

Evaluation NWS GM Community Engagement
Event: The Limelight Centre, Old Trafford 1 St Brides
Way, Stretford, Manchester M16 9NW.

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Introduction

This document provides a summary evaluation of feedback and themes from the North West Ambulance Service NHS Trust (NWAS) specific 'Ambulance Meet a Star' community engagement event held on Monday 29 July at: The Limelight Centre, Old Trafford 1 St Brides Way, Stretford, Manchester M16 9NW.

Background and context

83 persons attended the event from various community groups in and around the Greater Manchester area including from Healthwatch, Age UK, Trafford Community Network, Salford Mental Health Forum and Ordinary Lifestyles to name a few. The main outcome for NWAS staging the event was to provide some brief understanding and awareness with community group attendees in relation to the main Ambulance service lines of Patient Transport Service (PTS), Paramedic Emergency Service (PES) and 111. This information was delivered using brief lightning talks and followed closely with related workshops where attendees were able to participate in a facilitated exercise to provide their insight, thoughts and feedback.

The workshop exercise designed on PTS was for participants to consider every aspect of the patient journey and to tell us what individuals thought would make an excellent patient experience, so from making a booking, to the journey to the hospital and returning patients home safely again. On PES participants were provided a topic every five minutes and were asked to write down the first three words that sprung to mind. The most used were collated in descending order for further discussion. On our 111 service we had the idea of asking what was most important to users when they engage with the NHS111 service – we used 5 jars each with different headings and whose popularity had been extracted from our NWAS postal patient surveys. These were: Helpful Advice, NHS111 availability, Reassurance, Accessibility, Knowledge and Compassionate and understanding care. Each participant was given five beads –and asked to either put them all in one jar or to split their beads across the different jars. The reasoning behind why some jars had more beads than others were also discussed.

Feedback themes extracted for Paramedic Emergency Services (PES)

Feedback themes came from guests being asked to pick the first word that comes to mind with the topics **999 Call, emergency and response time**. Feedback was recorded on activity and facilitator pro-forma sheets respectively.

Information /Communication/Education

- Confusion with understanding performance standards
- Confusion on when to call 999 or 111
- Are NWAS staff trained in basic sign language as this is very relevant to ensuring high level patient care for deaf patients?
- EOC triage process – staff know /public don't
- Managing expectations – people want vehicle there and then

- Managing fear of who to call
- Expectation versus perception on what is a real emergency
- Why people call 999

Access to care

- 999 sms text service, does it work?
- Will there be a video interpreter for me?
- How do deaf people access the PES service?
- What if a patient loses their voice/their needs in a life threatening emergency?
- Tapping five times on a phone for SOS call – is this recognised by EOC?
- EOC flagging system – do we have these in place/can staff access certain properties?

Emotional support

- Panic/scary/fear when faced with an emergency
- Frustration
- Lonely
- Desperation/crisis
- Mental Health - Anxiety on getting a response

Feedback themes extracted for Patient Transport Service (PTS)

Feedback themes came from discussions around five elements of the patient journey that guests were asked to comment on. These were: **booking your transport, journey to hospital, arrival at hospital, pick up from hospital, journey home from hospital and drop off at home**. The feedback themes shown below have been taken from activity and facilitator pro-forma sheets respectively:

Information /Communication/Education

- PTS booking reminders - how these work
- People who don't use/know about the service
- Advice if I am late for my hospital appointment
- Are staff dementia friendly trained?
- Understanding behaviour with learning disabilities
- Staff knowing about road closures/works
- Keeping patients informed of journey expectations
- Public don't know enough about volunteer car drivers
- Lack of knowledge about how PTS is funded and why, especially round taxi drivers
- Language - how do we communicate with patients and vice versa?
- Sharing information around mobility - will I be catered for?
- Third party communication – taxis beeping outside patient homes/dropping people off and not taking them to ward on hospital.
- Patient to staff/patient to patient – rapport
- Texts – does NWAS provide text for pick up and return journey text?

Access to care

- Booking process simplicity and access -needs to be easier to us
- Pick up time being prompt/on time for appointment
- Quick journey
- Waiting times – don't make patients wait

Patient Safety

- Making sure patient is safe
- Having patience with patients
- Reassurance given by staff
- Having staff introduce their names
- Getting patients home safely
- Safe care in bad weather/after a long day
- Safeguarding - making sure it is safe to leave patients at home
- Size of vehicle – is it appropriate for patient
- Journey to be smooth
- Vehicle access easy
- Comfortable and safe

Dignity and Respect

- Transition from vehicle to department – taken to correct area/department
- Not left at hospital entrance
- Pleasant conversation with crew
- Staff who listen
- Talkative staff
- Help patients on and off vehicle
- Assistance to the door

Continuity of care

- Linking in with other services
- Informing those who are at home of services
- Estimated times for getting home given to patient

Feedback themes extracted from NHS 111

Feedback themes were extracted from discussions on what is or would be most important to users when they engage with our NHS 111 service, choosing from; Helpful Advice, NHS111 availability, Reassurance, Accessibility, Knowledge and Compassionate and understanding care.

