

Good afternoon FAB Champions ☺ Welcome to our third monthly **#FABFact** about patient experience – along with a ready-made solution or improvement that you can simply **‘grab and go’** to implement in your areas.

This month it’s all about **sharing information with relatives**. Relatives and families can experience increased anxiety about their loved one in hospital if they cannot get regular updates and we know our patients also want their families updated and may forget key things or be overwhelmed leaving them unsure how well informed their relative is. In addition our patient feedback has told us that a simple ‘he/she is ok’ can leave callers dissatisfied as they wonder what constitutes ‘ok’. Giving relevant but meaningful updates and information can be done safely with the patients consent and with assurance that the person being spoken to is the right person. We have developed some simple guidance for wards to use that includes using a password system. It is hoped that in the near future this can be included in patient admission documentation but in the meantime this one page document can be hugely helpful



So – here’s what you can ‘grab & go’ with in your area:

- Print off copies of the one page Sharing Information with relatives document and add these to your admission packs.
- Print off the ‘Have you agreed a password?’ label and stick on the inside of your patients folders.
- Remind your colleagues about agreeing a password during your next ward huddle.

Remember – if you want any help or advice about anything patient experience wise then please just give us a shout! And if you have lost / missed the previous #FABFacts then just let me know ☺

#hello my name is...



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