

## The voice of the patient in multidisciplinary team meetings

### How listening to our patients’ voices can enrich MDT meetings and lead to better patient centered care

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#### Aim

For 100% of in-patients at MCHH to be offered a ‘what matters to you’ conversation with a member of staff which is discussed in a weekly multidisciplinary team meeting and actioned appropriately.

#### Background

Following the international ‘what matters to you’ (WMTY) day in 2017, we believed our patients would benefit from regularly having these important WMTY conversations. We realized these conversations should be shared in the weekly in-patient Multidisciplinary Team (MDT) Meetings so that patients’ priorities, needs, wishes and concerns could be discussed when planning on-going care. The vision was that the patient voice would shape the MDT meeting.

#### Project Design

We designed questions themed around ‘what matters to you’ in order to learn what mattered to patients and what we could do to support them more effectively. These questions were tested over the course of 3 months in small ‘plan, do study, act’ (PSDA) cycles with carers, nurses, doctors, therapy staff and patients until we had refined the questions.

PSDA cycles were also carried out on the following aspects of the project:

- Which member of staff had the discussion with patients
- How the information was recorded
- Where the information was stored
- How it was fed into the MDT meetings
- How actions resulting from discussions were recorded and monitored

#### ‘WMTY’ form -

#### A tool to start a conversation

#### Changed Practice

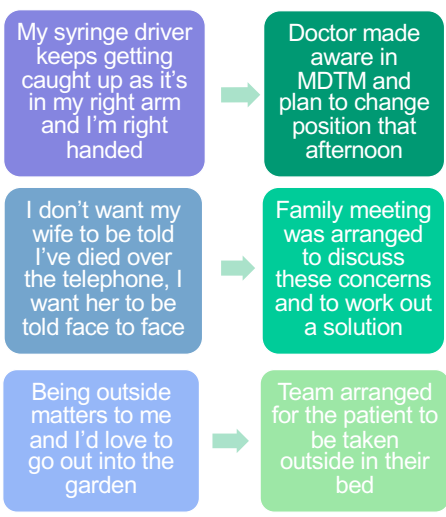
Practice has significantly changed on the wards as a result of this project. Currently, members of staff have weekly conversations with patients using the WMTY form as a guide. This information is then fed into the MDT meetings, recorded and actions taken as a result. On average only 2 patients per week decline or are not well enough to participate.

**100%**  
of patients are offered a weekly WMTY conversation and **100%** of those conversations are fed into the MDT

#### “ Staff Feedback ”

- “You can’t guess what matters to patients”
- “Asking WMTY helps me connect with patients on a deeper level”
- “It’s enabled me see to patients as people”
- “I learned information I wouldn’t have known if I’d not asked WMTY”
- “Discussing what matters to patients in MDT’s has made them truly patient focused and more meaningful”
- “In the past, I too often assumed what matters, now I know and our care is better!”

#### Examples of what we learned from patients and what we did

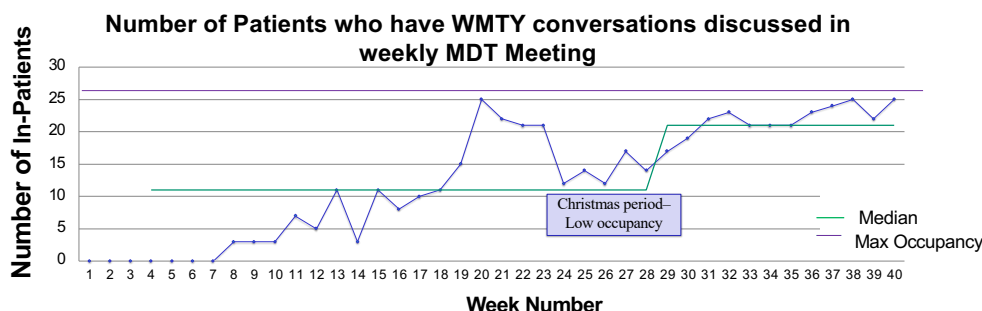


#### Summary

Each week the team learns vital pieces of information that we would not have known, had we not asked these important questions.

Asking patients WMTY has reframed our MDTs and made them truly patient focused. It has also helped professionals connect in a different way with patients and led to care that is more individually tailored and relevant.

The patients’ voice has positively shaped the MDT’s decision making and ensured that we are more aware of what really matters to our patients.



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