

APPENDIX 3

University Hospitals of Leicester NHS Trust

REPORT TO: Clinical Management Groups / Nursing Executive Team / Matrons Forum

REPORT FROM: Heather Leatham, Assistant Chief Nurse

SUBJECT: Celebration of Message to Matron Cards - 2017-18

DATE: 5th June 2018

1. INTRODUCTION


The Trust gathers feedback about services and care in a number of different formats and routes. One of the most well established and well used ways for patients, families and carers to provide feedback is by using the 'Message to Matron' cards.

These cards are available across the whole trust in inpatients and outpatients facilities and allow feedback to be provided confidentially using a locked box next to the cards for patients and the public to post their feedback.

These cards are extremely useful as they allow patients their families and carers to tell us what is important to them with two open questions:

- What did we do well?
- And make a suggestion for improvement?



Ward/Department: _____	University Hospitals of Leicester 
Date: _____	NHS Trust
• What did we do well? _____	
• Make a suggestion for improvement? _____	
• Thank a member of our team? _____	
Please post this card in the department post box marked "Message to Matron". Cards will be collected weekly. Thank you	
<small>*Please do not use the Royal Mail</small>	

2. NUMBER OF CARDS IN 2017-18

The 'Message to Matron' initiative has been running successfully in Leicester's Hospitals since 2011. These cards are not generally given out but are available for the public to pick up and complete as there are posters next to each box inviting their use.

Message to Matron remains a very successful process with patients their families and carers 'choosing' to provide feedback to the trust using this format. The table below illustrates the cards uptake across the Trust:

APPENDIX 3

	No. of Cards Received 2017-18			
	Q1	Q2	Q3	Q4
Childrens	316	402	278	0
CHUGGS	1,046	713	1,238	857
CSI	476	683	1,030	1,359
EM	16	35	0	6
ITAPS	29	3	8	4
MSS	853	885	885	135
ESM	29	22	30	26
RRCV	116	169	98	149
Womens	38	51	71	0
	2,919	2,963	3,638	2,536

The majority of 'Message to Matron' cards completed are done so by patients and the public wishing to offer their thanks in writing and highlight an aspect of their care they have been particularly pleased about. The table below shows the percentage of positive comments and the number of suggestions for improvement for each Clinical Management Group.

		Total		
		Positive	Negative	Total No of comments
Childrens	No. of Comments	993	83	1,076
	%	92%	8%	
CHUGGS	No. of Comments	11,058	896	11,954
	%	93%	7%	
CSI	No. of Comments	3,538	417	3,955
	%	89%	11%	
EM	No. of Comments	219	14	233
	%	94%	6%	
ITAPS	No. of Comments	139	13	152
	%	91%	9%	
MSS	No. of Comments	3,539	927	4,466
	%	79%	21%	
SM	No. of Comments	249	120	369
	%	67%	33%	
RRCV	No. of Comments	669	149	818
	%	82%	18%	
Womens	No. of Comments	200	44	244

