

Acute sector:

# Southampton University Hospitals Trust pilot Frequent Feedback with Fr3dom Health and Picker Institute

## Background

Southampton University Hospitals NHS Trust (the Trust) is a complex teaching hospital with over 60 wards.

Following joint exploration with Fr3dom Health, The Picker Institute and key stakeholders Julie Dawes and Pam Sorensen, it was agreed to pilot the capture of patient views using Fr3dom Health systems (ward2board™) and the Picker Institute's research expertise. This combined service has subsequently become known as Frequent Feedback.

## The challenges

To allow board level indicators and ward level input to exist side by side in a single patient experience survey. Around thirty questions were required by each specialty.

Data was to be compared with the National Inpatient survey (also conducted by Picker) for benchmarking purposes and needed to be available quickly. Regular changes would also be required without disrupting reporting to allow flexibility and relevance for the trust ongoing.

Devices were to be used by volunteers and some by patients themselves, so ease of use was a key consideration.

## The solution

All hardware and software together with training and support was provided by Fr3dom Health. As a fully managed offering no involvement was required from IT or other areas and the process was fully independent of internal IT systems.

Fr3dom combined all questions through their profiling service into a single questionnaire, allowing any device to be used in any area of the hospital, guaranteeing the right questions were asked, including demographics.

Fr3dom provided the Picker Institute with access to data immediately after upload and this was used to contrast with national survey data (also a Picker survey).

Reports were created by Picker to contrast findings with the National Survey as well as explore areas highlighted in the data.

Ongoing changes to the questions asked have been managed by Fr3dom seamlessly with all modifications sent down onto the device automatically.

## Results

Response rates ran to 88% of all patients approached. The sample was managed tightly with demographics accurately reflecting the patient population.

Results have been combined with other reports, including complaints and PALS information.

**“This service helps to make that information set much more powerful than one-off pieces of information, because you can begin to build up trends,”**  
Pam Sorensen

Following this successful pilot the Frequent Feedback service through the Picker Institute has been rolled out across the Trust. Fr3dom Health is the Picker Institute's technology partner and all technology, data and related services are managed and deployed by Fr3dom Health.

SUHT  
United Kingdom

## Flexibility

**“We like the fact that it is so flexible. We can have the questions we want to have on the handheld device. We can design what we want from it.”**

Pam Sorensen



## Focused

**“Each division and care group can see what people are saying about a particular service,”** Pam observes. **“It makes it much more focused, specific and relevant for our staff.”** Pam Sorensen