



## Preparing for Francis

Evaluation: September 2012

### Emailed comments

*Thank you for organising last night's event with Julie Bailey. It was very thought provoking – please pass on my thanks to her. I attend a great many of our current public consultation meetings and we hear many stories on a regular basis, all of which can make you feel pretty powerless, and I'm sorry to say that I don't have the strength of character that Julie possesses.*

*I just wanted to let you know that the session had a profound impact on me and that it has been hard to get it out of my thoughts ever since, particularly the way that the system closes ranks at every level and denies that these things do actually happen. We all know that it can happen anywhere, from the complaints we receive and the incidents that continue to occur.*

*What a powerful and thought provoking session. It has been on my mind constantly since. What an amazingly strong and courageous woman Julie Bailey is.*

### What was gained from the workshop?

- It's re-ignited my desire for clarity, candour and transparency in public services
- The 'the system' is blind, deaf and dumb to common failings
- Hearing Julie's personal experience
- Hearing the perspective and truths of a patient's family from those who have experienced the poor quality of care
- Listening to Julie's story and lessons that must be learnt
- Real story and sharing experiences
- Hearing about the impact that one person can have
- Listening to a relative who can speak so articulately and eloquently expressing deficits in care
- Thought provoking insight into patient experience
- Patient/relatives story very powerful
- Very interesting to hear how difficult it was to get anyone to listen – including bodies who are believed to be independent
- Changes to NHS and culture in society need to improve
- Listening to how concerns were raised and how powerful a 'patient voice' can become
- Patient's perspective and background to the Francis report
- Made me re-look again as to why I work in the NHS as it is a struggle to maintain standards and quality

- Getting a real and personal understanding of the impact and ramifications that systematic failures have on an individual family
- All discussions were very helpful
- Julie's story – horrifying and inspirational
- Human side
- Very powerful story – presented with passion
- Personal account far outweighs data collection
- Listening to the experience and the drive to change from the patient experience
- Being able to hear first-hand what Julie had to say – inspirational
- Everything that was discussed was of value
- The lessons learned will be used in my future work and career
- Patient stories are very powerful – a great leveller
- Encouragement, focusing on what is right, being the patient's advocate, not putting up with poor standards
- Finance cannot be the main focus, patient safety and quality must be the main focus
- Knowing that there are people prepared to continue to fight for human rights
- It was useful to hear a real live story of what goes wrong but hard to imagine how we can stand back for so long whilst patients suffer

### **What was the main learning point?**

- We are the culture and we must help create the culture we wish to work in
- We have our own Julie's in North Wales. We are fuelling them
- I've had similar personal experience
- It has renewed my determination to raise standards
- Increase compassion, reduce bureaucracy and improve culture (standards of education and training)
- The cold face of NHS care
- Action plans pointless unless change demonstrated in reality
- Not to give up, empower patients to speak up
- Instil some pride back into the profession
- Ability to change – however, facing adversity from head nurse
- Patient, family involvement in all aspects of care/decision making
- Peer support
- That no matter how many regulators we have they don't seem to work
- Importance of centralising the patient experience
- Take it back to basics – culture/attitudes/behaviour
- Re-enforcement of importance of having an open culture that listens to patients and their relatives
- Patient power is important
- Barriers at every level to raising this externally
- Need to carry on, each and every one of us
- The need to change institutional cultures, treat people with dignity and respect – zero tolerance
- Patient/relative experience
- To make me think about what I can do
- Insight into what Francis might recommend
- Listen to your patients
- Change needs to happen

- To continue pushing forward my beliefs despite being continually knocked back - culture has to change
- To re-ignite my future as to where I can be more effective
- A patient's relative was not listened to and to campaign to be heard
- Patient and relative feedback has to be fundamental to our services in their development, delivery and maintenance
- We need to get it right
- Power of patient feedback
- Transferability
- The need to listen, make the 'system' easy for patients/relatives to navigate and timeliness of response
- Listening and be open
- Importance of acknowledging when there are problems identified
- Meet with patients/relatives face to face rather than letters
- How difficult it is for relatives to have complaints investigated properly
- The story behind the report
- Focus must be on quality and safety, not targets
- Keep fighting – always try to change what you know is wrong with the system
- Listening/getting patient groups involved/breaking down barriers with 'big' organisation
- To keep 'plugging away' when I see issues that need resolving, as the barriers that are put up can be very demotivating and frustrating
- Hearing that there is a will to bring about improvements
- There was so much to learn from the session and wealth of inquiry
- I have been so focused on staffing I had not paid enough attention to equipment
- Tenacity, motivation, increased knowledge
- Disempowerment of patients and family – how easily this happens

### **What development needs have you identified?**

- Need to review current processes and my role in escalating concerns
- Be more conscious of listening to people and ensuring standards are at the forefront of what we do
- How to change the culture in such a large organisation
- Work with WOD to introduce care and compassion in session for staff
- Review HR processes and use them to best effect
- Listening skills
- How we really capture patient experience to drive improvements
- Leadership
- Change management
- I need to do more research to be able to have a voice and to speak eloquently
- We currently 'monitor' independent sectors/providers – we should implement (join up) within the NHS
- Need to look at public inquiry website to learn more
- All clinical staff need to attend this session
- Need to go and check how user friendly our patient feedback/concerns process is
- Importance of outcomes – rather than looking at just performance indicators – they need to be evidenced
- Keep updated with the recommendations and incorporate them into practice locally

- Culture change skills
- To read the Francis report when it is published and to develop a personal action plan
- Large scale awareness training for managers
- I need to learn to stay calm as Julie does
- Join Wales Health 2020
- The importance of hearing patients voices and stories
- Listen to what was said, absorb it and reflect on current service. Strive to have patient experience at the top of the agenda

### **Other comments / suggestions**

- Things are still not resolved and that made me a little sad but also determined to continue to fight for better patient outcomes
  - More time needed for discussion
  - Not having time to talk to others and learn
  - Unsure of people's background and found it difficult to speak out as am untrusting of many senior managers
  - We need time to discuss and put in place actions
  - Day's workshop – patient led
  - A longer session and some time to discuss what to do
  - Talking to the converted. Senior staff and executive need to be forced to listen
  - Julie visiting wards/departments to deliver her experience
  - Superb session – thank you
  - Discussion around corruption/retribution tactics, survival techniques from senior nurses/managers
  - Thank you
  - Fantastic event – thank you
  - Excellent – thank you
  - Interesting to think about this in the Welsh context – move to locality working and care closer/in patient homes. There are opportunities to empower patients and carers in this respect – shift in the balance of power
  - Can we have a circulation of emails of everyone who attended
  - Thanks to Julie for her courage, strength and determination to Cure the NHS
  - Julie needs to be proud of the way she continues to battle. Makes me feel I need to battle on to
  - Inspirational – encouraging to learn determination has succeeded – await Francis report and recommendations
  - A big thank you to everyone
  - Legislation and regulation needs to be reviewed
  - Keen to be involved in more events
  - I am really looking forward to more sessions
  - Boards have the option to discuss these issues and bring about improvement by NLIAH – free of charge. We need to work to make this happen
  - The session needs to be repeated so that many more staff working in the NHS can hear it
  - We have to put patients first, not finance
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Methods used:	Unsatisfactory -	Adequate -	Very Good 100%
Relevance to you	Not Relevant -	Relevant 6%	Very Relevant 94%

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**Overall rating**

Not useful 0	Not very useful 0	Interesting 3%	Useful 5%	Very useful 92%
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