

# YPF 13 JULY - MEETING NOTES



## WELCOME!

We welcomed 35 members to our April meeting. We had eight new members who were....Alicia, Bryony, Chris, Georgia Gurshant, Jaya, Mushtasim, Toby!!!

It was great to de-stress after exams and celebrate the beginning of the summer holidays!

To those that couldn't make it, you were missed! We hope these notes will get you all up to speed. If you have any questions about these meeting notes please do not hesitate to contact the YPF team.

# RL DATIX PATIENT FEEDBACK PROJECT

Suzanne and Tara from the Patient Experience Team, updated us on the Friends and Family Test project.

The Friends and Family Test was introduced by the Prime Minister in 2012 as a result of an investigation, The Francis Enquiry. This enquiry looked at why there were so many poor cases of care at the Mid Staffordshire NHS Foundation Trust.

One of the results of this investigation was that the Prime Minister said that every patient in the NHS, whether you are having a baby, go into an Emergency Department or are seen at a children and young people's hospital (e.g. Great Ormond Street) has to be asked the Friends and Family Test Question which is:

**"If someone you know  
needed to come to hospital,  
would this be a good place  
for them to come to?"**

Hello!

We would like to know what you think about your outpatient visit today.

If someone you knew had to come to an outpatient clinic, would this be a good place for them to come to?

Please colour in the face that shows what you think

Yes Don't know No

What clinic did you visit today?

What was the name of the Doctor / Nurse that you saw today?

How old are you?

(Please turn over)

Friends and family test card

You and your parents can write your answers to the Friends and Family Test on feedback cards, see above, which are available on every ward and outpatient area in the hospital.

The information on the cards isn't linked to your name or details, unless you choose to share your contact details with the team. Feedback is then made into reports and sent to relevant people and departments to help make improvements.

Suzanne and the Team have been looking for a more fun way to get you to answer the Friends and Family Test. Some other children's hospitals use Fabio the Frog and Humphry the Bear, see right.

You told us that you wanted something different from the frog and the bear, and that you wanted something which would work for different age groups so we've been working with a company called RL Datix since 2017 and they came back to visit us to tell us how they've been getting on...



Humphry and Fabio

# RL DATIX PATIENT FEEDBACK PROJECT

RL Datix are the world's largest software company who work on patient safety and quality.



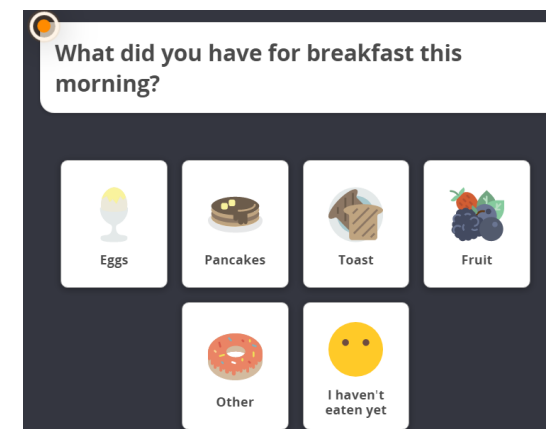
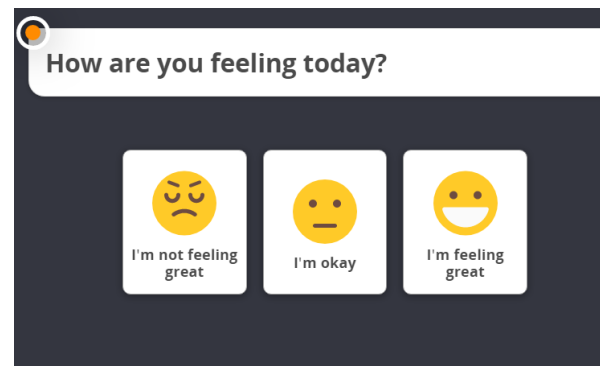
They have been making software that allows you and your parents to answer the Friends and Family Test online and then automatically filters your responses into a system for staff across the hospital to see.

It's a really clever system so when Suzanne and Tara from the Patient Experience Team mark a comment as being about food for example, it can send the message to the Head of Catering and then this person marks when they have read it, when they have taken action and tell Suzanne and Tara what they have done

As this part of the system is working well the team at RL Datix are now working on adding more questions on top of the Friends and Family Test question so we can find out what you can think about other topics e.g. the food or how nurses communicate with you. They gave us a link and we were able to have a sneak peak of the current version, see below!



