

Observe Listen & Act – Transforming patient experience through real time feedback

Julie Cheney

Assistant Director

Patient Experience

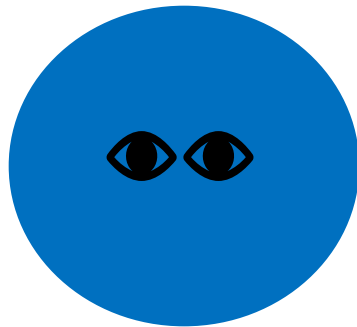


Purpose of OLA

Traditional surveys tell us what happened after discharge.
OLA enables teams to hear patient voices while care is still being delivered and act immediately.

A volunteer-supported, accredited model that turns real-time patient insight into measurable improvement

OBSERVE



See care through the
eyes of patients



LISTEN



Understand what
matters most



ACT



Turn feedback into
improvement



Coproduction in action

Five themes driving meaningful conversations

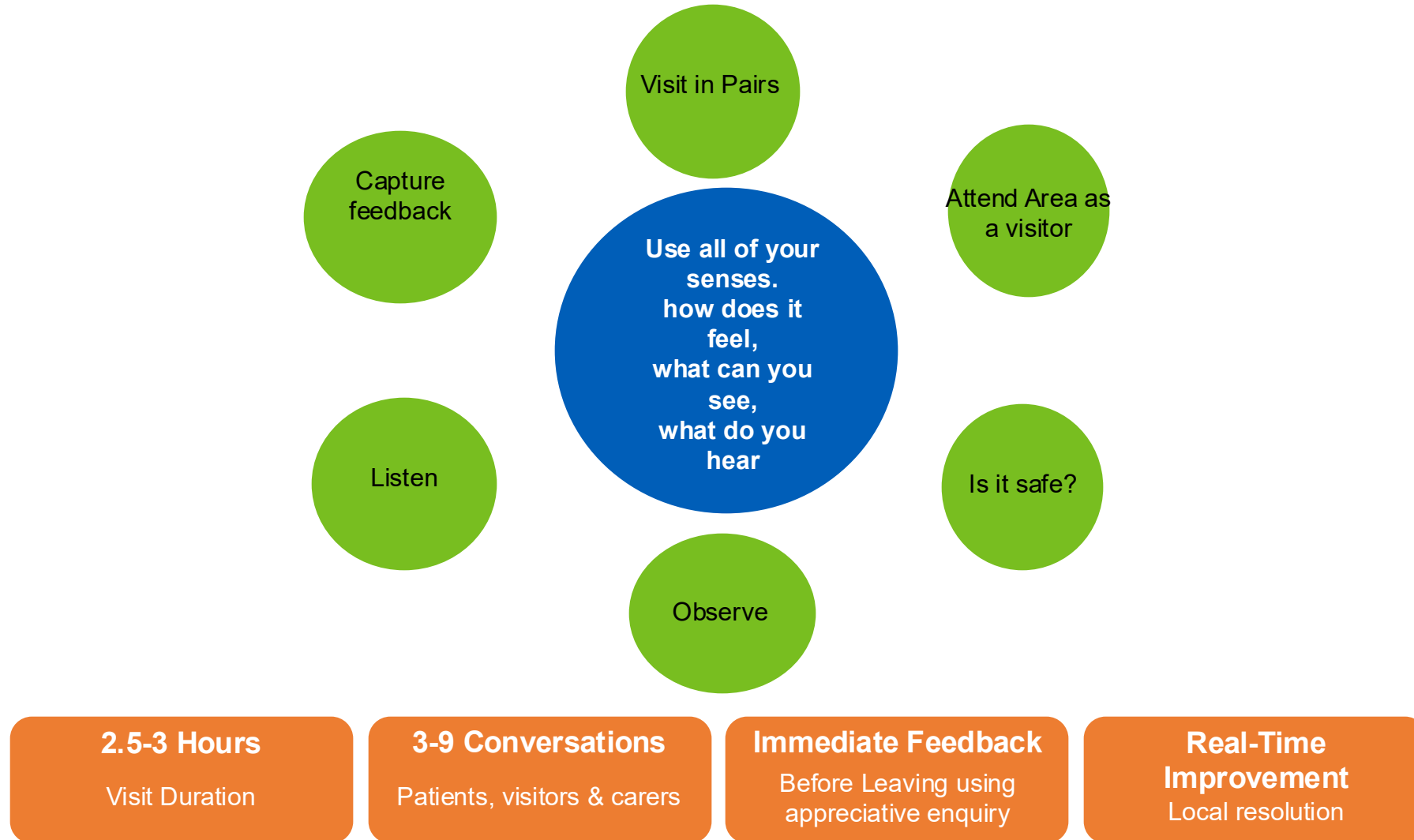
Every OLA visit uses structured questions to explore what matters most to patients and families

