



GIG  
CYMRU  
NHS  
WALES

Uned Gomisiynu  
Cydwethredol Cenedlaethol  
National Collaborative  
Commissioning Unit

We are committed to ensure our products within the EDQDF Programme support the Quad Aim. The people of Wales are at the centre of what we do as we strive to transform services to improve patient experience & outcomes, from the ground up.

- Julian Baker, NCCU.

## HappyOrNot

**Challenge:** Emergency Departments did not have a consistent approach across Wales to collecting patient feedback to help make informed improvements

**Solution:** Procurement of an international feedback system across EDs with the same question set for consistent feedback.

**What We Did:** We engaged with EDs across Wales for input and engagement into the project. Worked with Eds for implementation of the product into departments and provided local stakeholder engagement resource to internally promote products. Also provided support during Covid-19.

**Outcomes:** Realtime feedback for EDs to make positive changes across departments such as staff recognition, resource improvements etc.

## Picker Staff Experience Survey

**Challenge:** Difficult in drilling down into original NHS Wales survey to look at site specific well-being and experience.

**Solution:** A pan-Wales staff survey with site and demographic options to give the ability to break down results.

**What We Did:** We worked with The Picker Institute to create a bespoke survey to issue to Emergency Department staff across Wales.

**Outcomes:** The anonymous results were shared to a variety of leads to gain a greater understanding of staff experience and well-being to then help inform planning.

## NHS Benchmarking

**Challenge:** Awareness of the NHS Benchmarking Network's annual Emergency Care Project was limited in terms of use and awareness across all emergency department sites.

**Solution:** Bespoke report providing comparisons between individual ED sites within NHS Wales as well as to other UK participants.

**What We Did:** National events with clinicians, operational teams, finance, performance and informatics colleagues to widen awareness and ownership of the benefits of benchmarking. Working specifically with a cross section of ED representatives to review past Emergency Care Project questionnaires to ensure future projects would be fit for purpose for Wales ensuring improved consistency and completeness.

**Outcomes:** Highly attended national learning and sharing event. Increased completeness & consistency of project reports across Welsh Health Boards. Health Boards referenced within NHSBN good practice guides as they have been able to showcase their work.

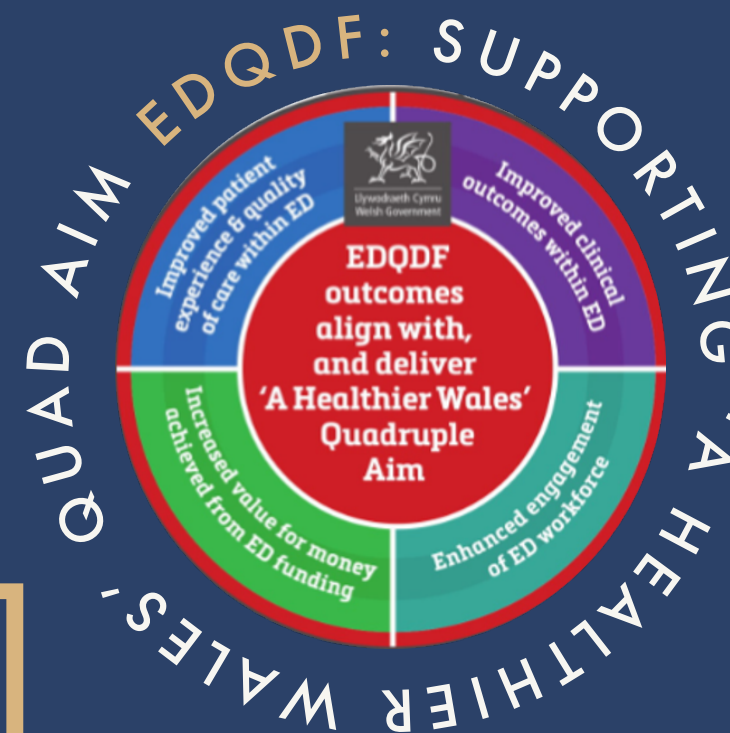
## Experimental Measures

**Challenge:** No existing measures past the 4 & 12 hour targets to show a reflective representation of the patient journey through an Emergency Department.

**Solution:** A suite of measures designed from the ground up to show a patient journey through the emergency department, looking beyond 4 & 12 hours.

**What We Did:** Worked with frontline clinicians during engagement events to design a suite of measures for the patient journey. Worked both nationally and locally for endorsement of the measures. National launch campaign for the measures in bid to change the conversation around EDs. Local with informatics for ongoing data improvement. Ongoing work for further measure implementation.

**Outcomes:** National collaboration and ongoing local data improvements to create national unified approach.



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