with patients and families/carers on the ward to explain what MR is and what is involved.

CHALLENGES

Initial poor engagement from surgical consultants, with poor turnout during engagement meetings.

Lack of understanding what MR is and assumption of additional workload on consultants.

LEARNING

Use of a patient feedback form would have evidenced improvement in patient understanding of MR.

Patient engagement prior to engagement with consultants around MR would have assisted in communicating evidence of MR benefits and potentially, improve consultants engagement.

This was the Clinical Care Outreach Practitioner's first Q.I. project and provided a great opportunity for reflection and application of Q.I tools and methodology. Tools such as reflective cycles and Driver Diagram.

CONCLUSION

PWQs rollout in the pilot ward on 7th April in pilot ward. PWQs initially to be conducted by FY1s, during ward round, to allow for additional time to conduct staff and patient surveys. Data from surveys will be collected and surveys re-conducted after an initial four-weeks after initial PWQs rollout, to review PWQs efficacy and assess potential need for redesign.