

The Dudley Group NHS Foundation Trust Quality Priorities 2020/21

New priority 1 for 2020/21: Patient experience

1. Improve the way we communicate and engage with patients

a. 'Do staff treating and examining you introduce themselves?' (National baseline Maternity 2019 99%, Children 2018 93% with the aim being 95% overall)

b. 'Have you been told what is going to happen to you today (tests etc)?' (Local survey baseline 59% with suggested improvement to 95%)
(At present, the first question is not part of the local survey but will be added.)

c. Hold a quarterly forum/focus group with each prioritising two key planned actions and undertaking those actions and measuring the success.

d. Hold the newly developed Citizen Panel at least quarterly (this may be more frequent depending on the views of the attendees at the first meeting).

e. Establish a group of Expert Volunteers to ensure we raise the patient voice so that services are delivered compassionately.

2. Ensure all complaints are responded to in accordance with the Trust complaints and concerns policy. Action plans will be shared for review and learning so that patients and other professionals can see change being made.

a) Improve the percentage of complaints responded to within the internal timeframe of 30 working days (current figure 23%)

New priority 2 for 2020/21: Discharge Management

By the end of the year, 20% of patients will be discharged before 10.00 a.m. and 35% before midday.