



'What Matters to You?' (WMTY) National Networking Event 2024 Report

On the 17th January 2024 we hosted the inaugural What Matters To You? (WMTY) National Networking Event in Edinburgh.

It was a great opportunity for health and care professionals to come together to learn, network and showcase some of the amazing WMTY related work that is taking place.



Speakers on the day included:

Professor Erna Haraldsdottir (Director, Centre for Person-Centred Practice Research, Queen Margaret University) talking about WMTY related research projects

Suzanne Whyte (Professional and Practice Development Nurse) Perth & Kinross Health & Social Care Partnership & Victoria Richmond (ANP) NHS Tayside showcasing their WMTY journey

Joanna Poole (Director of Nursing) & Clara Grimes (Deputy Director of Nursing), University Hospitals Bristol & Weston NHS Foundation Trust, presenting WMTY inpatient area trials

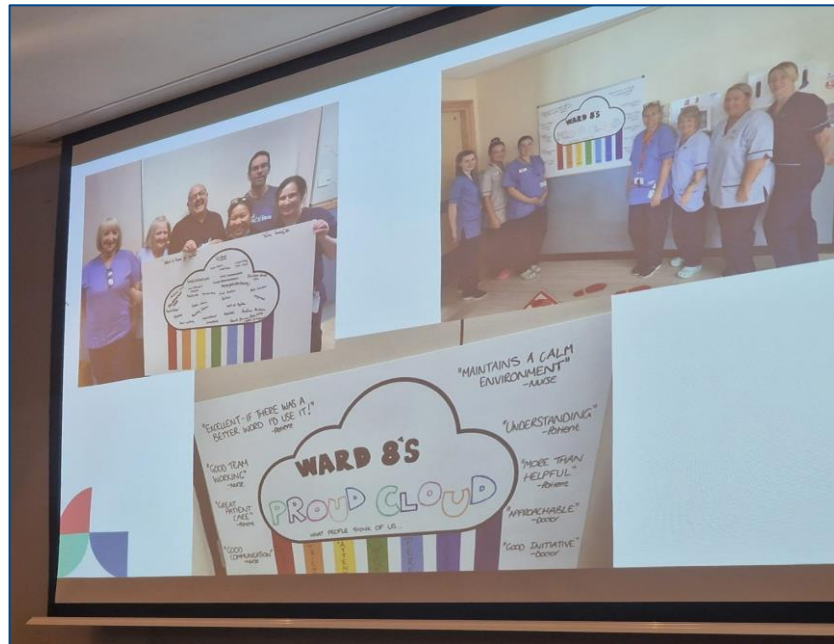
Hilary Cruickshank (Physiotherapist), NHS Lothian discussing vCreate





Take a few minutes to write down examples of the What Matters to You? approach in your work, thinking about why these are good examples and how they make you feel about your work.

'Making WMTY year round, not just one day raising awareness.'



Learning

- How might we make the admissions process more person centred and led by parents
- Knowing the difference between clinical and non clinical conversations
- How do we manage the expectations of patients/public – can we fulfil their hopes on what matters to them?

Ask Questions

- Include a WMTY question in patient notes
- Patient experience surveys asking WMTY
- WMTY conversations with patients and family to gather feedback

Involving Staff

- Daily conversations within staff teams, clarity of purpose & goals
- Supportive team makes a difference
- Include WMTY in staff 121 meetings to ensure wellbeing & plan personal objectives
- The 'so what' – how do we encourage culture change

Examples of Good Practice

- Proud Cloud
- Threaded through plans of care to facilitate involvement and ensure care needs are known
- Parent groups (peer support)



Take a few minutes to reflect on what gets in the way of you using the What Matters to You? approach in your day to day work (remember to keep the main focus on your 'circle of influence')



Lack of Resources

- Time – competing demands and priorities
- Staffing issues
- Data – antiquated systems

Buy in from staff

- Someone needs to take ownership of it, lack of knowledge, ambition & passion from leadership
- Not seen as everybody's responsibility
- Historic behaviours/culture – scared to change

Communication & Understanding

- Patient not always able to articulate what matters to them
- Working the WMTY question into the conversation rather than it feeling like a tick box exercise
- Appreciate that not everyone is comfortable sharing