Theme 1 Environment	Theme 2 Communication	Theme 3 Person Centred Care	Theme 4 Food & Drink	Theme 5 Patient Safety
How does the environment feel? • Clean, comfortable and welcoming • Privacy and dignity maintained • Suitable surroundings for care	Are patients informed and involved? • Clear information provided • Questions answered • Patients feel listened to	Is care tailored to individual needs? • Involvement in decisions • Respect for preferences • Compassionate interactions	Are nutritional needs being met? • Access to refreshments • Choice and quality • Support where required	Do patients feel safe? • Safe care environment • Confidence in the service • Risks identified and managed

Aligned to the CQC Quality Statements

✓ Safe ✓ Effective ✓ Caring ✓ Responsive ✓ Well-Led

How OLA turns insight to impact



NCA improvements from insight





SUCCESS
practice
instruction
training
learning

Champions

Networking

Improvement

Recognition

Patient Experience Forum (PEF)

Day surgery patient info film

Outpatient Excellence

d/Deaf steering group

GIRFT

Pre-op experience

PPEG

Five OLA volunteers successfully moved into HCA roles



My Communication Needs



The Accessible Information Standard (AIS) - Making Accessible Information

Let our staff know if you have any Communication Needs you would like us to be aware of

Please speak slowly
I am hard of hearing

Please face me and speak clearly
I can't hear

I am visually impaired
I can't see

Please use simple language
English is not my first language

Please provide a British Sign Language interpreter

HIDDEN disabilities

Hush... people are sleeping

Guidance for patients and staff between the hours of 11pm and 6am

Be Mindful of Your Volume
Please ensure you keep your voice down at night time. Staff when doors are closed and you are all night people can hear you.

Physical & Comfort Checks
Patients may need care or support during the night. We will try and complete these only when we have to. Please consider the use of headphones for personal phone use.

Smells & Driers
Please be aware that rest of doors and bins are soft closing. Where any noise can be heard close bin.

Phone Courtesy
Please report any noise issues to staff. We will endeavour to resolve any issues as quickly as possible.

HUSH
HELPER TO SLEEP BETTER

Visitor's Charter

YOU CAN EXPECT OUR STAFF TO:

- Be polite and courteous at all times, always and treat you with respect.
- Be honest and open with you.
- Be respectful of your privacy and confidentiality.
- Be respectful of your beliefs, values and culture.
- Be respectful of your time.
- Be respectful of your safety.
- Be respectful of your dignity.
- Be respectful of your rights.
- Be respectful of your needs.
- Be respectful of your wishes.
- Be respectful of your choices.
- Be respectful of your preferences.
- Be respectful of your opinions.
- Be respectful of your feelings.
- Be respectful of your thoughts.
- Be respectful of your emotions.
- Be respectful of your behaviour.
- Be respectful of your appearance.
- Be respectful of your possessions.
- Be respectful of your belongings.
- Be respectful of your valuables.
- Be respectful of your money.
- Be respectful of your property.
- Be respectful of your home.
- Be respectful of your family.
- Be respectful of your friends.
- Be respectful of your community.
- Be respectful of your society.
- Be respectful of your country.
- Be respectful of your world.

WE EXPECT OUR VISITORS TO:

- Be polite and courteous at all times, always and treat staff with respect.
- Be honest and open with staff.
- Be respectful of staff privacy and confidentiality.
- Be respectful of staff beliefs, values and culture.
- Be respectful of staff time.
- Be respectful of staff safety.
- Be respectful of staff dignity.
- Be respectful of staff rights.
- Be respectful of staff needs.
- Be respectful of staff wishes.
- Be respectful of staff choices.
- Be respectful of staff preferences.
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- Be respectful of staff society.
- Be respectful of staff country.
- Be respectful of staff world.

FAIRFIELD GENERAL HOSPITAL

VISITING TIMES

10am - 7.30pm Daily

We respectfully ask that there are no more than 2 visitors per bedside.

Please do not visit if you are feeling unwell.

You may be asked to step away from the bedside and to allow treatment or care to ensure privacy and dignity for patients.

If you wish to visit with children, please telephone the ward manager before attending the ward.

IF YOU NEED TO VISIT OUTSIDE OF THESE HOURS, PLEASE SPEAK TO THE NURSE IN CHARGE TO ARRANGE

CARE APPRECIATE INSPIRE

CERTIFICATE OF ACHIEVEMENT

THIS CERTIFICATE IS PRESENTED TO

CARE APPRECIATE INSPIRE

Outstanding Contribution to Patient Experience

OBSERVE, LISTEN & ACT (OLA) 100% ACHIEVEMENT

Congratulations on achieving an exceptional 100% score across all five OLA themes, demonstrating outstanding teamwork, and a consistently high standard of patient experience.

