

Improving Patient Experience: Helping Inpatients at the Coborn Centre for Adolescent Mental Health to Feel Their Problems are Listened To and Understood by Professionals

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Concept
 The project aims to improve young people's experience of feeling listened to and understood at The Coborn Centre, a hospital in East London that treats adolescents with acute and severe forms of mental illness who require inpatient care.

Context
 Analysis of our satisfaction data revealed that only 53% of young people discharged from The Coborn said they felt "happy" or "very happy" in response to the statement "the professionals listened to and understood my problems"; this feedback was unfavourable compared to other areas of practice and represents an aspect of service performance that staff believe could and should be improved.

Feeling listened to and understood was also a frequent topic in responses to the question asked at discharge "What did you dislike most about your experience of The Coborn?"

Strengthening the voice of service users is a priority in East London NHS Foundation Trust and a principle we take very seriously at The Coborn; in light of the above it was agreed that our improvement work should focus on this area.

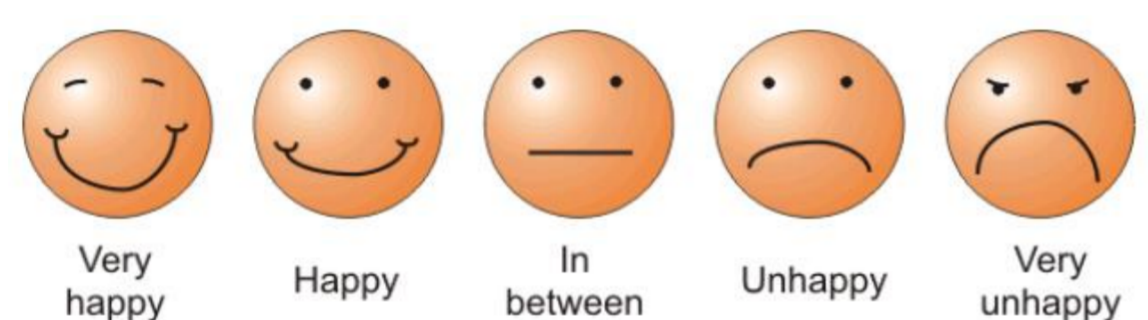
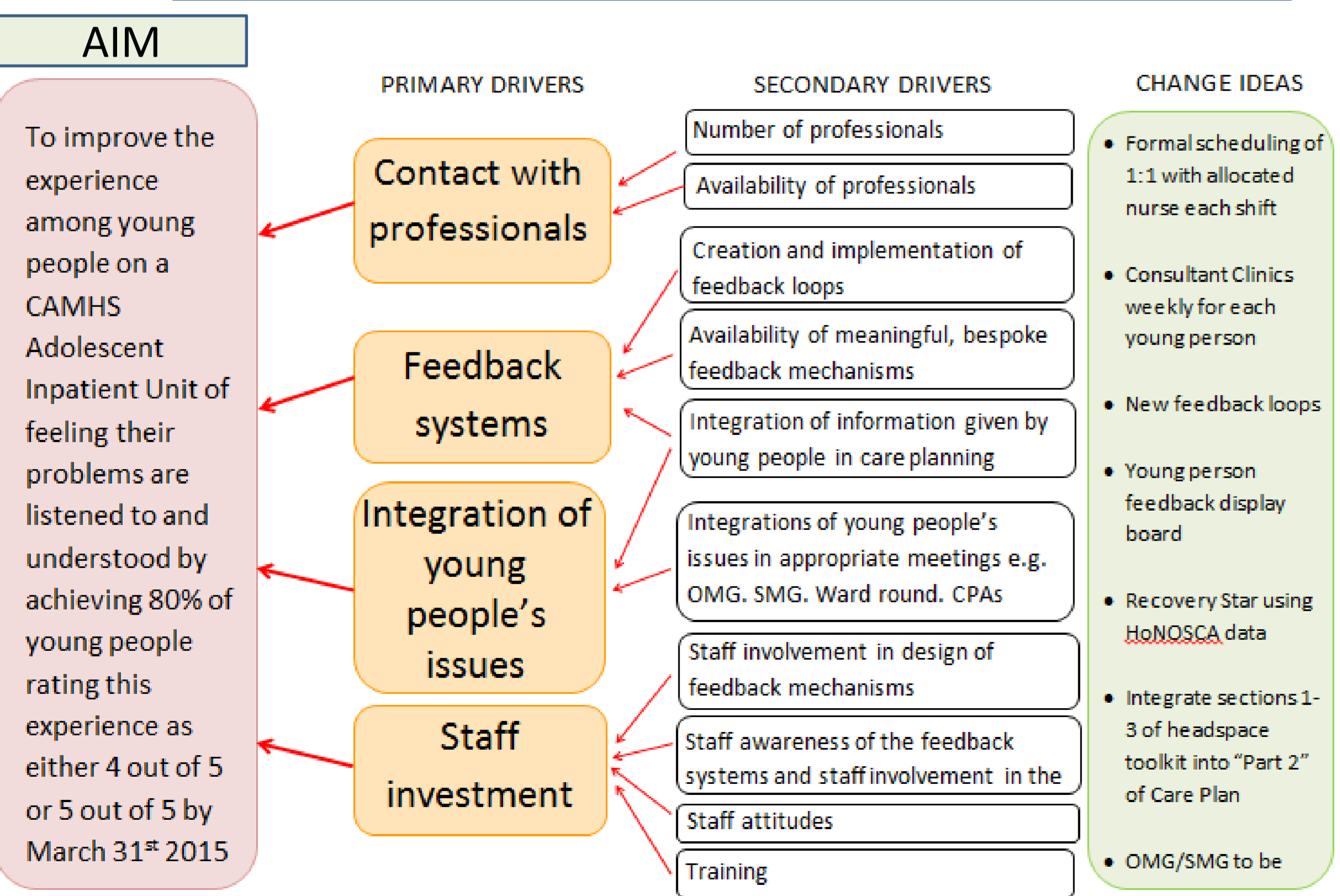


