

PET+ Coaches Network

We work with coaches who are using PET+ to improve patient and staff experience across Yorkshire and the Humber.

Get involved by joining one of our three groups:

- for those who would like information only
- for those wanting to get started
- for active coaches who are currently using PET+ with teams

Our network aims to:

- Support frontline teams to make improvements based on patient and staff experience feedback
- Develop coaches to use PET+ with front-line teams and support volunteers
- Offer training, support and provide resources
- Encourage collaboration
- Learn from members & share ideas
- Review progress
- Showcase successes
- Trouble-shoot & seek higher trust support

Some of the places PET+ has been used

- Amputee rehabilitation clinic
- Rheumatology out-patients
- Neuro rehabilitation in-patients
- Children's community nursing services
- Palliative Care team
- Acute Psychiatric in-patient unit
- Stroke rehabilitation
- Maternity
- Community rehabilitation unit
- Acute medical and surgical wards

Our network events

We hold regular networking events to share and learn from coaches and the work that has taken place across the network and beyond since PET+ was launched 2 years ago. Take a look at the IA website for details on events here: <https://bit.ly/3jquiKM>

For more information visit:

Patient Experience Coaches

Network:

<http://bit.ly/2ocVN29>

The Yorkshire Patient Experience

Toolkit (PET):

<http://bit.ly/357v088>

To find out more contact:



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The Yorkshire Patient Experience Toolkit+



What is the PET +?

PET stands for Patient Experience Toolkit.

We've recently added the + symbol to indicate how it has developed to focus on staff as well as patient experience, seeing them as intrinsically linked.

PET+ uses 6 evidence-based steps

to provide key guiding principles for quality improvement centred around feedback from patients and frontline teams.

A PET+ coach leads the process

by supporting the clinical team and patient representatives.

The patient and staff experience feedback

is collected through open conversations, is themed and presented to teams to celebrate, reflect and discuss.

Teams are given freedom

to create and implement small quality improvement projects straight away with support from senior trust managers without bureaucracy or imposition.

Who can use PET+?

PET+ is for anyone passionate about bringing the patient and staff voice to quality improvement in their department or service - clinicians, support staff, those working in quality improvement or patient experience.

The PET+ Ethos

The following principles are essential to the 6 steps:

- **Step 1:** Participation by clinical teams is voluntary. Do not impose or roll out from the top-down. An impartial person able to listen to the patient should be identified.
- **Step 2:** Conversations with current patients their relatives and staff more important than historic data.
- **Step 3:** 'hot topics' should be drawn out of feedback before presenting to teams.
- **Step 4:** Make time for celebration, reflection, improvement planning.
- **Step 5:** Consider what senior support you might need and link in with your Trusts QI team with improvement ideas.
- **Step 6:** Always review impact and keep going.



Developing people as improvers through PET+

For coaches:

- Qualitative analysis
- Presenting feedback to teams
- QI Coaching
- Leadership
- Professional development: supporting and developing others in their roles
- Mediating between frontline teams and Trust management
- Producing case studies

For volunteers:

- Opportunities for patient advocacy
- Making a difference
- Supporting healthcare teams to improve patient experience
- Listening to patients and carers to understand their perspectives
- Working with healthcare staff to improve care

