



Short Case Study

Transformation Thursday

Oxfordshire Health NHS Foundation Trust Community Hospitals

Oxfordshire Community Hospitals had just embarked on a journey to develop Quality Improvement initiatives when the Covid-19 pandemic put plans on hold. The way the team worked together during the pandemic brought benefits and learning around the importance of staff engagement and patient voice. Coming out of the pandemic into recovery, the team has found focusing on quality improvement a fantastic focus to engage staff, particularly in relation to developing patient centred care projects. Kate Riddle, Head of Service, shares how Transformation Thursday is a key initiative to support this work:

The first project up and running is in Didcot, working on reinvigorating the Patient Bedside Boards and shifting the focus to be more patient centred. The health care assistants and therapy team are all involved, and the Patient Boards have been reframed to focus on patients communicating to staff ‘what matters to me’. The reframing of how patients are involved in discussing what would really help their wellbeing has been seen some detail emerging that only comes from a true patient-centred approach – such as realising the importance of being able to access the Swansea football scores, and the occasional G&T! Rehabilitation journals are also being trialled as another element of this QI initiative.

Transformation Thursday plays an important part. This is a weekly session where the team can get together, update each other on what they are doing around the patient-centred care, bounce ideas off each other, and share learning. Others from the Trust are invited to drop in and find out what’s going on.

“ Thinking of it as a QI initiative has been very powerful and energising as a staff, and it’s that staff engagement – discussing person centred care at the Transformation Thursdays has been really positive

Benefits for patients

- Before-and-after surveys have shown a marked improvement in how patient-centred patients feel their care is, as a result of staff having the space to share learning on listening to the patient voice.

Benefits for staff

- Developing new skills and developing their practice.
- Better team working and exposure to new ideas
- Satisfaction of improving patient feedback.

Benefits for the Trust

- An engaged, motivated, learning workforce
- QI initiatives proven to work, which can be scaled up

What next?

The service wants to extend this initiative beyond Didcot and there is already interest across other setting. *“Staff are having these fantastic conversations. It’s really energised the team. We’re also thinking back to what we did pre-covid and about what is possible going forwards”*

Contact



Kate Riddle

HEAD OF SERVICE OXFORD HEALTH NHS FOUNDATION TRUST

Catherine.Riddle@oxfordhealth.nhs.uk