This certificate has been awarded to:

Interventional Radiology Day Case Unit

Date: **14.07.2026**

In recognition of achieving an exceptional 100% score across all five OLA themes. This remarkable accomplishment reflects your continued dedication to person-centred care, outstanding teamwork, and a consistently high standard of patient experience. The positive feedback received highlights your compassion, professionalism, and commitment to ensuring every patient feels valued and supported. This sets a benchmark for others and demonstrates the impact of a team united in delivering the very best care. Congratulations on this outstanding achievement.



Outstanding Patient Experience Certificates



OBSERVE, LISTEN & ACT (OLA)

PERFORMANCE UPDATE



OUR GOAL:
Deliver outstanding
experience for every
patient, every time

HS
NHS
Trust

OVERALL POSITION



**Majority of standards
have improved**

Improvements significantly
outweigh deteriorations,
demonstrating positive
progress across services.

PERFORMANCE MOVEMENT (All Standards)



43

IMPROVED
Standards have
improved



7

UNCHANGED
Standards
unchanged



10

DETERIORATED
Standards have
deteriorated

BIGGEST IMPROVEMENTS (vs all time)



Carers Information
& John's Campaign

72% → 92%

+20%



"Hello My
Name Is"
Compliance

50% → 67%

+17%



"What Matters
to You?"

52% → 68%

+15%



Staff Understand
Personal Needs

83% → 97%

+14%



Communication
Needs
Information

53% → 63%

+10%



Staff on
Duty Boards

83% → 93%

+10%

HIGH PERFORMING AREAS (Current Score)

	Water Jugs Available	100%
	Hand Hygiene	99%
	Staffed Reception / Nurse Station	98%
	Carer & Family Involvement	98%
	Water Offered During Care	98%
	Water Offered During Consultation / Treatment	98%
	End of Life Information	97%
	Understanding Personal Needs	97%
	Nurse Call Bells Answered Quickly	96%



Many core care and safety standards
are performing at excellent levels.

PRIORITY IMPROVEMENT AREAS

			CURRENT SCORE	CHANGE (vs all time)
1		Rest & Sleep	Patients report difficulty resting without noise and interruptions.	63% ↓ 2%
2		Waiting Areas	Concerns around seating, environment, comfort and usability.	64% ↓ 5%
3		Communication Accessibility	Improving but remains one of the lowest performing standards.	63% ↑ 10%
4		Waiting Time Information	Patients want more visible and proactive communication.	69% ↓ 3%
5		Toilet Facilities	Largest environmental decline requiring immediate focus.	71% ↓ 7%
6		Raising Concerns	Not all patients know who to speak to when they have a concern.	75% ↓ 4%



Focus on environment, communication and information
to drive the biggest impact on patient experience.

LARGEST DECLINES (vs all time)

	Time Given to Eat Meals	-9%
	Toilet Facilities	-7%
	Faith & Religious Needs	-6%
	Waiting Room Environment	-5%
	Bedside Furnishings Accessible & Suitable	-4%
	Raising Concerns	-4%



Monitor these areas closely to prevent
further decline and improve experience.

KEY TAKEAWAY



43 standards improved compared with **10** deteriorations,
demonstrating continued progress in person-centred care,
with future focus required on environment, accessibility,
rest and sleep, and communication.

PRIORITIES 2026/27



PEOPLE

- ✓ Embed 'What Matters to You'
- ✓ Improve visibility of
staff introductions
- ✓ Strengthen support
for carers



ENVIRONMENT

- ✓ Improve waiting areas
- ✓ Improve toilet facilities
- ✓ Reduce noise and improve
rest opportunities



COMMUNICATION

- ✓ Improve accessibility information
- ✓ Enhance waiting time updates
- ✓ Make routes to raise concerns
more visible

Sam Sherrington (Dr)

Deputy Chief Nursing Officer (Improvement)



"I would strongly encourage every member of staff, both clinical and non-clinical, to participate in an OLA visit. It is one of the most powerful quality improvement experiences available within the

NCA. The visits provide a unique opportunity to triangulate assurance by connecting organisational data, frontline reality and, most importantly, the voices of patients and families.

They offer authentic insight into the quality and experience of care, create meaningful opportunities for learning, and help leaders at all levels better understand where services excel and where further improvement can be made. Conducted with professionalism, compassion and respect, OLA visits are an invaluable way of staying connected to the lived experience of care and ensuring our improvement efforts remain firmly centred on patients."

September 2026