Barriers

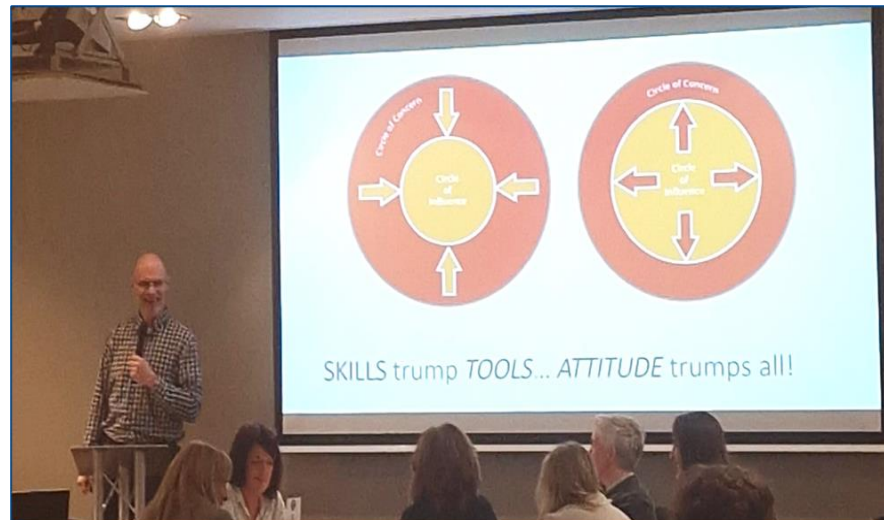
- Short admissions
- Differing medical & nursing models
- Care moved to reflect focus on performance and outcomes rather than person-specific care based on need and importance to the individual



What more can you do to embed What Matters to You? and Person Centred Care in your day to day work? What do you have the freedom and resource to do now? First alone, each person generates their own list of 15% solutions. Take note of top ideas or things that capture the groups imagination.

Feedback & Learning

- Use displays to share resources
- Update ward patient experience & feedback boards – You Said We Did boards
- Share information from today



Impact & Improvement

- Embed in care plans
- Share case studies
- Measure impact on how important in practice and the time to do this

Discuss with patients

- Add WMTY in our assurance structures
- Aim to develop patient feedback tool this year!
- Patient Partnership Groups – discussions around WMTY, embed this in all wards
- WMTY questionnaires in patient words not clinical speak

Staff conversations and guidance

- Incorporate WMTY into 121 and team meetings, ask colleagues regularly
- Get teams channels of resources and WMTY working group for HSCPs
- Include in staff induction
- Staff guidance to support WMTY – education sessions

Jane Davies Award for Person Centred Practice



Jane Davies

Jane Davies worked in the NHS in Scotland for more than 34 years. Her career spanned NHS Lanarkshire, The Scottish Government, NES and Healthcare Improvement Scotland until her death on 29 August 2022. Jane was also a founding member of the *What Matters to You?* (WMTY) network in Scotland. Throughout her varied career Jane's passion was helping people. This award aims to provide an opportunity for the work that Jane loved so much to continue and be influenced by her example and the values she held at her core.



Pictured left to right, Graeme Davies (husband of Jane Davies), Penny McManus

The winner was **Penny McManus, Community COPD Support Worker, NHS Tayside**. Her nomination was a wonderful example of the difference made by careful compassionate listening,

focussing on the whole person and their whole life circumstances, enabling Penny to help them in ways that others might overlook. She often goes above and beyond to help people develop personal goals for their care and support, looking beyond their health condition.

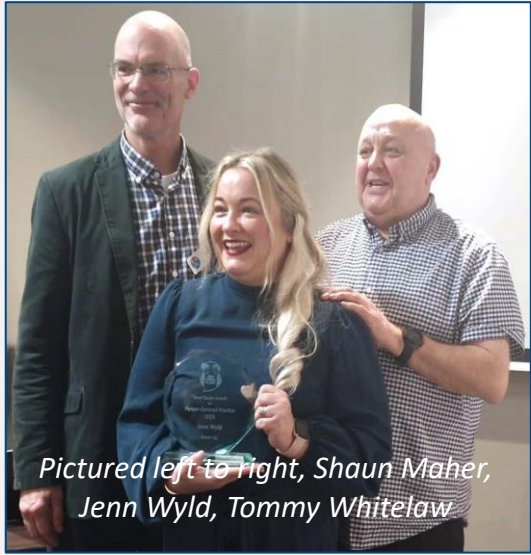


Pictured left to right, Shaun Maher, Jennifer McDowall and the Ward 6 Team



The first runner-up was **Jennifer McDowall and the team on ward 6, Forensic MH team, NHS Ayrshire and Arran**. Their nomination stood out because of their dedication and determination to support an individual to overcome considerable barriers to live in the community. They did this by focusing on the things that mattered most to him and advocating strongly for his needs.

