



Patient Conversations and Walk & Talk

**720 (and counting) volunteer-led conversations
resulting in real-time improvements**

Why we needed to do something different

- National Inpatient Survey:
 - 8% of patients reported they were asked for their views whilst in hospital.
- Traditional feedback often:
 - happens after discharge
 - uses organisation led questions
 - misses seldom-heard voices.
- Staff were missing opportunities to resolve issues in real time.



Our Solution

- ❖ Trained volunteers hold patient conversations.
- ❖ Co-designed approach.
- ❖ Real-time feedback, escalation and action.
- ❖ Open, patient-led discussions.
- ❖ Walk & Talk engagement events.
- ❖ Moved from collecting feedback to actively listening.



Insight and Impact



Insight

- Interpersonal skills and meeting emotional needs – most prominent theme.
- Patients feel heard and seen.
- Patients influence care.
- Conversations can also help reduce isolation and positively impact wellbeing.

Impact

- ✓ Accessible vending machine modifications.
- ✓ Interpreter support arranged.
- ✓ Pets as Therapy visit for distressed patient.
- ✓ Wimbledon fan's bedside TV fixed.
- ✓ Medication timing changes.
- ✓ Breast MRI pathway improved.



Meet Volunteer Katie

Impact on Volunteers, Staff & Trust



Volunteers

- Meaningful role
- Training and development
- Sense of making a difference



Staff

- Immediate feedback
- Resolve issues quickly,
- Positive recognition & motivation
- Quality improvement



Trust

- Rich insight
- RADAR governance
- Identified themes and trends
- National inpatient score 8 → 31%
- Clinical services submitting requests

A University Hospitals Trust

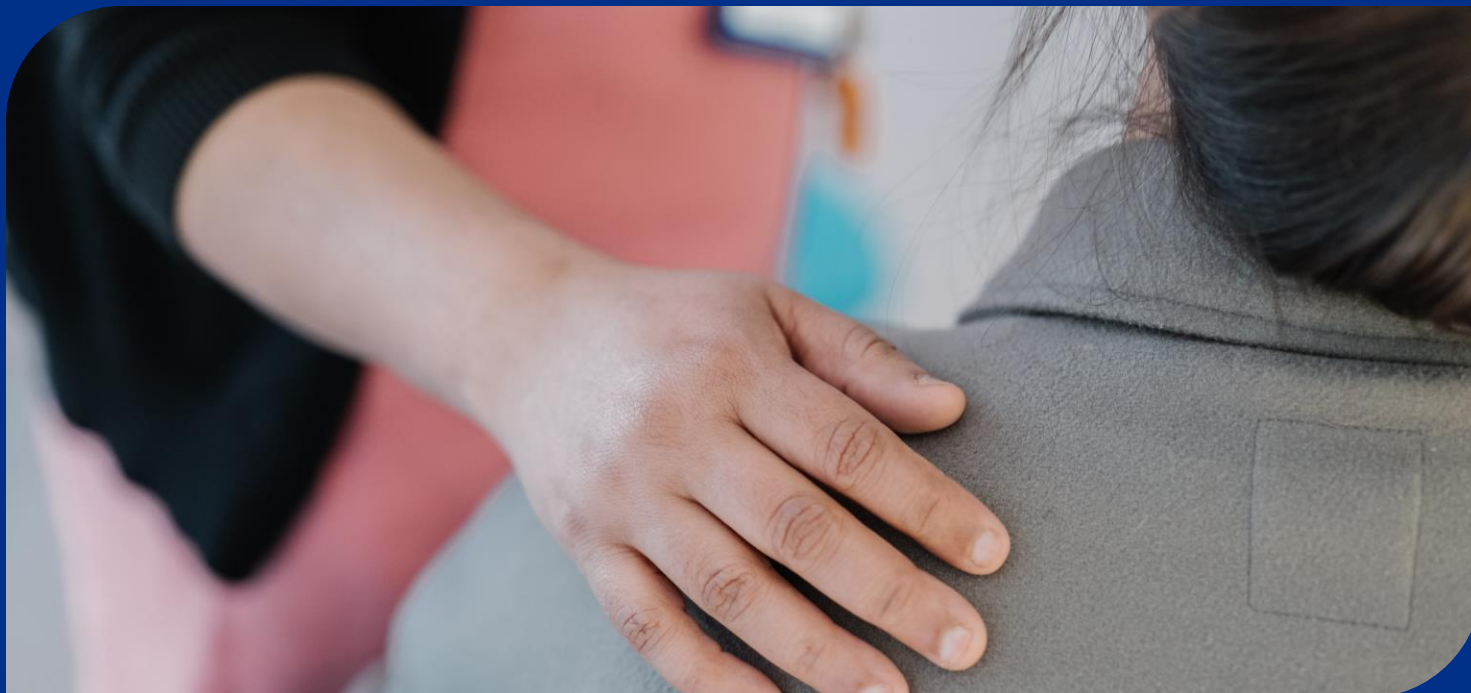
“Thank you, it is so important they get the opportunity to speak with someone external to the unit for us to receive real feedback.”
ICU Matron

Listening. Acting. Improving.

- 720 conversations and counting, in over 55 locations.
- 45.8% increase in patient engagement in Jan-June this year compared to last.
- 112 people engaged during 2 x 2 hour Walk & Talk events.
- Collaborative work with LDA, Carers, Dementia, Interpreting as well as clinical teams.

Next

- Expansion of this sustainable and low-cost model across the wider merged Trust.
- Introduce new departments (that have additional considerations e.g. endoscopy, ED, corridor care patients).
- More Walk & Talk events.
- Continue stronger culture of person-centred care & engagement from underserved groups.



Patient Conversations has transformed feedback from something we collect into something we actively use. Every conversation is an opportunity to improve the experience of patients, support staff and empower volunteers to make a difference.