APPENDIX 3

	%	82%	18%	
UHL	No. of Comments	20,604	2,663	23,267
	%	89%	11%	

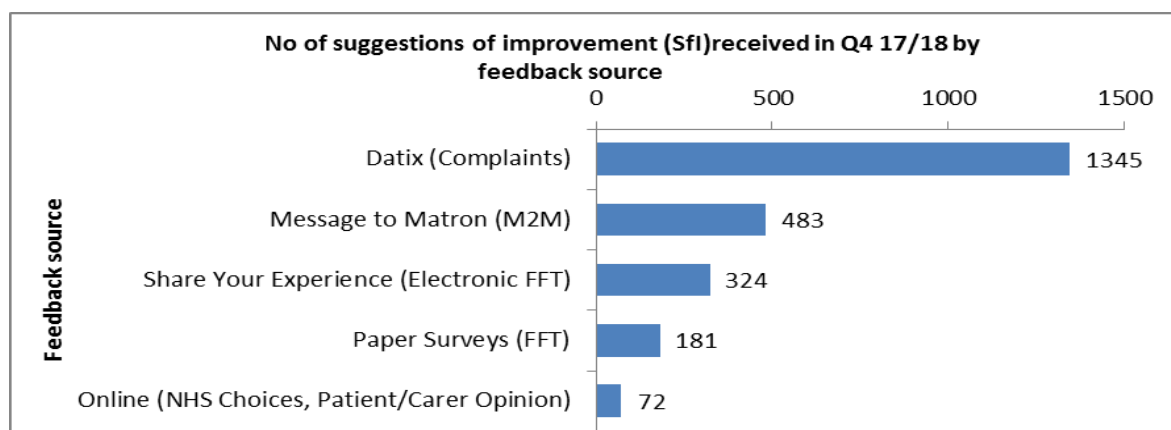
3. RESPONSE TO MESSAGE TO MATRON

Every Message to Matron Box has a picture of the Matron for that area next to it, inviting comments from patients and the public. All Matrons proactivity manage their cards as at times families leave their contact details for the matron to ring them for information or an opportunity to discuss issues or concerns. Therefore all comments are acted upon in real time for the specific clinical area.

Every month Matrons and Clinical Management Groups instigate improvements and changes that have been identified in the Message to Matron cards these can range from ringing relatives at home who require information to changing décor and service provision.

Also the Trust triangulates all complaints and suggestions for improvement from all the different feedback mechanisms from patients and the Message to Matron Suggestion for improvement form a large proportion of this work as can be seen in the table below:

The total number of Suggestions for Improvement (Sfi) received in quarter four 2017-18 was 2,608. The breakdown from each patient feedback source is shown below.



Each quarter the themes from the Message to Matron triangulation suggestions for improvement are presented for the Clinical Management Groups and the trust so improvements can be made.

Only 2,663 or 11% of the comments on Message to Matron Cards in 2017-18 were a suggestion for improvement in 2017/18. Remarkably 20,604 comments or 89% of the overall number of comments were patients their relatives and families providing written positive feedback. This feedback is not reflected back to staff at Trust level to celebrate this achievement.

4. THEMES FROM MESSAGE TO MATRON IN 2017-18

As the table above illustrates the vast majority of feedback from patients is positive but what exactly are patients and the public saying about Leicester's Hospitals:

APPENDIX 3

No. of Cards Received		2,919	2,963	3,638	2,536	12,056
Theme		Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
1	Thank you	1,562	1,858	2,614	2,218	8,252
2	Exemplary care	701	919	656	284	2,560
3	Kind, caring and compassionate staff	543	618	784	300	2,245
4	Positive team work	324	401	542	282	1,549
5	Professional staff	208	359	496	48	1,111
6	Positive attitude of staff	188	418	357	22	985
7	Positive communication	131	90	452	41	714
8	Communication - Nursing Staff	140	406	28	14	588
9	Medical staff	6	33	3	422	464
10	Informative communication	88	42	230	33	393

Over the 12 months the Trust has received **20,604 written compliments** using Message to Matron when patients their families and carers took the time to stop and write thank you to the staff for the care they had received.

The overwhelming comments from patients and the public identified that they found the care and services they experienced **exemplary, staff professional while being, kind, caring and compassionate and they wished to say thank you.**

Over the whole year 3,248 patients, their families and carers wished to highlight that they had experienced **positive communication from staff with a positive attitude and team work.**

Overall the Clinical Management Group of **CHUGGS received an outstanding 11,058** messages highlighting positive experiences for patients, their families and carers.

5. CONCLUSION

Over the last 12 months the Matrons in Leicester's Hospitals have worked to ensure patients can voice their opinions both in a positive way and also identify suggestions for improvement. The Message to Matron is a system patients obviously feel able to use and contributes to the Trust overall strategies for improvement with the Quality Commitment.

It is always important to examine how we can improve and grow in line with feedback from patients but it is just as important to take the same time to stop and listen to patients their families and carers to hear what we do well. Patients and the public have taken time to write this feedback so it was important to them so it should be important to the Trust and all staff.