The second runner-up was **Jennifer Wyld, Patient Activity Coordinator Nurse, Leverndale Hospital, NHS Greater Glasgow and Clyde**. Her nomination stood out because of her dedication and leadership at Leverndale and the innovative person-centred improvements made, the panel especially liked her "Conversation Bus Stop".



Pictured left to right, Shaun Maher, Jenn Wyld, Tommy Whitelaw

What Matters to You? National Networking Event – Feedback

‘More events like this please to support networking with peers from across NHS Scotland and share examples of how WMTY is embedded in ways of working.’

What did you value most about the event?

- Sharing ideas & good practice**

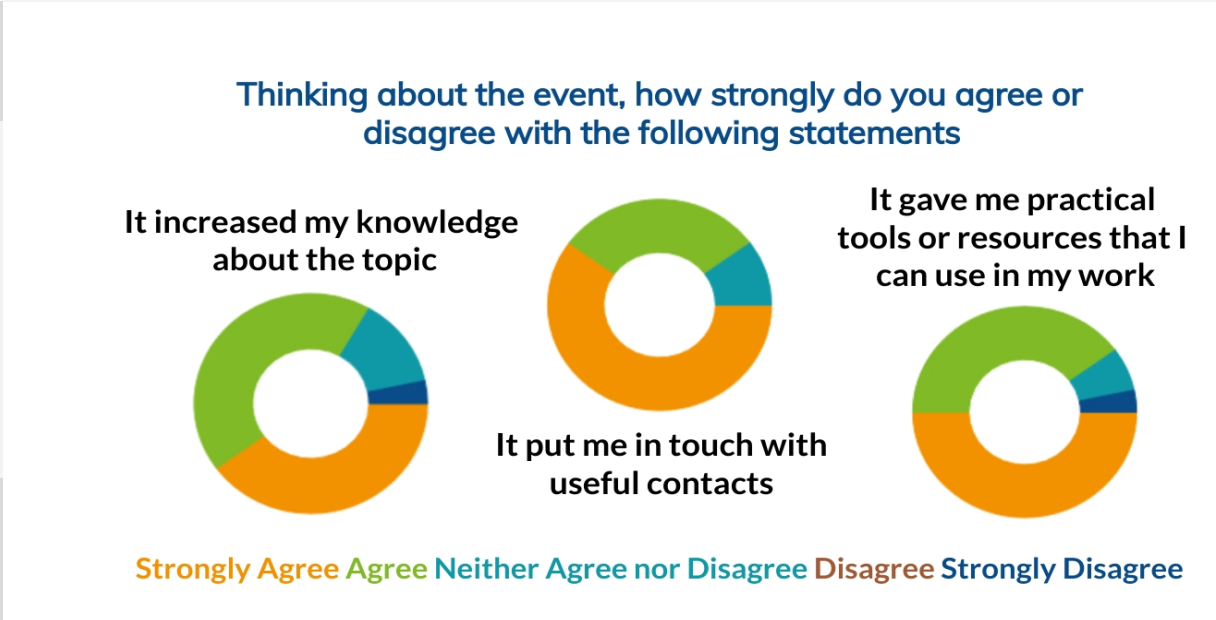
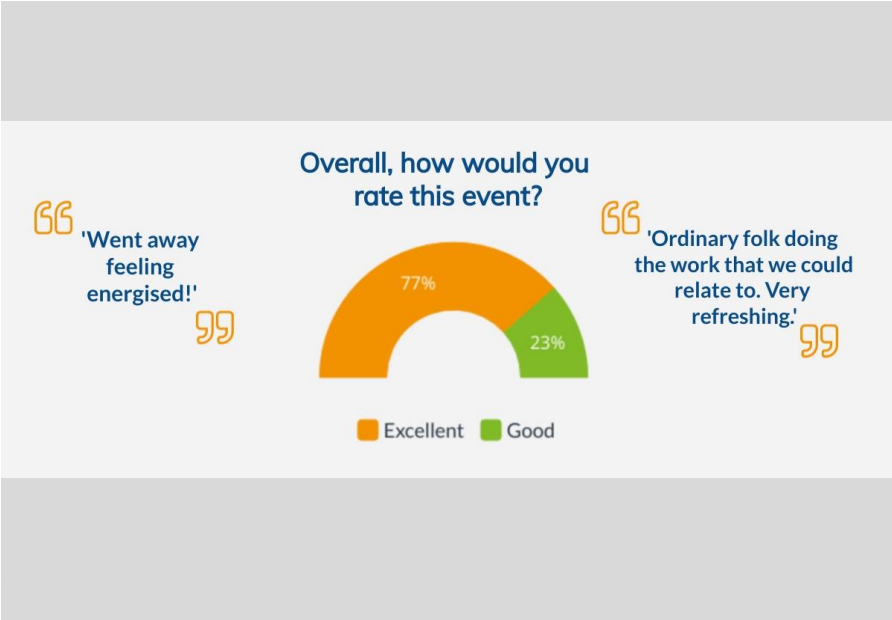
'Learning how other boards and trusts have embedded, developed and evaluated measures in place for WMTY patient experience and the ambition to continue to develop this.'
- Networking**

