



“ Staff are
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visitor to Fieldhead

Liam Redican, quality improvement and assurance lead, tells us how improving the way we carried out a survey is helping our forensic services to improve the experience they provide to families, friends and carers.

Living our values

We know that families and carers matter as it's one of our five values. We aim to provide outstanding care for our service users, but we also need to make sure that the people close to them are cared for too.

Our forensic services wanted to gain an insight into how families, friends and carers felt when visiting our wards, so the quality improvement and assurance team helped the team to design a survey to collect the views of visitors to Newhaven, the Bretton centre and Newton Lodge.

The survey was uploaded to electronic kiosks which were placed in the units' entrance areas, and people were asked to complete the survey when visiting.

A new way to survey

Previously surveys were done on paper and carried out 'as and when', which meant the service didn't always receive the volume of responses they would have liked. By loading the surveys onto electronic kiosks, it made the surveys more accessible and meant that people could complete them quickly and easily while waiting to see their loved one.

The survey asked people things such as whether they felt welcomed and listened to when they visited the ward. The survey was open for around a month and had a really good response rate. We pulled the results together into a report which was presented to forensic services who were very pleased with the quality and quantity of essential feedback they received.



In a nutshell

To make sure that families, friends and carers had a positive experience when visiting our service users, our quality improvement and assurance team created an interactive survey to gather people's views on what we were doing well and where things could be improved.

During their visit...

94%

of visitors felt welcomed



92%

of visitors felt listened to



96%

of visitors felt supported



90%

of visitors felt informed



86%

of visitors felt involved



92%

of visitors felt that staff
were polite



72%

of visitors had contact with
the nurses



85%

of visitors felt that their
voice was heard



80%

of visitors rated the service
provided as good/excellent



When asked what was good about their visit, people said...

- A difficult day was made easier.
- Being able to see my fiancé without staff being in visiting room with us. We can talk more openly.
- Caring staff working in difficult circumstances.
- Happy with my family member's progress.
- It was nice to meet friendly people.
- Kind and caring staff always smiling.
- Lovely reception.
- Positive experience.
- Staff are always polite and chat to me when see them.

What next?

Forensic services will use the report to continually improve their services and the visiting experience for carers, friends and families.

There's support available for all of us...

The quality improvement and assurance team (QIAT) support clinical audit and service evaluation within the Trust. The team can provide information and support to people carrying out projects involving clinical audit, clinical governance and clinical effectiveness. If you'd like help from the team, contact QIAT@swyt.nhs.uk

With **all of us** in mind.