

Access to Communication & Technology (ACT) Bulletin

October 2017

Welcome

Welcome to the seventh edition of the ACT bulletin, our quarterly publication aimed at keeping you informed of our progress as we build a better ACT service together with you, our stakeholders.

We are very keen to improve communication between ourselves and our users, so if you have any questions, comments or ideas for future developments, please get in touch.

Access to Communication and Technology

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Spotlight on Patient Survey

45 patients agreed to take part in a service evaluation as part of ACT's "Patient Journey" Project. This was a structured survey of a sample of patients and their families/carers to identify their experiences of the service provided by ACT, particularly their experience of the assessment process.

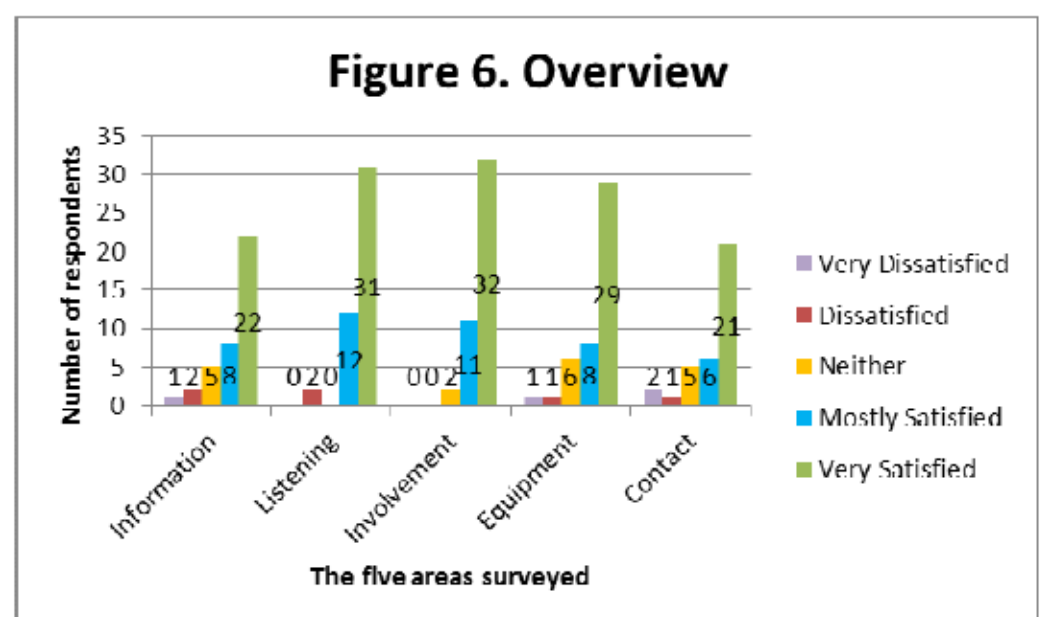
Patients were asked:

- 1) How do you feel about the information provided before your assessment?
- 2) During the assessment how well do you feel we listened to you?
- 3) How do you feel about how involved you were in the assessment process?
- 4) Did the equipment we provided meet your needs?
- 5) How do you feel about the information provided after the assessment?

Results:

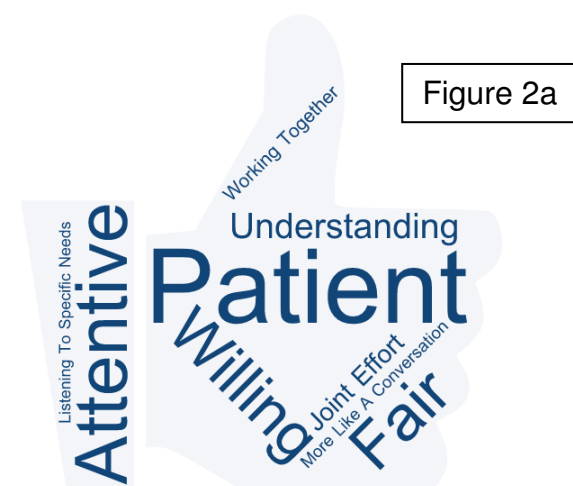
- 79% of clients surveyed were satisfied with the information received prior to assessment
- 96% were satisfied with how well they were listened to during the assessment
- 95% were satisfied with how involved they were in the assessment process
- 83% were satisfied with the equipment provided
- 72% were satisfied with the information provided after the assessment.

