

G122(P) IMPROVING THE EXPERIENCE OF HOSPITAL ADMISSIONS FOR PAEDIATRIC PATIENTS WITH COMPLEX OR SPECIAL NEEDS THROUGH INTRODUCTION OF AN 'ALL ABOUT ME' INFORMATION (P)

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Background Our hospital has large numbers of paediatric admissions for patients with complex health challenges or special needs. Admissions to hospital are stressful for children and their parents, even more so if the child has additional communication difficulties or specific care regimens.

Aims To introduce a tool to improve care and experiences of children with added needs who are admitted to our ward.

Methods We surveyed families of children with additional needs to find out how they felt about our current level of care and how we could improve it. We also asked their opinions about the idea of introducing an 'All about me' information (P) and about creating picture cards of medical equipment they have at home. Based on the responses we created an 'All About Me' (P) with categories of helpful information that respondents said they would like to be displayed by their child's bedside. Information includes likes, dislikes, difficulties and means of communication.

We presented the (P) to paediatric staff who gave globally positive verbal feedback. Subsequently the (P)s were introduced with the help of the multidisciplinary team. Suitable patients are identified on admission to the ward and the (P)s completed by them and their families with assistance from the play specialists and translators if necessary.

Results We received 18 completed surveys from families, the responses of which led to the design of the 'All about me' (P).

When parents were asked if they felt that hospital staff made accommodations for their child's needs in order to make their admission easier they responded:

- Rarely 1
- Sometimes 7
- Regularly 5
- Always 4
- No reply 1

When asked if staff interact and communicate with their child appropriately replies were as follows:

- Never 1
- Sometimes 2
- Regularly 8
- Always 6
- No reply 1

16/18 felt that their children would benefit from an 'All About Me' (P)

Conclusions The results clearly demonstrate a need for improvement in our care of children with special needs and their families. Surveyed parents felt that a (P) with information about their child would be helpful as would picture cards of medical equipment. Staff responded positively to the (P)s we produced and they are currently in use on our general paediatric ward.

G123(P) GREATIX: THE FIRST YEAR EXPERIENCE OF AN EXCELLENCE REPORTING SYSTEM

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Aims To review the use of 'Greatix', an excellence reporting programme, one year into its use in a paediatric department. The project aims to improve patient care through encouraging the emulation of good practice and improving staff morale using the principles of 'learning from excellence'.

Methods For a year our department has run the 'Greatix' programme. Staff, patients and parents can send a 'Greatix', which details of excellent practice they experience, to a dedicated email account. They are asked to include 'Who did something excellent? What did they do? And Why was it so good?' Recipients are informed and receive a certificate.

A bi-monthly department meeting is held to share the learning points from the excellent practice highlighted by Greatix submissions.

Results Over 350 Greatixes have been submitted in the first year of the project. Numbers have exceeded Datix reports in several months. Greatixes have been submitted and received by many different members of staff including consultants, junior doctors, nurses, domestic and administration staff.

Recipients of greatixes report feeling proud, appreciated and valued.

Common themes emerging from greatixes include:

Supporting colleagues: 'She recognised that I was in serious need of a break and supported me through a difficult night shift...Through sharing difficulties that I was experiencing I felt I almost had an ally at work and that somehow instantly made things better!'

Going above and beyond job requirements:

'An orthopaedic registrar stayed on the paediatric ward to help translate for parents with limited English, in order to clarify a history'

Teaching: Her 'dedication to education is outstanding...brilliant teacher: she pushes us to think on our feet, explain our reasoning and to be precise...'

Leadership: 'When he arrived and throughout it was clear who was leading and he gave clear instructions. Also, despite the emotional nature of the situation he was incredibly composed. A true role model.'

Showing initiative: 'She anticipated procedures the baby would need and had equipment prepared before I asked her. She was always thinking ahead...'

Conclusion The Greatix system has been very successful in its first year. Many members of the multidisciplinary team participate and responses of recipients are extremely positive. Greatixes highlight areas of excellent practice which the team can try to emulate and thereby improve patient care.

G124(P) JUNIOR DOCTOR PERSPECTIVES ON EXCEPTION REPORTING – A SNAPSHOT OF CURRENT OPINION AND PREDICTED THEMES

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