

A new service designed to support families and carers looking for welfare updates on patients while undergoing a stay in hospital

Matthew little, Siobhan Gordon, the Quality Hub and a Fab group of redeployed staff

Introduction and Purpose

Due to increased demand on clinical ward staff our goal was to develop a temporary service which acted to redirect incoming telephone calls away from inpatient ward areas and into a single central service. This service worked alongside the Family liaison service and the Hospital Pals service

The aim of the service was to ensure that family and carers were provided with a timely response to their enquiries, and to ensure our staff are able to put our patients' clinical needs first.

Family and Carer Engagement Service (FACES) Description

The service aims to:

- Reduce pressure on clinical staff to ensure their time is spent on clinical care and treatment by reducing the need to answer incoming telephone calls to Inpatient ward areas.
- Provide a single recorded and monitored central service for incoming calls from family members and carers to support family and carers so that they were provided with a timely response to their enquiries.
- Provide a timely referral to the Family Liaison Hub (FLH) service, to enable the FLH team to visit the ward to obtain an update and ensure that timely, accurate and relevant information is provided to families and carer.
- Ensure Patient Advice and Liaison Service calls are redirected to the PALS team.



Main Challenges

- Developing a method of recording the data collected, so that multiple people can access and input at the same time
- Resourcing a workforce to support the service
- Creating a location to run the service
- Communication

Developing a method of recording the data collected, so that multiple people can access and input at the same time

This was fully supported by the Trust Digital Directorate who in an amazing short time helped us by developing a process using forms on teams which allowed the team to record and share in real time.

Resourcing a workforce to support the service

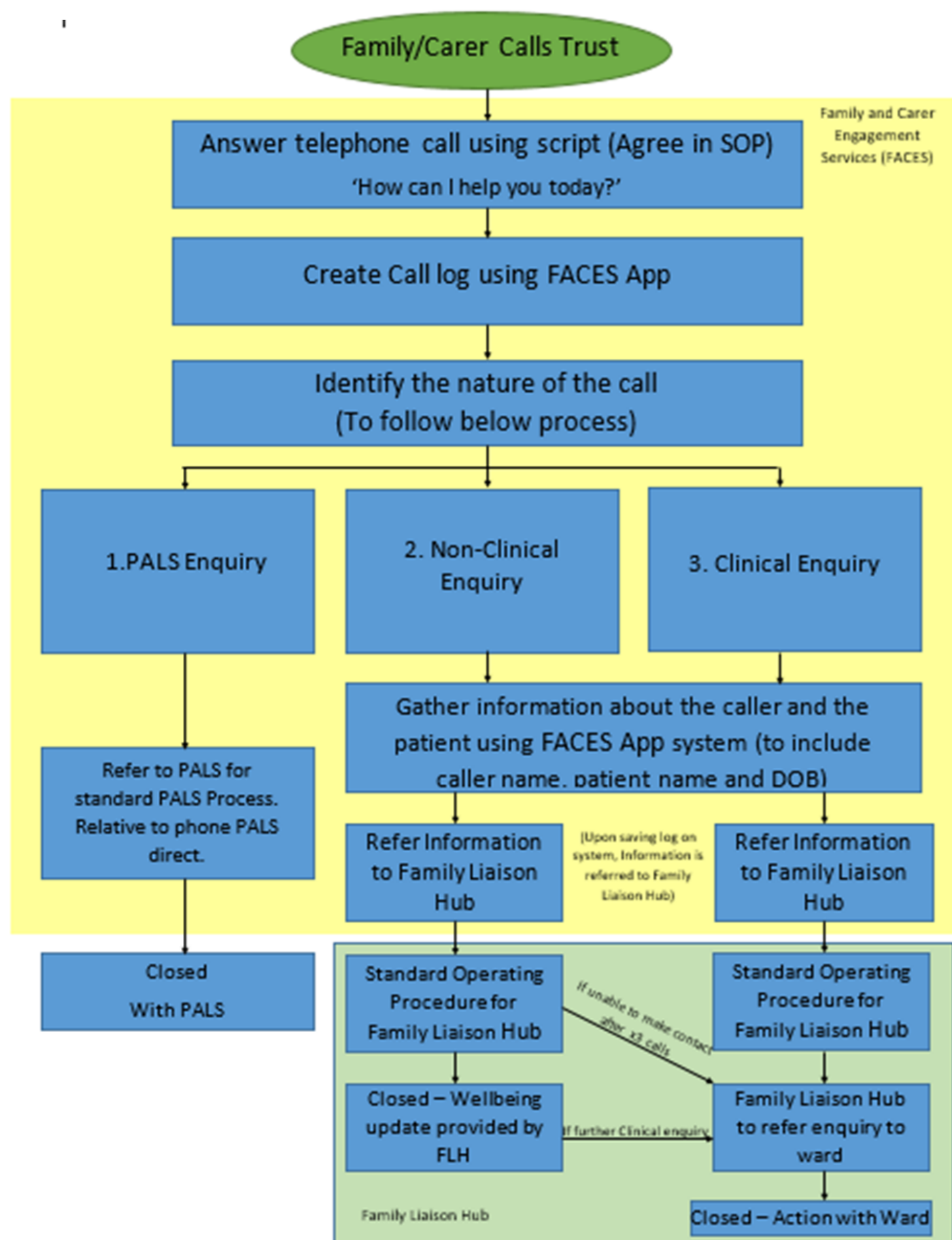
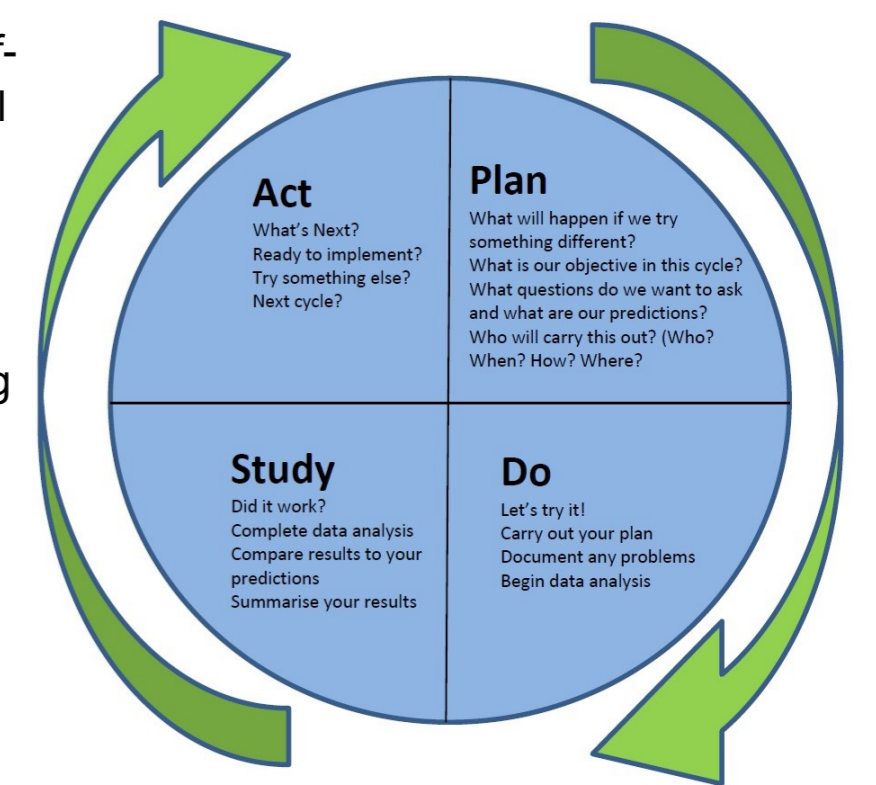
The Quality Hub led by Siobhan were the stars here, realising the benefits of the service that this would deliver to our patients they were able to reorganise their current workload and support this service in its development stage and during throughout its time running. This workforce was also supported by a real range of individuals employed throughout the trust who were happy to be redeployed to support and help.