Figure 6 shows the responses of satisfaction across the five questions.



10 themes emerged from the qualitative data and our response:

- 1) **Profile of ACT:** ACT has a low profile prior to patients receiving assessment information and there is a perceived lack of publicity about the service with key charities. *We will continue to work on raising the profile of ACT with key charities and stakeholders.*
- 2) **Format of service information:** The ACT service leaflet was not memorable to patients and they suggested other formats such as a DVD. *We are developing additional methods of providing information about ACT including a patient information film.*
- 3) **Expectation of assessment:** Patients had a reasonable expectation of the assessment, with information coming from either being a previous client of ACT or from the local team. *We will work to better inform the local team, patients and their families/carers of what to expect from ACT*
- 4) **Staff qualities:** Respondents described many positive attributes of the staff at ACT, pictured in figure 2a.



- 5) **Involving the patient first:** Respondents detailed the ways in which ACT had put the patient first during assessments which had contributed to them feeling involved.

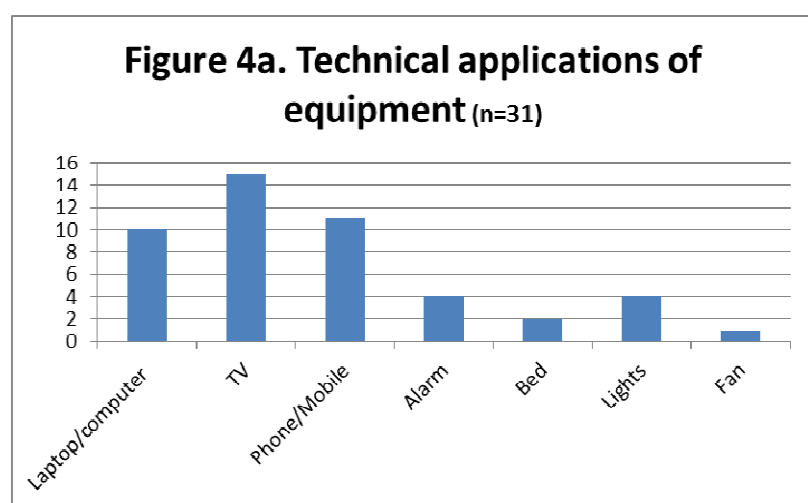
"They always talked to me and made sure I knew what was going on"

"Showing how things worked at my pace. They never rushed me"

- 6) **The local team:** Respondents acknowledged the numerous people involved in an assessment and that good communication is needed in order for this to be successful. *We want to acknowledge the crucial contribution of local therapists, staff, school, family and companies who all make up the team around the patient.*

"..(local speech and language therapist) has learnt how to change things...if (she) hadn't made it easier she (patient) wouldn't be using it"

- 7) **The Equipment:** Some respondents talked about the technical application of the equipment (figure 4a) others told us what the equipment enabled them to do in their everyday life (figure 4b)



- 8) **Home vs School:** Parents frequently reported their child uses their equipment at school but not at home. *We will investigate how we can give more support to parents to embed communication aids in the home environment.*
- 9) **The trouble with post:** Although respondents reported paperwork given to them on the day had been useful, many could not recall receiving anything in the post, or were not likely to see their post. *We will ask how best to contact you, and endeavor to make more contact by other methods.*
- 10) **Making a plan:** As a result of not recalling receiving any information post-assessment or not having access to their post, many respondents were unsure of the next steps in their care from ACT. *We will consider how better to communicate the next steps with you.*