Figure 1: Driver Diagram



Areas of Testing
 "Consultant clinics", initiated November 2014 – A weekly opportunity for young people to meet with their consultant once per week prior to ward round and raise any issues they would like to be heard by the team.

"Recovery Star", currently being piloted – An adapted tool whereby HoNOSCA (Health of the Nation Outcome Scales for Children and Adolescents) scores provided by the young person are plotted onto a star formation to create a simpler, more visual, young person-directed care plan.

Figure 2: Recovery Star Template

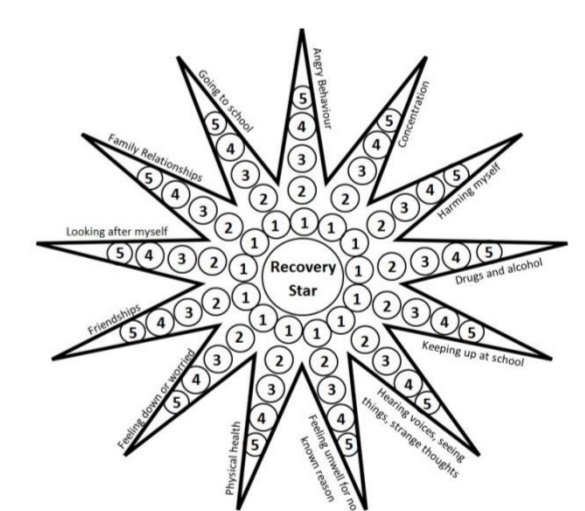
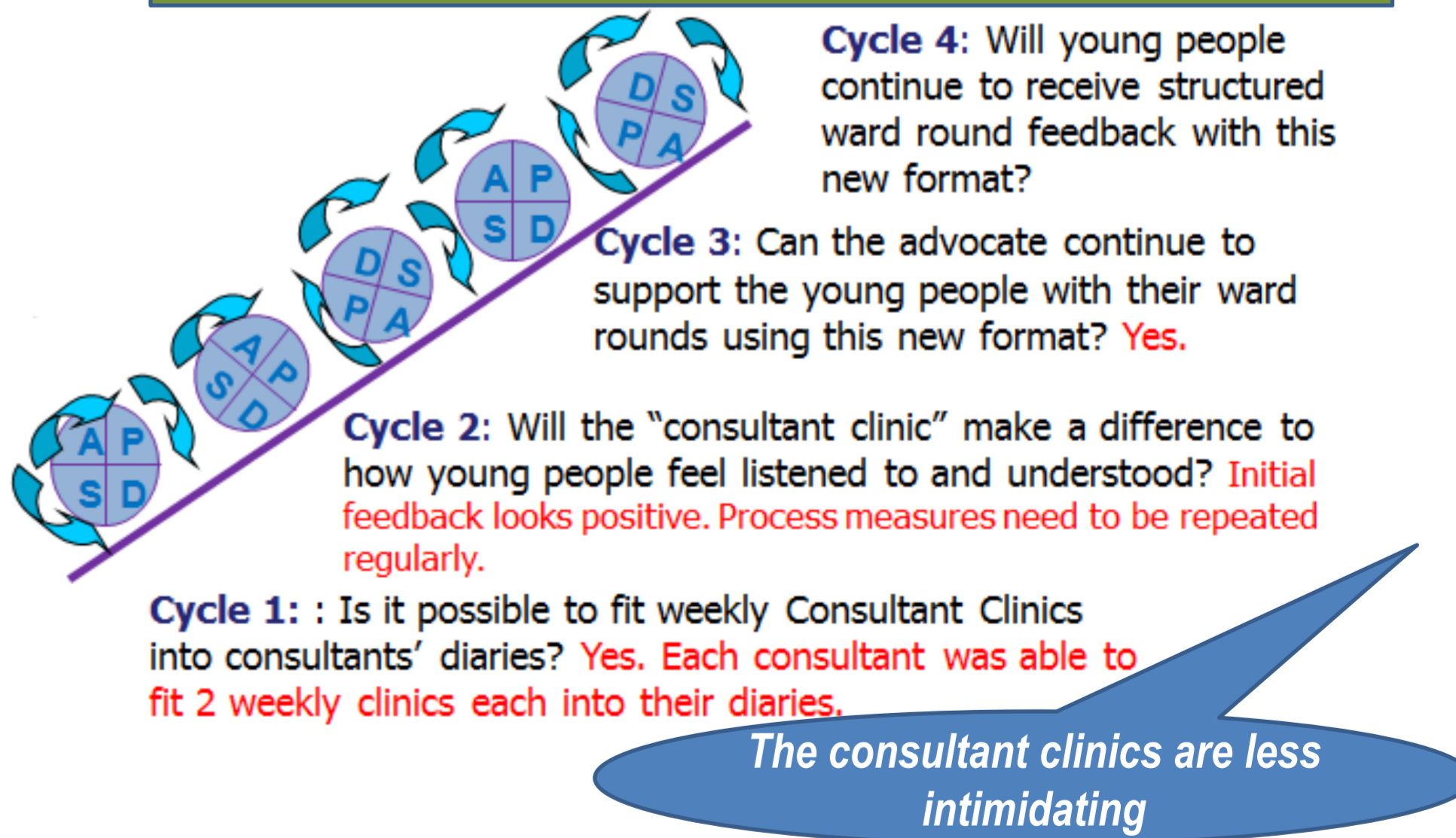


Figure 3: Plan, Do, Study, Act Cycle for Consultant Clinic



What Next?
 We began as a small team to enable frequent meetings and to gather initial momentum. The project is now looking to recruit around 6 members of the nursing team to drive expansion of the project, implement the necessary PDSA cycles, and to generate more change ideas.

