

Improving Patient Experience:

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

Rachel Trimmer, Assistant Psychologist Claire McKenna, Service Manager Laura Fialko, Lead Psychologist

Dr Rafik Refaat, Project Sponsor Dr Genevieve Holt, QI Clinical Fellow

Concept

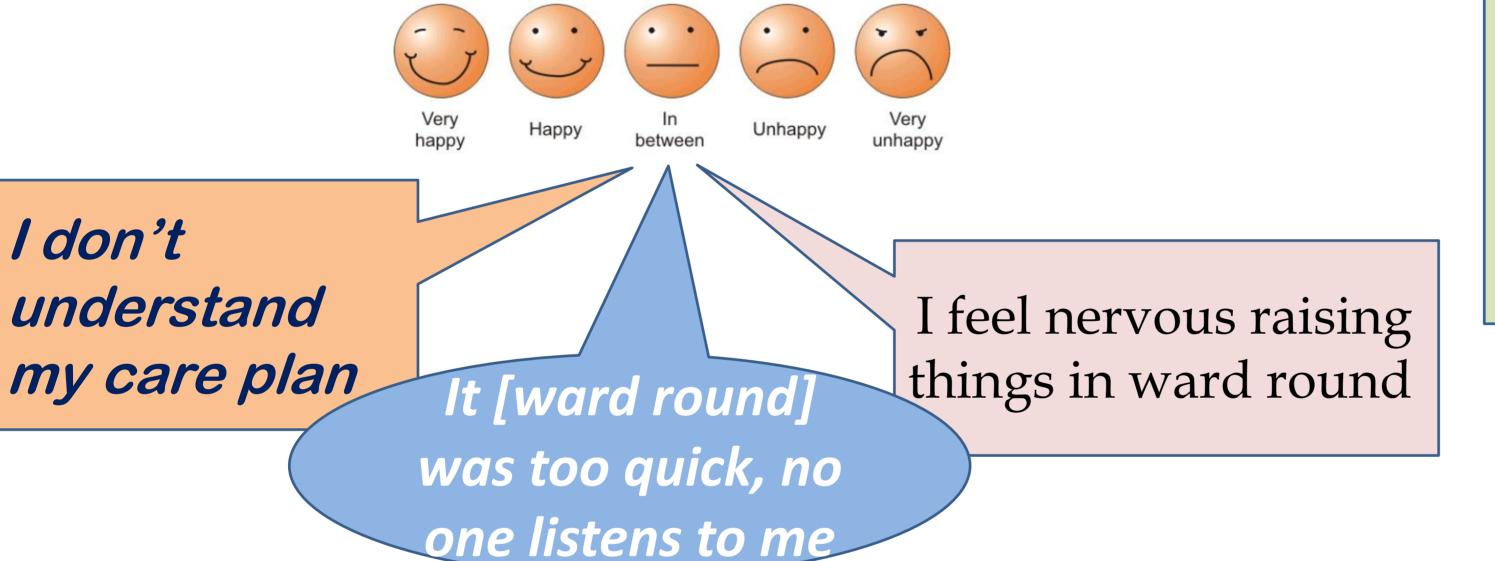
The project aims to improve young people's experience of feeling listened to and understood at The Coborn Centre, a hospital in East London that treats adolescents with acute and severe forms of mental illness who require inpatient care.

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 you 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.





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 persondirected care plan.

