

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Tuesday 26 March 2024
Title:	Patient Experience: Katrina's Story – Hospedia
Responsible Director:	Claire Burden as Director of Acute Services
Report Author:	Laura Harvey, QI Lead, Patient Experience

1. Purpose

This is presented to the Board for:

- Discussion

This paper relates to:

- Government policy/directive
- Local policy

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person Centred

2. Report summary

2.1 Situation

This story is told by Katrina, on behalf of her husband who encountered problems when trying to use the Hospedia multimedia unit whilst an inpatient at University Hospital, Crosshouse (UHC)

2.2 Background

Katrina's husband was admitted to a ward within Crosshouse Hospital and placed in a side room following a bleed to his brain and subsequent craniotomy. To offer him some stimulation, Katrina signed up to the in-room TV facility, only to find out that the default settings for the units were for "earphone only" usage. Having had a craniotomy and with soft tissue exposed, Katrina's husband could not wear earphones.

The story outlines the difficulties and frustrations Katrina faced whilst advocating for her husband and trying to find a suitable solution.

2.3 Assessment

The Hospedia bedside units are located within the general Acute Hospital inpatient wards (excluding High Care Areas, the Emergency Department and the Combined Assessment Unit). Maintenance, repairs and changes to settings are undertaken by WiFiSpark employees. There is currently only one employee available on site within working hours.

It became clear as a result of Katrina's experience that not all staff were aware of who or how to contact a member of the WiFiSpark team and this added to the issues Katrina faced whilst trying to arrange accessible media for her husband.

There was therefore a clear need for learning and information sharing to ensure all acute staff were aware of how to deal with issues relating to the Hospedia units and by telling her and her husband's story, Katrina has raised awareness and ensured future patients will not encounter the same problems.

The Patient Experience Facilitator worked with Katrina, WiFiSpark and acute hospital staff to improve knowledge and accessibility to the bedside units for all patients. The actions progressed include;

- Liaising with the Communications Team to ensure useful information on the bedside units are available on our public website
- Ensuring hospital staff are aware of who to contact for assistance with bedside units and how to enable speakers – this was communicated to the Chief Nurses who shared with all Senior Charge Nurses (SCN)
- SCNs agreed a new process which meant their SCN Admin Assistants would be responsible for contacting WiFiSpark staff when any issues encountered.

All of these actions have been successfully implemented.

2.3.1 Quality/patient care

This story highlights how even minor issues can have a significant impact on patients and their loved ones. Katrina encountered a number of issues whilst advocating for her husband that left her feeling that she had failed him. She reported her frustration at trying to find a solution which involved her having to contact numerous different people, many of whom were unable to provide her with any help.

2.3.2 Workforce

This story highlighted to staff their responsibilities in relation to the bedside units as part of a person centred approach to care.

Using healthcare stories to share good and bad feedback with staff across the organisation demonstrates an open honest and transparent approach to improvement and this encourages other teams and individuals to adopt a similar approach in their improvement journeys.

2.3.3 Financial

No financial impact

2.3.4 Risk assessment/management

No identified risk

2.3.5 Equality and diversity, including health inequalities

An impact assessment is not required as the individual sharing the story has given consent and any impact on others will be individual

2.3.6 Other impact

- **Best value**

Demonstrates the importance of listening to, and working with, patients and their relatives in helping to ensure the best possible patient experience

- **Safe, Caring & Respectful**

Katrina's story fully complies with our corporate objectives and highlights the importance of applying them to every patient throughout their care journey

2.3.7 Communication, involvement, engagement and consultation

This patient story will be shared across acute services to highlight this patient's positive experience.

2.3.8 Route to the meeting

This story has not been heard at any other meetings but has been shared with the service involved.

2.4 Recommendation

Members are asked to listen to Katrina's story, note the improvements made and take assurance from how this has been responded to and shared.