Information /Communication/Education

- Confusion when to call 111
- Lack of understanding of the service – is it 24 hour/does 111 charge for calls?
- Information on general 111 service
- What reassurance can be given on care
- More information on social media about 111

Access to care

- Is 111 accessible to all (deaf)
- Address flags and markers for 111?
- For NWAS to consider with deaf people:
 - contact with clear reassurance
 - sign and mime
 - don't look away quickly
 - don't move around when talking
 - don't look away quickly when talking

Overall consideration to the event feedback

Attendees were requested to complete individual evaluation forms which provided overall consideration to the event, including where it was staged, the quality of refreshments/ food made available and speaker facilitation of workshops. The forms asked attendees to highlight the three main things they liked and also the three things that could be improved. Feedback is detailed below using chart 1 and chart 2. The level of information provided including becoming more aware of NWAS services through practical involvement using workshops is what attendees liked the most. More time, more refreshments and having a Q&A session with service expert leads were the three main requests for improving the next event.

Chart 1: The three main things liked by attendee

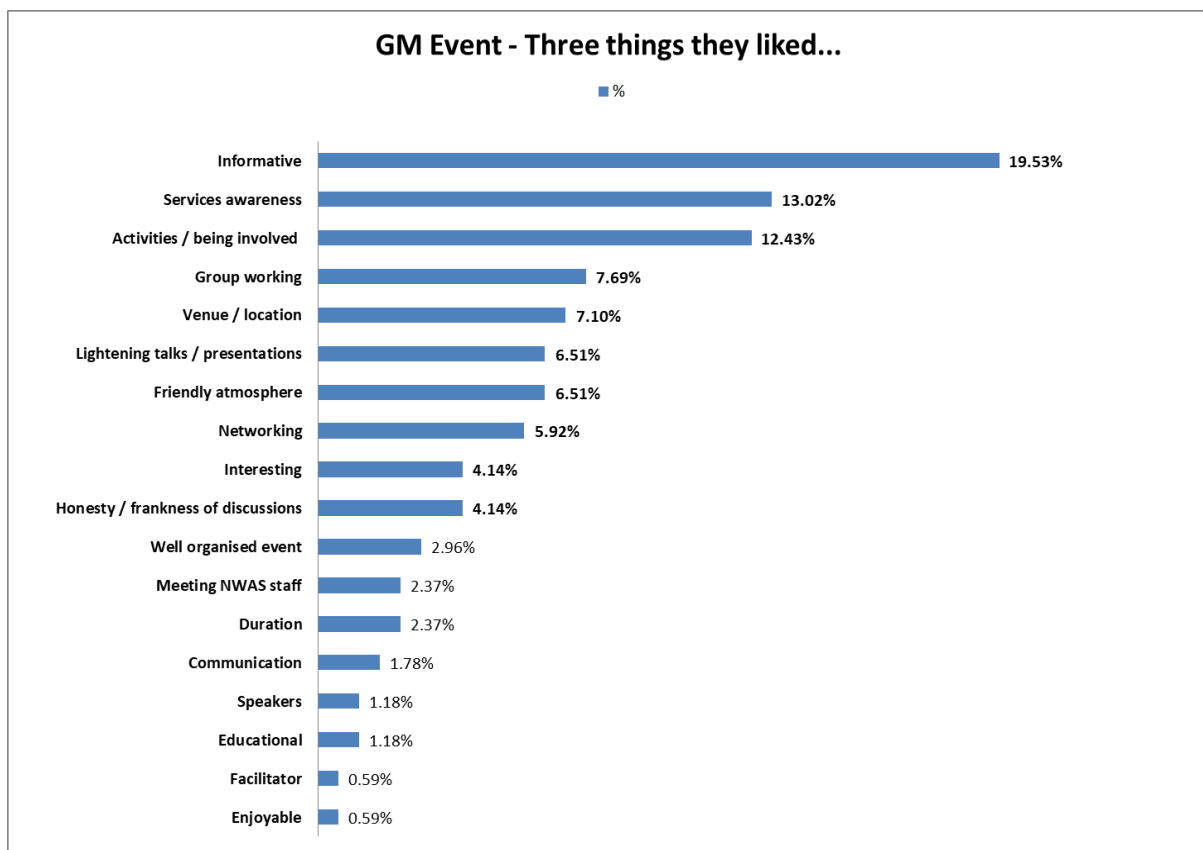
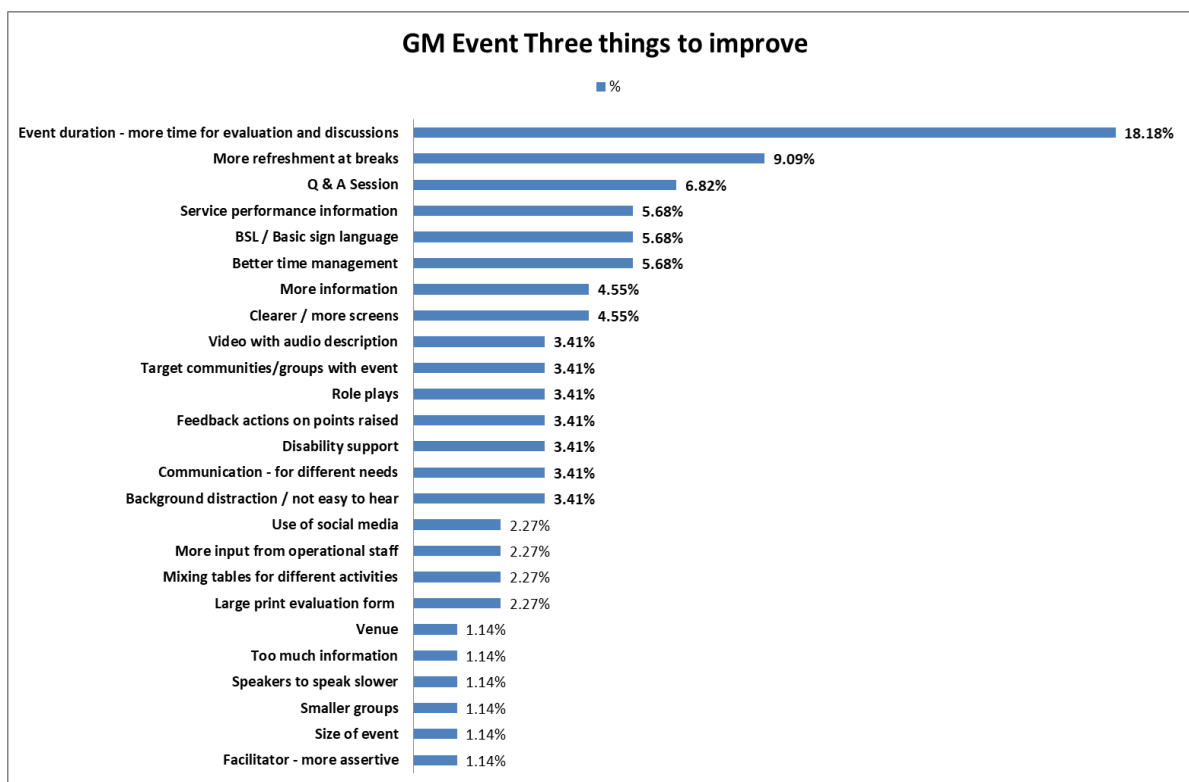