We were allowed to have our phones out for once!  
Only so we could road test the feedback system



Screen shots of the additional questions in the new system



# RL DATIX PATIENT FEEDBACK PROJECT

RL Datix organised a number of activities for us, such as sharing personal stories via discussions and drawings. Some of the questions within these activities have been put to us before, e.g. What would you always want to happen when you visit GOSH?

RL's aim was not to collect answers for these questions but rather to observe how we selected and shared our responses.



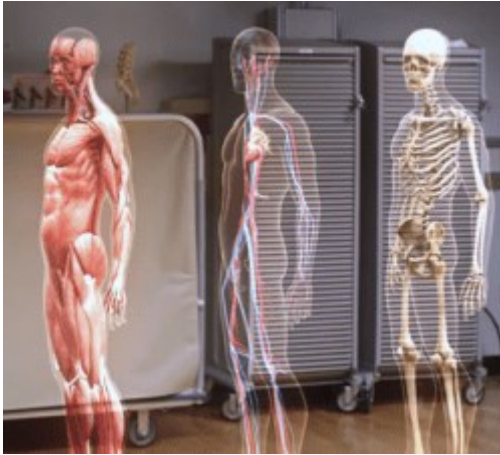
Photos of us in the Patient Feedback Project session

# RL DATIX PATIENT FEEDBACK PROJECT

Some of our improvement ideas

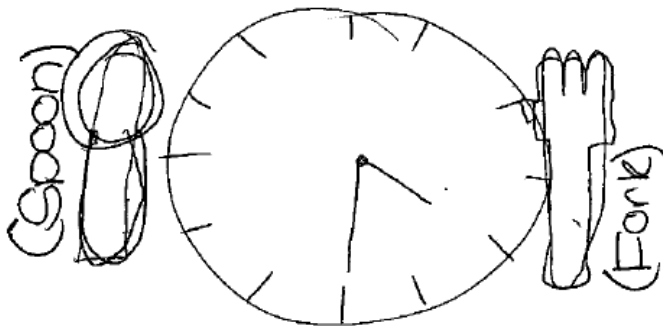
## *Doctor, I'm not ready!*

YPF members suggested patients have microchips installed in their wrists, so when medical professionals talked through treatment options they could scan the microchip and a VR version of the patient would appear and visualise the options.



## *Oh GOSH, we need better mealtimes!*

This proposal wanted to put back dinnertimes for teenagers.



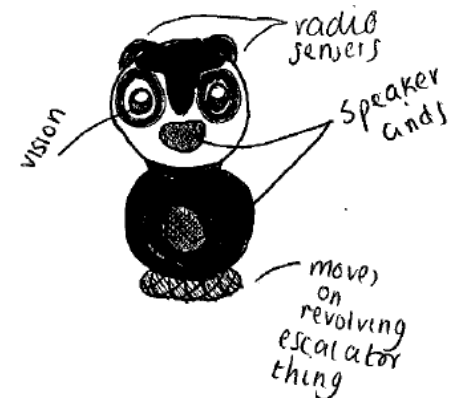
## *AI entertainment solves isolation*

Members wanted every GOSH patient to be given a robot; prioritising those in isolation. Patients could speak to the robots and control the robots, so they can walk around the hospital and/or into other patient's rooms who are also in isolation. There was also a suggestion that the robots could 'boogie on demand for younger patients'.



## *GOSH's boredom buster*

This idea was based patients having a device that had video technology which allowed them to talk to their friends and family at home, in other wards. The device could also connect to platforms such as YouTube and Netflix, as well as their favourite games so they could compete against those not in the hospital with them.





# FUTURE OF GOSH

The Chief Executive of GOSH, Mathew Shaw, attended the beginning of the meeting to discuss the importance of planning for the future of GOSH.

## *MAP Healthcare arrives at GOSH*

The YPF envisaged that Mental and Physical (MAP) care were brought together. Mental health support would be in every treatment plan and would be given via “interactive platforms”.



The information collected in this session will be fed into the Patient Experience Strategy that the Head of Patient Experience is writing.



The Chief Executive at the YPF meeting

We spoke about how we use technology today in our lives outside of GOSH e.g. how many of us have phones that track our sleep or fitbits that tell us how much we've walked!

This made us think about

- 1) How that information can be shared with our care team and
- 2) If we wanted to share that information and also
- 3) What would the impact of sharing such information be?  
E.g. not having to come in to GOSH for tests as regularly

# FUTURE OF GOSH

We were given four new ways GOSH could work in the future. We were asked for our first impressions of the ideas which were captured by emoji stickers.

