

Case Study: Wrightington, Wigan and Leigh



BACKGROUND

Wrightington, Wigan and Leigh 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 identified pilot wards, with a view to expanding the implementation to other wards, in due course.

SOLUTION

- The Trust concentrated on testing and implementation of Component 1 (PWQs) to identify what works well and address areas for change.
- Robust engagement with staff groups and patients, families and carers around Martha's Rule and managing deterioration.
- Design of information leaflets and posters for staff and patients/families/carers to communicate Martha's Rule.

CHALLENGES

Initial lack of buy in from some wards and ward leaders..
Prioritization of Martha's Rule components vs. other priorities on site e.g. winder pressures
Low staffing levels
Uncertainty around length of support offer

LEARNING

Establish relationships with colleagues who were happy to be involved, before coming back to initial contacts, with quantitative and qualitative results.
Use of Q.I. tools to capture staff and patient feedback around PWQs.
Importance of information leaflets to communicate Martha's Rule components and principles to staff and patients.
Importance of cross-organizational learning through BTS with sites that are further ahead re components implementation

CONCLUSION

PWQs now in use in 10 wards with plans to expand to another 4, in the coming weeks.
Continued engagement with staff and patients around escalation processes to identify potential tests of change.
Continued data collection from PWQs