Chart 2: The three things attendees would like to see improved



Recommendations

An analysis of the feedback received at the event, both with discussions on the main service lines of PES, PTS and NHS 111 and the staging of the event, provides us with considerations for recommended action. These are shown in the table below.

All			
	Recommendation	Action	RAG
1	More education about all aspects of our services.	The Trust will look to establish 3 NWAS service communication campaigns which raise further awareness of PES, PTS and NHS 111 respectively.	
2	Staff to be trained in using sign language required for basic patient care with deaf patients e.g. hello, can you tell me what's happened.	A proposal will be taken forward for executive management consideration.	
Paramedic Emergency Service			
	Recommendation	Action	RAG
3	Investigate the 999 SMS text service and if it works?	We will contact the Royal National Institute for the Deaf (RNID) to further understand if any concerns with deaf	

		Ambulance patients accessing this service	
4	Explore if tapping on the telephone five times is recognised as an SOS in EOCs	Protocols to safeguard individuals at all times remain in place at NWAS.	
Patient Transport Service			
Recommendation		Action	RAG
5	Investigate if the collection and return SMS text service – is happening?	PTS Bureau Manager to further explore.	
NHS 111			
Recommendation		Action	RAG
6	Educate the public on NHS 111 information and how to access the service.	The Trust will look to establish 3 NWAS service communication campaigns which raise awareness of PES, PTS and NHS 111 respectively.	
7	Explore how accessible 111 is for people with disabilities	Visual BSL interpretation service can be accessed by all users of the NHS 111 service	

3 THINGS ATTENDEES WANT TO SEE IMPROVED AT THE NEXT EVENT?			
Recommendation		Action	
1	Longer / more time for the event.	A review of this will be undertaken when planning for the next NWAS community engagement event.	
2	The non- arrival of refreshments at the time indicated on the agenda was highlighted as a concern.	Arrival of refreshments on time will be a key review for the next NWAS community engagement event.	
3	Q&A session with service expert leads	A review of this will be undertaken when planning for the next NWAS community engagement event.	