



**NORTHERN IRELAND SPECIALIST TRANSPORT & RETRIEVAL**

# **Encouraging the use of Care Opinion to promote feedback whilst creating positive change in the workplace**

**BY NATASHA LEE**



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# Introduction

The Northern Ireland Specialist Transport and Retrieval (NISTAR) Team is made up of four sub-transport teams: Adults, Paediatric Medical, Neonatal and Paediatric Nurse Led Team.

The Nurse Led Team was created in January 2020, operating between 08:00 and 20:00, 365 days a year. Our aim is to transport children around the Northern Ireland region in an ambulance for intra-hospital transfers, cardiac transfers to-and-from Dublin as well as being involved with transporting long-term patients going for home visits or respite care to the hospice. This also includes repatriating children that no longer need specialist treatment in the Royal Belfast Hospital for Sick Children back to their District General Hospital, and being closer to home.



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# The Team

Paediatric Nurse Led



**Cara Barbour**

Paediatric Co-ordinator



**Natasha Lee**

Transport Nurse



**Vicky Harte**

Transport Nurse



**Linda McCready**

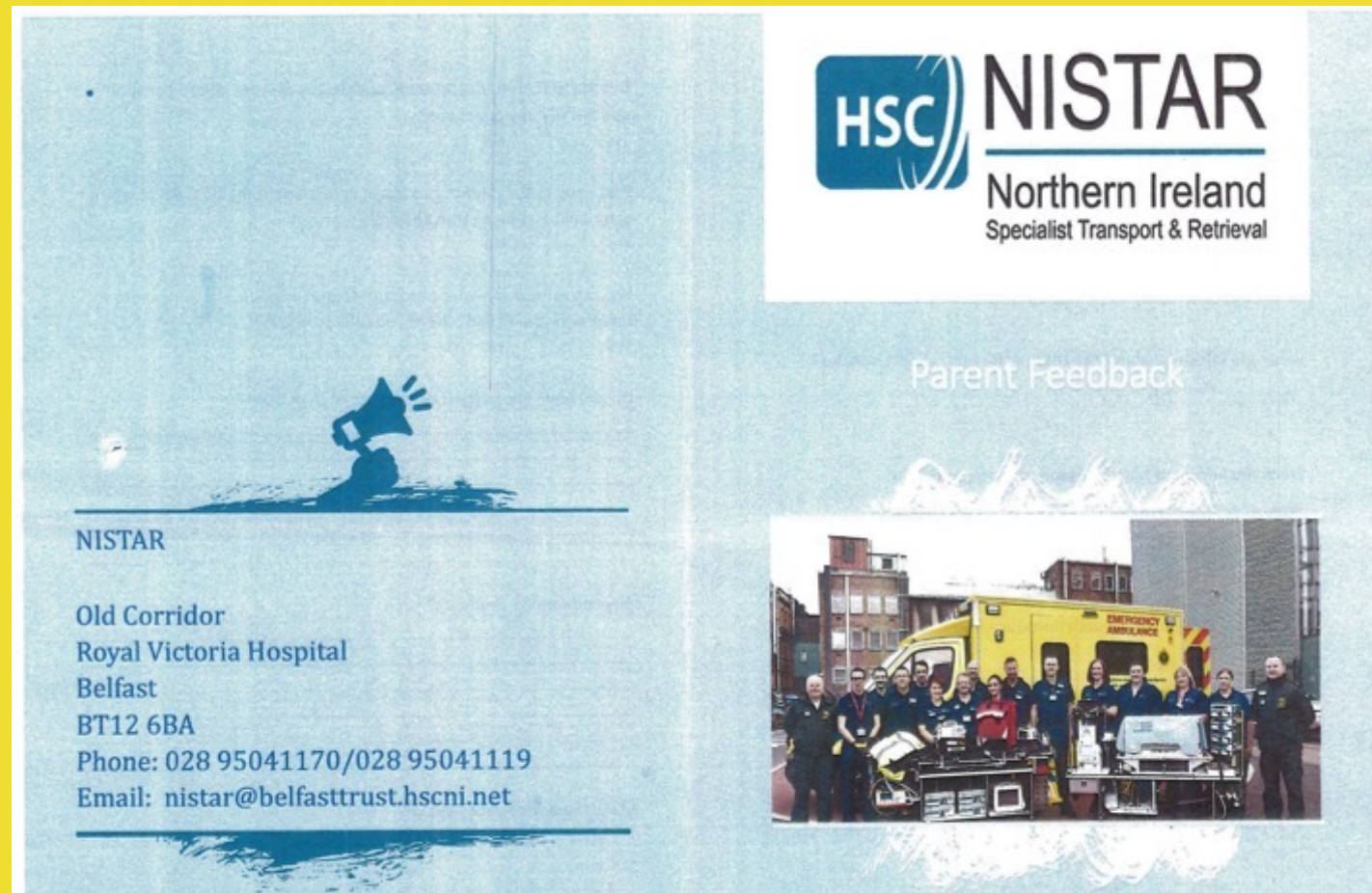
Transport Nurse



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# How did the project start?