Creating a location to run the service

Finding desk space is always a challenge in the NHS, we did explore the potential for running this service remotely, but reviewing the need to fully support the team while often dealing with difficult and challenging conversations it was felt on site would be better. However due to the digital team working from home during this period we were able to use an area of the digital offices.

Communication

To ensure we were able to cascade this to as many people as possible, we shared information regarding this service in as many ways as we could, using social media, telephone calls, working directly with Pals/FLH/Wards/Switchboard and via radio.



Feedback

Matthew Hopkins @M_J_Hopkins · 15h
More fantastic innovation from our teams in the midst of #CovidSecondWave in #PuttingPatientsFirst

Ch Supt Phil Dolby @PhilDolbyWMP · Jan 27
That's fantastic! Well done - firstly in giving a patient like me the chance to offer up ideas to you, secondly for listening so respectfully and thirdly for launching this new service. It shows how focussed you are on patients and their loved ones. @WorcsAcuteNHS @NHS #Covid19UK

A brilliant initiative. My ex mother in law was in hospital recently and you felt guilty taking away staff to talk... but without being allowed to see anyone there is no choice at present. Well done!

I was privileged to use this service today and I got to see my mum on my birthday!! The best birthday present I could have had ❤️
I cannot tell you how amazing it was to have that opportunity. What you are providing will make such a huge difference to so many people. Thank you from the bottom of my heart!



Siobhàn Gordon 14 h · 📍
#ThankyouThursday to EVERYONE involved with supporting our Families and Carers this week in ensuring they received a timely well-being update and/or video call. So many of you have gone that extra mile to ensure we support clinical staff on our Medical and Surgical wards with non clinical/wellbeing calls to families and carers. Some excellent feedback is coming through to t... See more

Digital, IT, Estates Teams	Family Liaison Team	Family & Carer Engagement Team (FACES)	Communications Team
Matthew Little	Donna Kruckow	Rachel Beasley-Suffolk	Peter Orton
Chris Oxlad-Arnold	Kelly Bills	Jess Young	Gemma Bullock
Tom Brown	Georgia Carter	Lisa Breckles	
Kevin Dockerty	Lydia Collins	Emily Walker	
Lucy Giles	Emma Handley	Sarah Page	
Nick Hodgkins	Alice Elderton	Bernie Thomas	
Caroline Newton	Heather Haslewood	Christian Stevens	
Chris Vernal	Megan Hodgkinson	Holly Langley	
WRH Switchboard	Aimee Summers	Kadja Idle	
AGH Switchboard	Julie Booker		
	Heather Betteridge		
	Paul Wright		

Kimberley Ann Averiss
Epic. I'm in Aus and a video call was organised so promptly. Thank you 😊