

Report to:	Public Board of Directors	Agenda item:	8
Date of Meeting:	31 May 2017		

Title of Report:	Patient and Carer Experience Report – Quarter 4
Status:	For information
Board Sponsor:	Helen Blanchard, Director of Nursing and Midwifery
Author:	Sharon Manhi, Lead for Patient and Carer Experience Laura Davies, Patient Experience Manager Jenny Evans, Complaints Manager
Appendices	None

1. Executive Summary of the Report

The Patient and Carer Experience report for **Quarter 4 (January to March 2017)** provides an update on patient and carer experience. The key themes are:

1. **Friends and Family Test (FFT)** – During quarter 4, the Trust received **8086 Friends and Family Test responses**. This represents a decrease of 9% (839 responses) from quarter 3 where the total was 8925. 97% (7872) of patients that completed an FFT card said that they would be **Extremely Likely/Likely** to recommend the Trust to Friends and Family if they needed similar care or treatment. The **Extremely Likely/Likely** percentage recommendation has remained consistent, between **95% - 97%** since quarter 2 2015. The majority of inpatient and Day case comments are **Compliments** referring to the **attitudes and behaviour of ward and support staff**. The overall theme for **Areas to Improve is regarding Facilities**; 28% of the comments including neutral suggestions refer to television/ Wi-Fi facilities. **Timeliness** is another theme both for inpatients and the Emergency department. The overall themes for Areas to Improve in Maternity are **facilities**. 35% of these refer to **improving décor/ ward space and bathrooms**. **For outpatients, the areas to improve are waiting in clinic and car parking**.
2. **Patient Experience survey results (from e-Quest)** – during quarter 4 the patient survey focussed on **privacy, dignity and respect**. A summary of the responses is included on page 7 of the report.
3. **NHS Choices** – during quarter 4, 37 patients provided feedback about RUH services this quarter. 32 comments included a star rating and of these 25 rated the RUH with five stars.
4. **An update on Patient Experience activities** includes feedback from **‘See it My Way – living with a mental health condition’**
5. **Patient Advice and Liaison Service (PALS)** – There were **892 enquiries during this quarter**. This is a reduction of **276 cases compared to quarter 3**; however the parking concerns, of which there were 123 during quarter 3, are now being resolved through a dedicated parking resource and not through PALS. In this quarter, parking remained the top issue for resolution. Further

Author :Sharon Manhi, Lead for Patient and Carer Experience Document Approved by: Helen Blanchard, Director of Nursing and Midwifery	Date: 25 May 2017 Version: Final
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detail is included on page 14 of the report.

- 6. Complaints received – 62 formal complaints were received this quarter.** This compares to 50 in the previous quarter. **The majority of complaints refer to ‘clinical care and concerns (36), communication and information (11) and staff attitude/behaviour (8).** Performance against the 35 day working target response rate is included in the report on page 18. 8 complaints were re-opened this quarter. Learning and service improvement as a result of patient feedback is also included in the report.

Three cases were referred to the Parliamentary Health Service Ombudsman in this quarter. To date the PHSO have not completed these investigations.

2. Recommendations (Note, Approve, Discuss)
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To note progress to improve patient and carer experience at the RUH.
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3. Legal / Regulatory Implications

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
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4. Risk (Threats or opportunities, link to a risk on the Risk Register, Board Assurance Framework etc.)
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A failure to demonstrate sustained quality improvement could risk the Trust’s registration with the Care Quality Commission (CQC) and the reputation of the Trust.
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5. Resources Implications (Financial / staffing)

Improving patient and carer experience is dependent on meeting the agreed nurse staffing levels across the Trust and sufficient IT resource to continue to develop and refine e-Quest – the Trust’s patient feedback system.
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6. Equality and Diversity

Ensures compliance with the Equality Delivery System (EDS).

7. References to previous reports
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Monthly Quality Reports to Quality Board and the Board of Directors and the Patient Experience Quarterly reports to Quality Board and the Board of Directors.

8. Freedom of Information

Public.

Patient and Carer Experience report

Quarter 4 – January - March 2017

Patient Experience Matters...



