

Harrogate Hospital gather meaningful insight in just two days with on site patient census

Background

Harrogate Hospital had established a requirement to generate a snap shot of patient feedback to explore in more detail findings from PALS and paper based surveys. The Picker Institute was asked to provide this service through their Frequent Feedback service which uses Fr3dom Health 's ward2board™ technology and consultancy to collect and report patient survey data.

The challenges

To allow board level indicators and ward level input to exist side by side in a single patient experience survey. A target of over 200 respondents was set to be achieved over two days, one day on consecutive weeks to ensure patients had moved through the system.

Full demographics were required and the sample had to be closely managed to ensure full patient population was reflected in the census. On site training and technical support was provided by Fr3dom Health.

The solution

Assisted self complete was proposed by Fr3dom Health as the right deployment methodology, involving volunteers to administer questionnaires. Following a brief training session run by Fr3dom Health, including practical role play exercises and practice runs the volunteers went out onto the wards to talk to patients. In all cases the volunteer would ask the questions and complete the survey on the devices provided by Fr3dom Health. This proved highly successful as Lesley Harris, Deputy Chief Nurse explains:

"...it was very rewarding to see how well patients responded to the volunteers. They put patients at their ease and helped to make completion of the questionnaire trouble-free. At the same time the volunteers seemed to value making an active contribution towards helping to shape improved services for the future. They came away with a sense of achievement, having played an important part in the day."

Results

Over 200 patients offered their views voluntarily in the two days.

Response rates ran to 90% of **all** patients approached. The sample was managed tightly with demographics accurately reflecting the patient population.

Results are combined with all other patient reports.

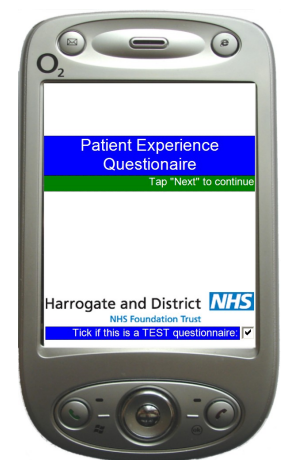
All data was available for analysis in real time from the Fr3dom Health servers.

Harrogate and District NHS
Foundation Trust
United Kingdom

Easy to use

"We found that the 'Fr3dom devices' were very easy to employ on the day,...are small, lightweight and flexible which means that volunteers and patients can handle them with ease. The technology involved is simple and user-friendly and easy to follow."

Lesley Harris: Deputy Chief Nurse



Speed

"The speed with which the analysis could be performed following or almost during the census was a further bonus to the use of this technology."

Lesley Harris: Deputy Chief Nurse