'It was great getting to meet people from different health boards and different lines of work and being able to share ideas.'
- Inspirational Speakers**

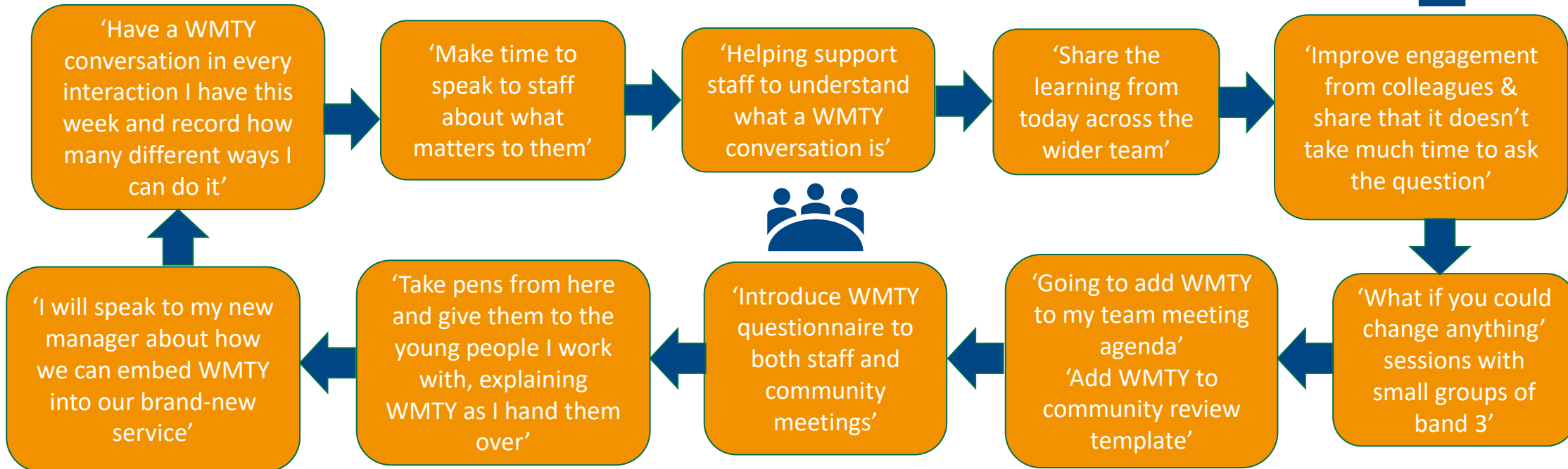
'I appreciated the insights shared by all the speakers. I am considering how to integrate these valuable ideas into our area of work.'
- Time out for reflection**

'It was great to get some headspace to think how initiatives could be implemented in my area.'
- Improve work culture & lifestyle**

'What Matters to You? will influence my approach to work and life moving forward'



Crowdsourcing - We asked you to score your colleagues What Matters to You? ideas



Future planning and building momentum

We will continue to build on this because more than ever we need to focus on people and relationships at the heart of our health and care services. Careful, kind care is a prerequisite for high quality, safe, effective and efficient services.

Keep an eye out for future events & webinars.

Key dates: WMTY day – **Thursday 6th June 2024**



Join the movement!

If you need any further information or support, please email the team using the WMTY mailbox: his.wmty@nhs.scot



#WMTYScot #WMTY24



@whatmatters2you?