Quarter 4: Friends and Family Test (FFT) Responses

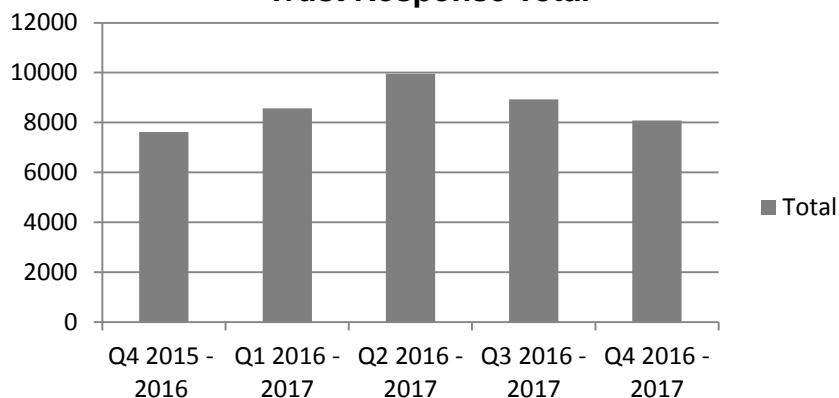
Response total for all services

During quarter 4, the Trust received 8086 Friends and Family Test responses. This represents a decrease of 9% (839 responses) from quarter 3 where the total was 8925.

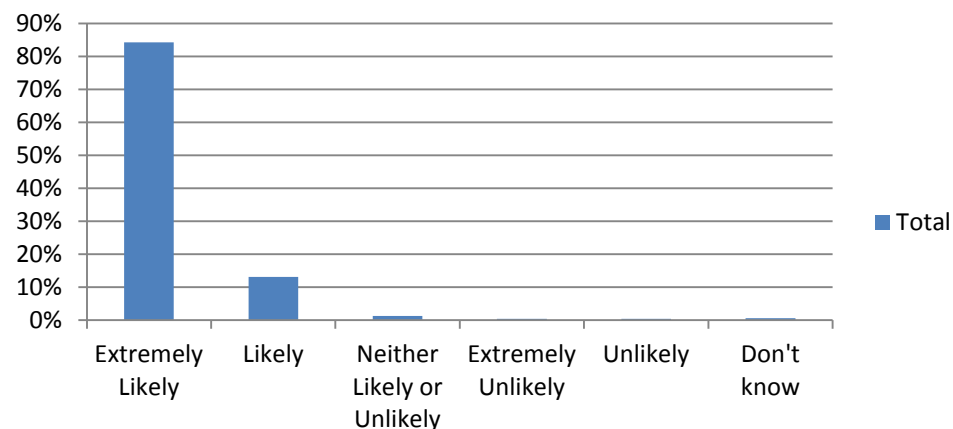
Distribution for Quarter 4 across Trust services

Service	Quarter 4 Response Totals	Increase/Decrease in Responses from Quarter 3	Distribution of Quarter 4 Trust Response Total
Emergency Department	1679	↓ 846	21%
Inpatient / day case	3276	↓ 96	41%
Maternity services	768	↑ 24	9%
Outpatients	2363	↑ 79	29%

Trust Response Total



Distribution of Recommendation Responses



In quarter 4 2016/17, 97% (7872) of patients that completed an FFT card said that they would be **Extremely Likely/Likely** to recommend the Trust to Friends and Family if they needed similar care or treatment. The **Extremely Likely/Likely** percentage recommendation has remained consistent, between **95% - 97%** since quarter 2 2015.

Quarter 4: Friends and Family Test (FFT) Responses – Inpatient & Day case

Inpatient and Day Case Experience

The majority of inpatient and Day case comments are **Compliments** referring to the **Attitudes and Behaviour of ward and support staff** (1262) e.g.

‘All day staff have been excellent, go well beyond their remit to be helpful and caring’

‘The staff here work tirelessly for their patients, they try their best to care for our needs and have the patience of saints’

Analysis of inpatient comments shows the overall theme for **Areas to Improve** as **facilities**, 28% of the comments including neutral suggestions refer to **television/ Wi-Fi facilities: Lack of T.V/would like a T.V/ T.V not working, access to Wi-Fi** e.g.

‘Days seem very long TV would help’

‘In a side room and the telly didn't work although the staff kept reporting it’

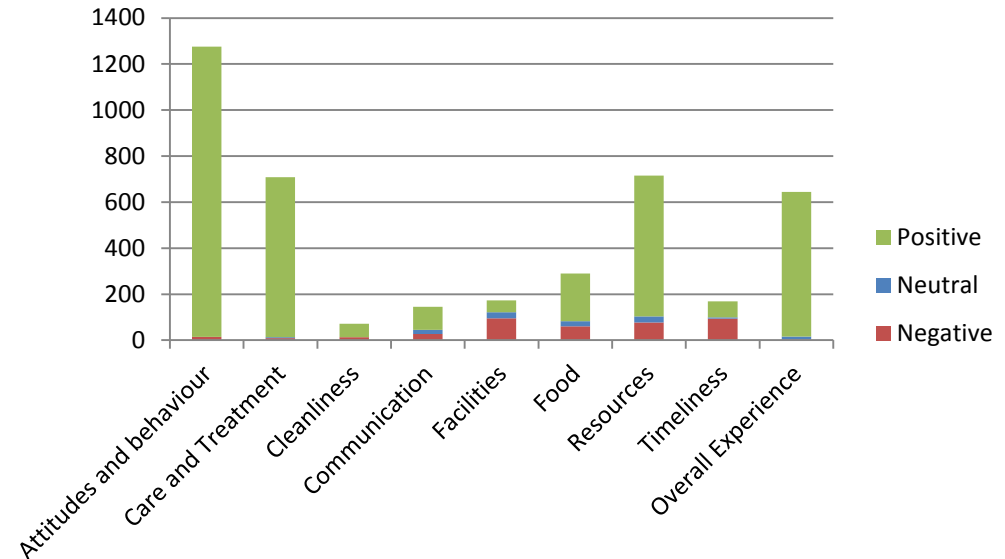
‘Could have done with Wi-Fi as I've been here for 4 days’

