

# What matters to you, other ward staff and patients?

Recognising the important changes we don't always  
measure - changing culture and personalising care

# The positive work and changes that aren't measured by your programme data

- ▶ A number of wards are making significant changes and working really hard to interpret and understand their data, but not necessarily seeing improvement in the data - *yet*
- ▶ We hear countless positive stories of improvements in culture, daily practice and person-centred care
- ▶ These stories are enormously important too! We want to celebrate and share these
- ▶ Building capability for improvement, belief and agency in challenging settings requires small incremental steps
- ▶ And often begins by asking 'What matters to you?'



# WHAT MATTERS TO YOU?



*Ask What Matters.  
Listen to What Matters.  
Do What Matters.*

# Kindness bundle

Opening and closing interactions with patients in a structured way

Warm personal introduction

- What would you like me to call you?

Shared decision-making

- What matters to you?
- What about today? What would make today a good day?

Warm close-out

- Is there anything we can do to make you more comfortable?

Source: Galina Gheiham, MD and Cynthia Cooper, MD



Name: \_\_\_\_\_ Ward: \_\_\_\_\_ Date: \_\_\_\_\_

My expectations of this admission....

Things that worry or annoy me....

What matters to me....


What's important to me today....

I like to be called....

How to best support me.....

You might be surprised to know...

Patient, family and friends... Please feel free to share information, ideas...



## A tool for starting better conversations

- Please turn to someone on your table and choose one or two of these questions to begin a conversation
- You could talk from your own perspective, one of your patients or other staff on your ward
- Swap to ask each other
- 5 mins each

# Some examples in practice from the collaborative

## Woburn

West London Mental Health Trust

## MacArthur

Black Country Partnership NHS  
Foundation Trust