



Updates from your Surgery in Children Network

Embedding patient experience within our practice

A message from Simon...

Children and their families are at the heart of everything we do. Gathering feedback of their experience and asking our potential patients and families to help inform service improvement and development ensures that healthcare is truly collaborative, and meeting the needs of those we are caring for.

As a regional network, we have seen some excellent examples of innovative practice in capturing the child's voice in delivery of healthcare from our providers. The 'Takeover Day' in Royal Cornwall Hospitals NHS Trust is a great example - more on that later.

Across our region various methods of gathering feedback are used in conjunction with the Friends and Family Test. 'Little Journey' is an App which supports the child and their family on a surgical pathway and is used by 8 out of 11 organisations providing surgery for children in the South West - it will soon be incredibly useful in gathering children and families local experiences.

As we head into the winter season we are aware pressures are mounting. We hope that all of our network colleagues have the opportunity to spend time with their friends and family over this festive season.

Simon Courtman
Clinical Director, SW SIC ODN



National Updates

The Centre for Perioperative Care (CPOC) produces guidance to support health care professionals in perioperative care. In September 2022 they published an **Anaemia in the Perioperative Pathway**. Click [here](#) for this and other CPOC guidelines.

The Getting it Right First Time (GIRFT) team recently held a webinar highlighting their **best practice pathways and guidance for improving care for children with abdominal pain** - the recording is available [here](#).

Patient Stories

Patient stories are told from an individual's own perspective and can provide us with an opportunity to understand their experiences, whether positive or not, of healthcare. Stories provide a rich source of information which can be used to engage stakeholders and support education.

We are interested in hearing patient stories and experiences from across the South West to help us to develop services and share learning across the region. If you have patients or families who would like to share their story with the ODN they can do so [here](#) via our website.

We recently had a parent, Louise, share her story with us following a dog attack which resulted her son Josh needing emergency care at Bristol Royal Hospital for Children:

"Once Josh was out of theatre, the care we received was amazing. The nurses checked Josh's obs every 30 minutes and asked if I was doing ok (even though I wasn't the patient!!) I felt really cared for at the hospital and nothing was to much hassle for the nurses."

Louise and Josh's story has provided useful feedback for the team - sharing when things go well is important to ensure this can be a consistent part of every child and family's experience. You can read their full story [here](#).

Patient Feedback

Organisations should embrace all forms of feedback. Complaints, verbal comments, or structured feedback like Friends and Family Test, can all be interpreted and have actions fed back to the family. It is important that the changes, if any, are fully communicated to individuals, and organisations can learn from episodes of good care as well.

- **Little Journey:** The pre-operative patient and family app is preparing to launch a Parent Recorded Experience Measures (Prems) module to gather child and family experiences whilst in our care. As a network we are keen to standardise the feedback being collected and benchmark experiences across the South West.



Using a consistent method of gathering feedback regionally will support identifying common themes within our surgery in children pathways, where we can learn from the good practice in our neighbouring organisations as well as share our own patient and family's experiences.

Take Over Day - Cornwall

Just before the Covid19 pandemic began, Royal Cornwall Hospital handed over areas of their hospital outside of the paediatric department to a group of local school children asking for ideas on how they could improve them to become more 'child friendly'. This initiative yielded many creative suggestions from the children which are now being actioned by RCHT after delays due to the pandemic.



This innovative approach proved to be a rich source of feedback, and including children directly within service development was considered to be a success - there are plans to repeat the initiative for other areas within the Trust.

[Contact us](#) to view a recording of how the day was organised and outcomes of the initiative.

As a region-wide network we are keen to promote different ways of gathering children and their family's experiences while in our care. We recognise that all hospitals in the South West contribute feedback to the Friends and Family Test, but having greater understanding and stronger narrative from our patients needs additional methods of engagement.

Please contact [Gael Rolls](#) if you are interested in learning more about patient engagement and feedback, or if you would like to help develop a regional survey for children and families which will look at the experiences of our patients in a surgical pathway.

Training & Development

The network hosted a [Surgery in Children Nurse Study Day](#) in September 2022 in collaboration with the Thames Valley & Wessex Surgery in Children ODN - a selection of recordings from the event are available on our website.

Providing person-centred care and meeting the individual needs of children and their family is key to improving patient experience. There are online resources through eLearning for health for nurses caring for [Children and Young People with Mental Health, Autism and Learning Disabilities Programme](#) that have recently been developed which can support this.

❄️ Winter Meeting Dates ❄️

17th November: Optimising MRI Pathways

24th November: SW SIC ODN Network Board

5th December: Pre-Assessment Working Group

Clinical Working Group Updates

ENT: the group met in October to discuss ways to support improvements aligned to the tonsillectomy best practice recommendations. It was agreed to undertake an audit of emergency readmissions post-tonsillectomy, and review regional approaches to post-operative pain management.

General Surgery & Urology: the group met in October and reviewed the latest GIRFT metrics. It was agreed to focus on further review of the appendicectomy pathway, and develop best practice recommendations for undertaking circumcisions and management of suspected testicular torsions.

T&O: the group will meet this winter to share progress made on developing local forearm fracture pathways following national recommendations to consider management of these within emergency departments. The group will review the latest GIRFT metrics published on [Model Hospital](#).

Regional Restoration and Service Improvement: regional representatives met in September - further collaboration is ongoing to share challenges and approaches to managing waiting lists and backlogs.

Clinical Nursing Forum: following the survey on nurse education in the South West, a study day was held in September which targeted the subjects identified as most important and most needed. Over 100 nurses joined us on the day which was a fantastic turnout. Thank you for your support.

Pre-Assessment: working in collaboration with colleagues in Thames Valley & Wessex, the group supported the development of a course to build competencies in paediatric pre-assessment in nurses. Two virtual training days took place in October, and course attendees will continue to build on these competencies over the coming months.

Optimising MRI Pathways New!

Following our 'Share & Learn' event earlier this year, the network is establishing a working group with neighbouring ODNs to look at opportunities for optimising MRI pathways for children. Colleagues from across the region have joined the group and the initial meeting will be held on the 17th November. Please [get in touch](#) if you are interested in learning more - the group is open to anyone who would like to be involved.

Contact Us

Please get in touch if you would like to learn more about our areas of work or be added to our distribution lists:



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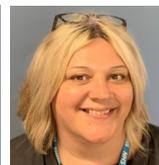
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