Our existing feedback forms were paper based, and our Lead Nurse of NISTAR wanted updated feedback cards incorporating Care Opinion.



The NISTAR transport team understand that this is a stressful and difficult time for you and your family. In order to monitor and to improve the NISTAR service we would be extremely grateful if you could complete this feedback form.

Were you informed about the reasons for your child's transfer?  
Yes  No

Were you informed for the reason for transfer by the:  
Referring hospital team   
NISTAR transport team

Did the NISTAR transport team introduce themselves?  
Yes  No

Did the NISTAR transport team explain the transport process?  
Yes  No

Did the NISTAR transport team update you on your child's condition and answer any questions?  
Yes  No

Were you given contact and travel details about the hospital to which your child was being transferred?  
Yes  No

We can sometimes offer one parent/carer a seat in the ambulance to travel with their child. Were you offered a seat?  
Yes  No

Do you have any suggestions for the NISTAR team?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Any additional comments?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Many thanks for your feedback

# PDSA Model





# Plan: What needed to be included?

## **Information about our service**

The feedback card needed to be clear, factual and informative about our Transport service.

## **A way of accessing Care Opinion**

As Care Opinion is online, there needed to be an easy way of users accessing this.

## **Aesthetic, quick and easy format**

The feedback card needed to be an appropriate size to hand out to parents and be eye-catching.



# Initial Ideas

Needs to be eye catching

Map of the Region, to incorporate all service users

Needed the Care Opinion Website / Use of a QR Code

Team Names (excluding Adult NISTAR as they had their own recent project)

Details of NISTAR (website / twitter handle / phone number)

NISTAR Logo

**Paediatric Nurse Led Transport Team**

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**Hello! We are the Northern Ireland Specialist Transfer and Retrieval (NISTAR) Team.**

You are receiving this card because your child has been transported by the Paediatric Nurse Led Team.

We hope you and your child were comfortable during your transfer, and would be grateful if you could share your experience by using the Care Opinion feedback form.

*If you wish to find out more information about NISTAR, please visit: <https://nistar.hscni.net/>*

**Please scan the QR code\* to provide feedback for your NISTAR experience.**

\*QR Code must be scanned with a smart camera.



Or visit: [www.careopinion.org.uk/tellyourstory](http://www.careopinion.org.uk/tellyourstory)

**Do: Card Designs**

**NISTAR**  
 Old Corridor  
 Royal Victoria Hospital  
 Belfast  
 BT12 6BA  
 ☎: 02895 040 167  
 ✉: [nistar@belfasttrust.hscni.net](mailto:nistar@belfasttrust.hscni.net)