Figure 2: Recovery Star Template

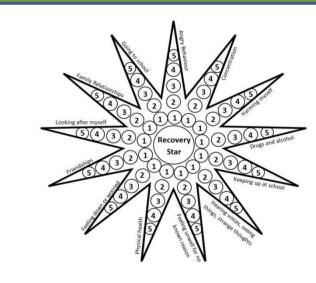


Figure 1: Driver Diagram

AIM To improve the experience among young people on a CAMHS Adolescent Inpatient Unit of feeling their problems are listened to and understood by achieving 80% of young people rating this experience as either 4 out of 5 or 5 out of 5 by

I don't

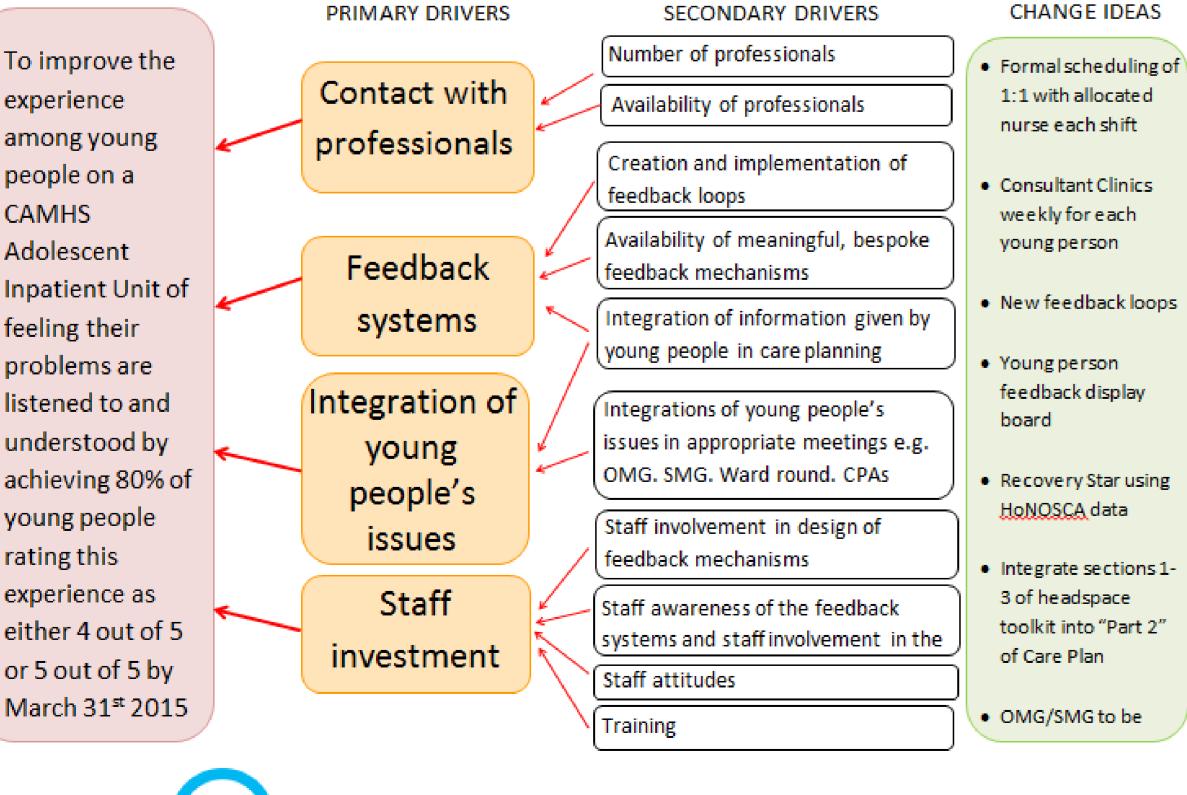


Figure 3: Plan, Do, Study, Act Cycle for Consultant Clinic

Cycle 4: Will young people continue to receive structured ward round feedback with this new format?

cycle 3: Can the advocate continue to support the young people with their ward rounds using this new format? Yes.

Cycle 2: Will the "consultant clinic" make a difference to how young people feel listened to and understood? Initial feedback looks positive. Process measures need to be repeated regularly.

Cycle 1: : Is it possible to fit weekly Consultant Clinics into consultants' diaries? Yes. Each consultant was able to fit 2 weekly clinics each into their diaries.

The consultant clinics are less intimidating

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.