LISTENING AND LEARNING FROM PATIENTS, SERVICE USERS AND STAFF

CHAIR
Sir Mike Richards, chief inspector of hospitals, Care Quality Commission

SPEAKERS
Jocelyn Cornwell, chief executive, The Point of Care Foundation
Dr James Munro, chief executive and chief technology officer, Patient Opinion
Louise Shepherd, chief executive, Alder Hey Children’s NHS Foundation Trust

- Sir Mike opened the session by presenting on how the Care Quality Commission (CQC) listens to patients, service users and staff when regulating providers for quality of care:
  - Listening to patients and carers in clinical areas
  - Analysis of patient surveys and staff surveys
  - Holding listening events for patients and the public
  - Looking at formal complaints to the hospital
  - Looking at patients’ concerns raised with CQC
  - Reviewing whistleblowing
  - Focus groups with staff
  - Meetings with trade union representatives and individual members of staff
- Sir Mike highlighted the correlation between staff survey rating and the trust CQC rating.
- Dr James Munro presented on how Patient Opinion is facilitating a two-way dialogue between providers and patients/service users. He emphasised that listening and building relationships is more important than data – he suggested that this is where the ‘Friends and Family Test’ is lacking as the patient does not feel they are being listened to.
- Louise Shepherd shared how Alder Hey Children’s NHS Foundation Trust listened to children through social media to develop its hospital rebuild. Alder Hey asked its patients what they would want from their hospital – clear themes included: a safe place to be, somewhere to play, a park, increased privacy.
- Jocelyn Cornwell outlined how The Point of Care Foundation can support providers to listen to staff, service users and patients, exploring the role of the board, considering staff perceptions or organisational support and improving job satisfaction across the organisation.
- The panel also discussed the impact of the financial challenge on staff satisfaction, and how patients and staff can work together to improve services.