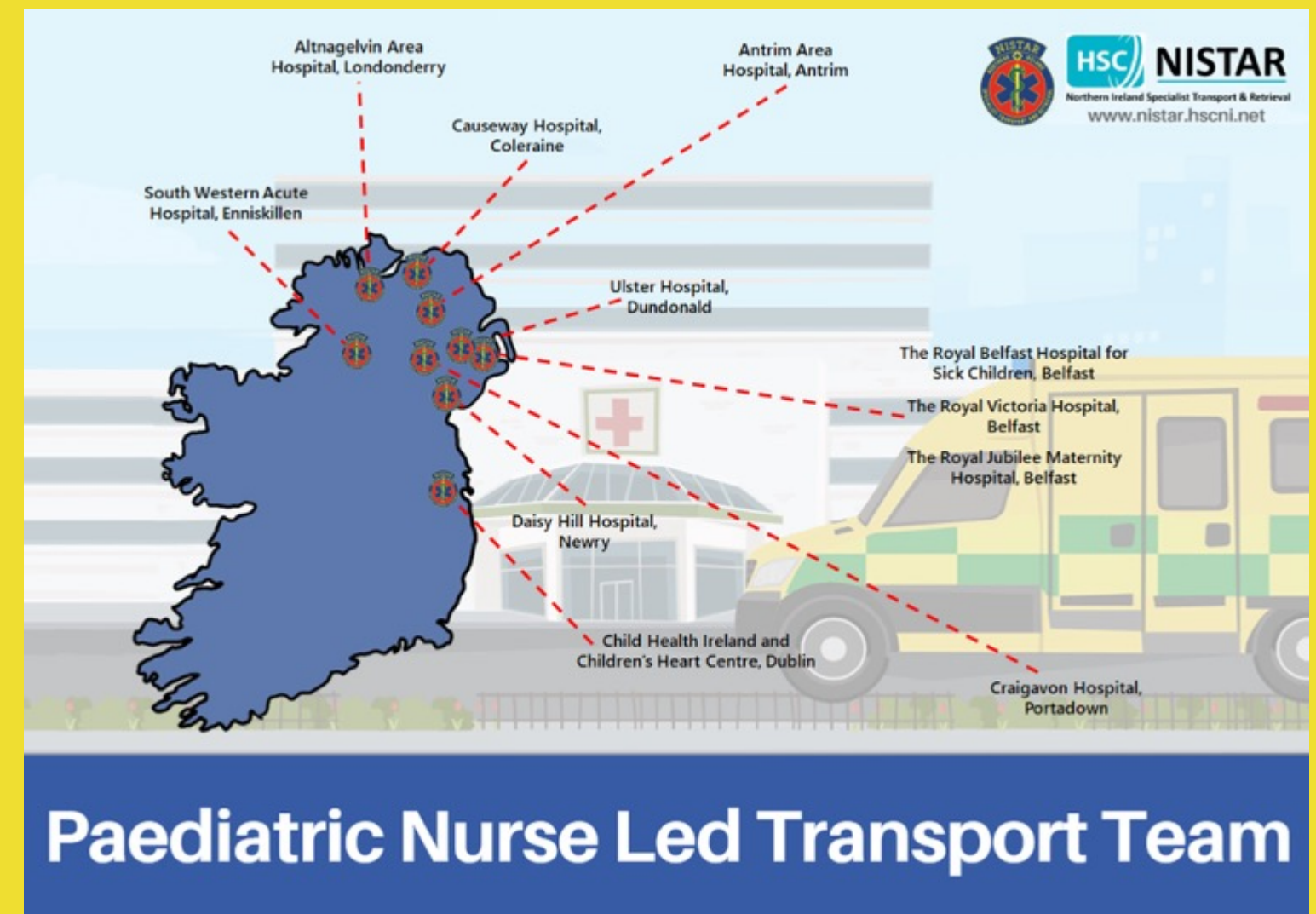


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# Study: Quality Check

Once completed, I sent the feedback cards to the Lead Nurse, who then distributed them around the different NISTAR Teams to gain their feedback.

One colleague had noted that each hospital destination should be marked with the NISTAR badge as opposed to just the Royal Belfast Hospital (base).





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# Giving Feedback Cards to parents



The feedback cards would routinely be given to patients/parents at the end of the transfer once the patient is settled in to their area (bed/ward/home) etc.

I would explain to our service users that if they wish to leave any kind of feedback about the service they received during their NISTAR experience, they can easily do so by scanning the QR code or visiting the website.

# Real Feedback

" The ambulance crew were fantastic "

**About:** Northern Ireland Ambulance Service / Royal Belfast Hospital for Sick children / Northern Ireland Specialist Transport and Retrieval (NISTAR)

Posted by *Cc17* (as a service user), 11 months ago

Myself and my daughter were recently transported via the NISTAR team. The ambulance crew including Paddy, Adrian & Alison were all fantastic with us and a special thank you to our nurse Natasha who took a lot of time to keep me informed and made the journey very comfortable for us both.



" Outstanding patient transport from nistar "

" Overall a very pleasant experience. "

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" Amazing support "

" We would like to extend our sincere gratitude "

" Efficient Transport Team (NISTAR) "

**About:** Craigavon Area Hospital / Neonatal Unit / Daisy Hill Hospital / Special Care Baby Unit / Royal Belfast Hospital for Sick children / Northern Ireland Specialist Transport and Retrieval (NISTAR)

Posted by *Teenyweeny* (as a staff member posting for a patient/service user), 11 months ago

We had a baby needing repatriated from CAH NNU to SCBU in DHH.



Natalie (the transport nurse) & Alison (Ambulance crew) were extremely prompt and efficient from when the initial phone-call was made, to taking the infant back to SCBU (DHH).



# Study

- Rates of feedback increased massively
- Parents complimented the cards and how easy they were to use
- It meant we could leave the patient and their relatives to settle in and not take the parent's attention away to complete a written feedback form
- Parents were able to access previous feedback about the service and read about it on Care Opinion
- The team found it a quick and easy process to adapt to using them





# Act: Did any changes need making?

Newry to The Royal Belfast Children's Hospital. Cant remember the nurses name but she was very friendly and reassuring and made us feel very

It was noted that because the team were leaving the patient before the feedback was written, sometimes the service users could not remember the team member(s) name(s).

This meant that the feedback may not have been properly fed back to the correct team members involved.

Therefore, the cards were revised and a box was added (using stickers until new reprint) to allow the team to write their name in before giving the Feedback Card out.

Hello! We are the Northern Ireland Specialist Transfer and Retrieval (NISTAR) Team.

You are receiving this card because your child has been transported by the Paediatric Nurse Led Team.

We hope you and your child were comfortable during your transfer, and would be grateful if you could share your experience by using the Care Opinion feedback form.

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☎ 02895 040 167  
✉ [nistar@belfasttrust.hscni.net](mailto:nistar@belfasttrust.hscni.net)

Your team today was:





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# Moving forward

Every three months, NISTAR have a Governance Day which brings all of the teams together to present, discuss and debrief on current topics.

Feedback from Care Opinion is given at this day which allows it to be shared across the teams.

Team moral is improved when you are recognised at doing a good job. No bad feedback has been received yet however Care Opinion allows the team to improve and make changes where needed.

This easily-accessed feedback is also a great resource for revalidation for the Nursing members of the team.



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**Thanks for listening**

**Any questions?**