

Shropshire Community Health 
NHS Trust

“Transfer from Hospital to Intermediate Care”

Karen George and Milly Smith
Shropshire Community NHS Trust

Our contribution to this theme is to listen to patients and carers and use the findings in the development of services.
This is achieved through the Patient and Carer Panel


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The Patient and Carer Panel is made up from Patients/ Volunteers Cares, Stakeholders

- It was initiated by the Trust to establish what patients and carers feel about the services they receive
- Members of the Panel contribute to Patient Experience Feedback Activities, Committees, Interviews and Consultations


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A range of methods are employed to gather information

- Focus Groups
- Patient Stories
- Friends and Family Test/ Real Time Surveys
- Complaints and PALLS
- **Sit and See Observations**

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Sit and See is a way of obtaining information: volunteers/ staff visit services provided by the Trust and observe:-

- Care
- Kindness
- Compassion
- The Environment in which services are offered

Professional/ clinical techniques are **not** observed


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The Value of Sit and See

- Observations are made from the viewpoint of a patient or relative
- Small things that make a difference can be easily picked up and remedied as can important failings
- Feedback is given immediately following the observation and this helps Staff to feel informed

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Other Values:
Observations can provide evidence to support CQC Themes

- Safe
- Effective
- Caring
- Responsive
- Well Led

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The Process

- Services know that an observation will take place
- Permission is sought from the person in charge
- An observation lasts from 20-60mins during which time a record sheet is completed
- At the end of the visit feedback is given to the person in charge to be passed on to the team
- The record of the visit is taken back to base where data is collated

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Training

- The Sit and See Package was developed by Lynne Phair
- The original team of observers were trained by her.
- Following that Trust trainers are enabled to teach others and we have over 50 volunteers trained. The training has been adapted to suit our needs

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