

Patient environment/ experience

Improved environments are calming, less hospitalised looking

examples:

Gynae refurbishment - new artwork for Colposcopy ceiling is a distraction from uncomfortable procedure
"the Breast Unit is fabulous"

Redlynch and Pitton improvements included a combination of environment AND operational changes (ie the way in which Nursing care is delivered on the wards)

Impact for the Trust

- Clinical insight applied to design
- Improved hospital environment
- Tackling fear
- Breaking bad news in appropriate places
- Better experience of hospital visit
- Being the preferred choice of venue for treatment

Public engagement (including staff)

Elevate, a participatory project delivering regular sessions over three days on wards at Salisbury, as well as concerts and tea parties:

On Farley Stroke unit, reading aloud as part of group sessions is reinforcing speech skills / development .

On Spinal, the one to one sessions use mark making to connect with patients, supports them in learning new skills and reminds them of themselves resulting in increased confidence in their own future.

On wards, sessions create shared spaces and enjoyable mealtimes and help patients get to know their each other

Impact for the Trust

- Reinforcing therapy goals and outcomes
- Reduction of aggression towards staff due to less frustration in longer term patients
- Improving nutrition for frail patients
- Reducing isolation and improving patient wellbeing
- Providing a positive experience of a hospital stay

Staff Wellbeing

Staff singing and dancing during Elevate sessions – lifting their mood, sparking conversation, engagement with patients and each other

Staff Arts Club – taster sessions combine learning new creative skills with a sociable peer group setting; forming links with people in different departments; combating stress and isolation

Impact for the Trust

- Recruitment and retention of staff
- Improved morale
- Tackling staff burn out and stress relief

Innovation

Taking healthcare forwards through teamwork is more than just pretty walls – it takes co design workshops, community links and spending time with patient representatives, healthcare history website linking the hospital to the community through shared memoriesWW

Connections to other Arts in Health organisations to learn from best practice

Exploring new materials and suppliers; experimenting and testing in house

Making use of web resources – Pinterest, Facebook, Healthcare Library (access to survey monkey and searches)

Impact for the Trust

- Meaningful public and staff engagement
- New types of links with the local community leading to new information and conversations
- Innovation through new solutions

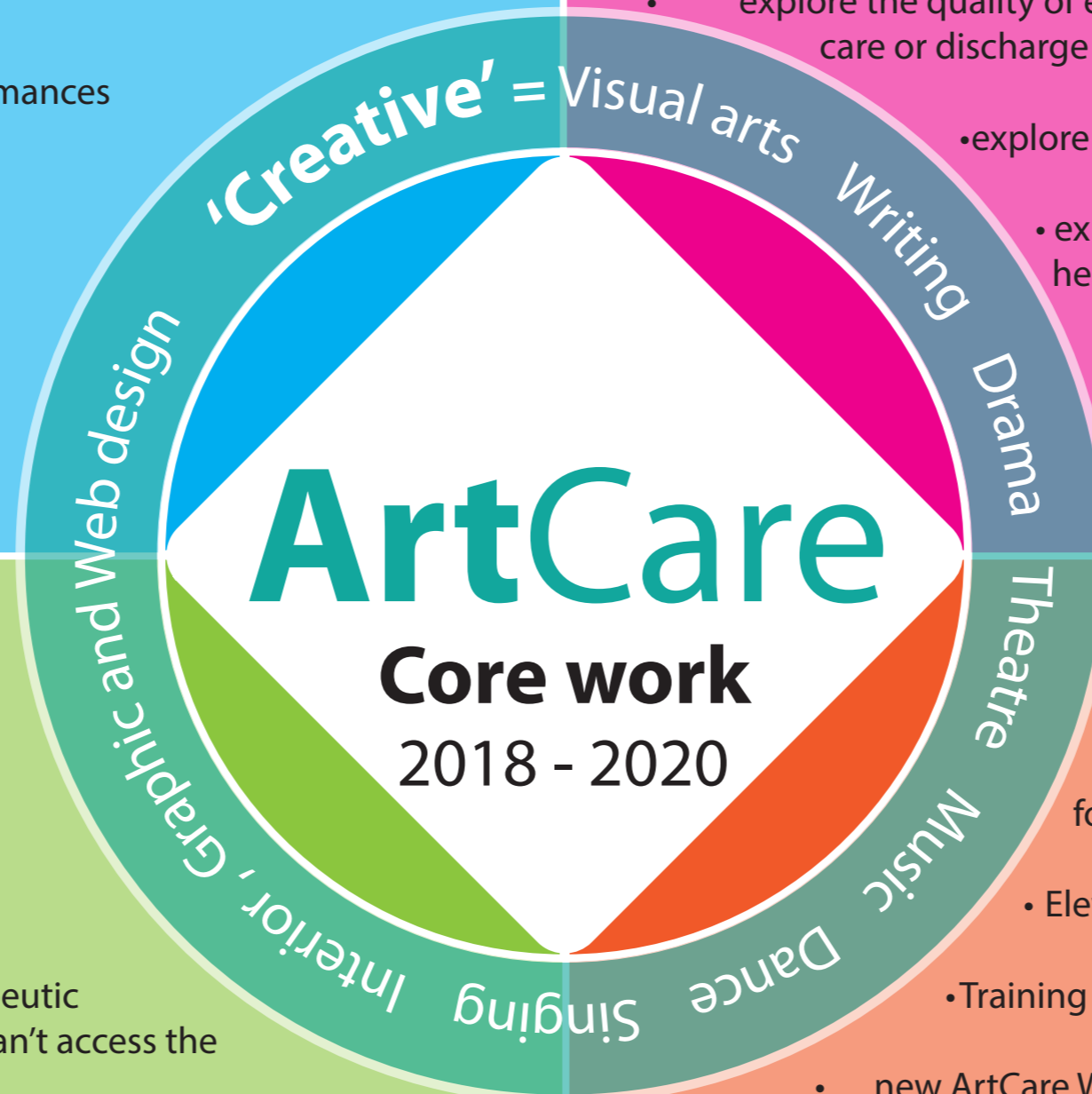
Patient experience

including vulnerable and poorly patients

- Exhibition in the main corridors
- Courtyards - creating more outside spaces suitable for patients
- Elevate - exploring new ideas:
 - a summer timetable for outdoor performances
 - musician in residence e.g. Sherbourne
 - one to one sessions
 - At Home with Me/ social prescribing
- Patient Environment -
 - privacy or lack of distraction e.g. bays
 - side rooms - patient isolation

Public engagement

- promote creative public engagement in service development
- Working with Customer care and PMO on the patient journeys
 - explore the quality of experience from hospital to onwards point of care or discharge
 - explore ways to reduce fear about hospital
 - explore self care and personal responsibility for health and wellbeing with our community



- Staff arts club
- Courtyards and outside spaces for stress relief
- Tackle 'lost' staff spaces and quality of remaining staff rooms
- staff creative lunches – bringing the therapeutic benefit of creative activity to teams who can't access the main Staff Arts Club

- History project – developing the next phase of work
- explore self care and personal responsibility for health and wellbeing with our community

- Elevate Artists development sessions

- Training and education – both clinicians and artists

- new ArtCare Website

- promoting ArtCare internally and externally
- explore a simpler model of a steering group

Staff wellbeing

Innovation