We then shared what we thought was good and not so good about each idea.

These were the ideas and this is what we said!

## Idea 1: GOSH - a hospital without patients!



In Australia, some specialists hospitals like GOSH have two beds in local hospitals across the country. So patients go to their nearest hospital or hospitals that are closer to their home.

There are still specialist staff, from the hospitals like GOSH, caring for patients but they do it by having video links to patient's bedrooms, they can see all the test results, medicine charts and vial sign readings.

The specialist hospital staff still order tests and make diagnosis, just not from the hospital where the patient is.

Emojis



17 of us used happy emojis



15 used sad/worried emojis

## Idea 2 - Our bedroom is turned into a hospital



A specialist breathing hospital in Australia has invested money in technology that monitors things like vital signs (heart rate). All the information the machine collects is sent straight to the specialist doctors and nurses.

If you are really poorly you still go to hospital but instead of having outpatient appointments, a specialist nurse visits patients every two weeks. The nurses can run tests, take bloods and they even have mobile x-ray machines.

This works because patients can catch bugs when they are in hospital. Also people are often less stressed and more happy when they are at home with their families.

Emojis



24 of us used happy emojis



7 used sad/worried emojis

# FUTURE OF GOSH

## Idea 3 - GOSH hubs around the country



Other specialist hospitals in Australia have created north, west, south, east hubs.

So instead of always going to the one central hospital (one like GOSH) patients go to a hub near their homes for outpatient appointments. They can also see other teams such as dietitians, physiotherapists, psychological and wellbeing.

The hub communicates between the one central hospital and their GP's, school nurses etc.

They only go to the one central hospital when they are really sick.

### Emojis



25 of us used happy emojis



9 used sad/worried emojis

## Idea 4 - Keep GOSH as it is!



This proposal was to keep spending money on GOSH as one central hospital in London

### Emojis



21 of us used happy emojis



9 used sad/worried emojis

### Overall favourites

We carried out three rounds of pasta voting and there was an overwhelming majority to keep GOSH as it is, with hubs around the country in second place.



If anyone wants to be more involved in this work please email [emma.james@GOSH.nhs.uk](mailto:emma.james@GOSH.nhs.uk)



# EVALUATIONS

We ask you to evaluate each meeting, using our evaluation form. This helps us to make sure that our meetings are fun, interesting and friendly.

The top three words used to describe our meeting were;

Interesting, Educational, Fun



71% of you scored the *Future of GOSH* session as *Very Good* and 26% as *Good*.

This was followed by the *RL Datix Patient Feedback Project* session which 52% of you scored as *Very Good* and 32% as *Good*.

Comments about the *Future of GOSH* session included:

- *"Loved this workshop – excited to see what GOSH will look like in the next 20 years"*
- *"Really interesting & I did not want the session to end, we had too much to say!!"*
- *"I got quite tired"*



Comments about *RL Datix Patient Feedback Project* session included:



- *"Really positive and good to see how our ideas have been developed"*
- *"The feedback apps were very interesting and demo was interactive"*
- *"Not sure where all the story stuff fitted in/not relevant"*

## Other comments

- *"Improve cutlery at Lagoon"*
- *"Very interesting meeting. Thank you!"*
- 

## Food

19% of you scored lunch at Lagoon as *Very Good*, and 42% scoring as *Good*. Comments included:

- *Questions regarding plastic cutlery - we will get a response on this for you*
- *"The pie was very jelly like and bad in taste"*
- *"Salad and chips - was decent"*

We raised the issue of plastic cutlery to the Catering Team and they said:

"Metal cutlery should be on offer all the time, it is sited on the middle till. We will try and keep metal cutlery on all till points. However people use them and do not give them back, hence we are mobbing towards disposable knives and forks"

"We are considering using wooden cutlery and have a meeting with suppliers very soon. The only problem is that wood does not always come from a recycled or sustainable source. Also, families have told us that using wood to eat is not always a positive experience. We will keep you informed".

The lunch evaluation forms will be passed to the Catering Improvement Group. YPF member Nirali sits on the group as the patient rep so if you have any specific comments or ideas about

## NEXT MEETING DATE

The next GOSH YPF meeting will take place on **Saturday 10 August**.

Remember to RSVP by emailing Amy.

If you have any questions or just want to get in touch, please call or email:

- [ypf.member@gosh.nhs.uk](mailto:ypf.member@gosh.nhs.uk)