

## Media release

29 April 2016

### Patients 'co-design' improvements in radiology service

A new approach to finding out how people feel about radiology services at Nelson Hospital is proving to be very effective.

The radiology department is taking part in a 'co-design' course run by the Health Quality & Safety Commission, in collaboration with Dr Lynne Maher from Ko Awatea.

Ko Awatea was developed in 2011 and uses the wealth of knowledge and expertise of staff to improve or develop healthcare services for the benefit of patients.

Dr Maher has been assisting the radiology team with methods for bringing patients and staff together to share the role of improving care through redesigning services.

Shona Niven, Team Leader for the radiology department at Nelson Hospital says the radiology team are looking closely at each patient's experience in the department and will 'co-design' improvements to the service they offer.

"The essence of co-design is that you have patients as part of your team – they are alongside you," she says. "So rather than assuming we know where the issues are, we are asking our patients for their feedback."

Jane Besley, Charge Nurse Manager for Radiology says the team looked at ways to capture what people are thinking and feeling about radiology services.

"It's very much a patient-centred approach," Jane says. "We speak with people about their journey through the radiology department – in the waiting room, before or after their procedure."

The team have designed a survey that lists a variety of emotions. Patients are asked which one best describes how they felt at various stages of their journey through the department including their arrival in the department, the information they receive, the time they waited, the procedure and when they left the department.

Jane says the responses so far have been overwhelmingly positive.

"We have been pleasantly surprised at how good they are – even when we dug down a little further we didn't get much," she says. "One bit of feedback asked for more 'blokey' magazines in the waiting rooms, for instance ones about hunting, fishing or cars, and that's an easy fix."

The patient comments are put up on post-it notes on the corridor wall in the radiology department so patients and staff can see the feedback. In addition to the survey the team is also conducting one-to-one interviews.

The keywords coming through in the findings include 'supported, informed, happy, comfortable and safe'.

The co-design programme has not only provided an excellent mechanism to be able to improve their service, but Jane Besley says it is a visible 'pat on the back' for the staff. In the next stage of the project the radiology department are hoping to recruit consumer representatives who want to be involved with the radiology department on a short or long term basis to help us with decision making. Anyone interested should contact the department.

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