Timeliness is the next **Area to Improve**, 28% of the comments refer to **general waiting - non-specific/ waiting to be seen/ waiting for doctor** e.g.

‘Waiting too long to be seen’

‘Long wait to see doctors’

Inpatient & Day case themes Quarter 4, 2016 - 2017



Quarter 4: Friends and Family Test (FFT) Responses – Emergency Department

Emergency Department (inc MAU & SAU) Experience

The majority of ED patient comments are **Compliments** referring to the **attitudes and behaviour of staff** (716) e.g.

‘Quick, cheerful and efficient’

‘Everyone I saw was empathetic, professional and friendly’

Analysis of ED comments shows the overall theme for **Areas to Improve** as **timeliness** - 73% of these refer to **waiting to be seen**, this continues from quarter 2 and 3; however as in quarter 3, positive comments outweigh negative comments, e.g.

‘I know A&E is busy but the waiting time was a bit long.’

‘Really polite and quick to see me, took a while to get a ward bed’

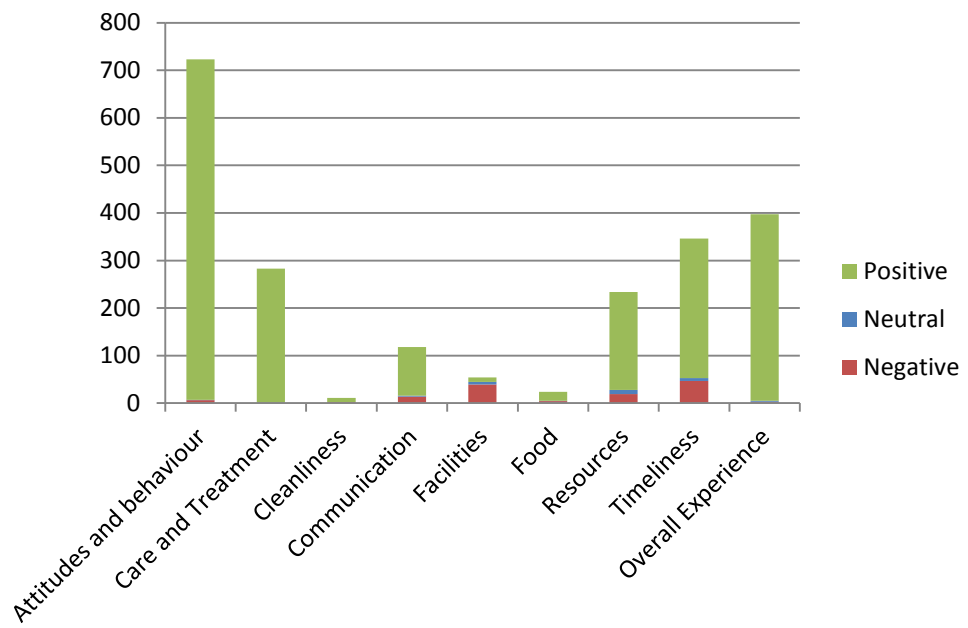
‘Staff kind, considerate and professional. Need beds, 36 hours on a hospital trolley is unacceptable’

The majority of comments relate to **facilities**, such as the waiting room being cold, parking, cleanliness and noisy. e.g.

‘Seen promptly, staff explained well throughout, biggest worry was parking as I couldn’t walk very far.’

‘All the staff involved were fantastic and treatment was excellent, waiting area was cold’

ED, MAU, SAU Theme Totals Quarter 4, 2016 - 2017



Quarter 4: Friends and Family Test (FFT) Responses – Maternity

Maternity Services Experience

The majority of Maternity comments are **Compliments** referring to the **Attitudes and Behaviour of staff** (381) e.g.

‘The midwife was amazing, hands off or on when needed and listened to my wishes. Thank you to the whole delivery team’

‘You were calm and took time to understand and listen to my concerns, you were lovely’

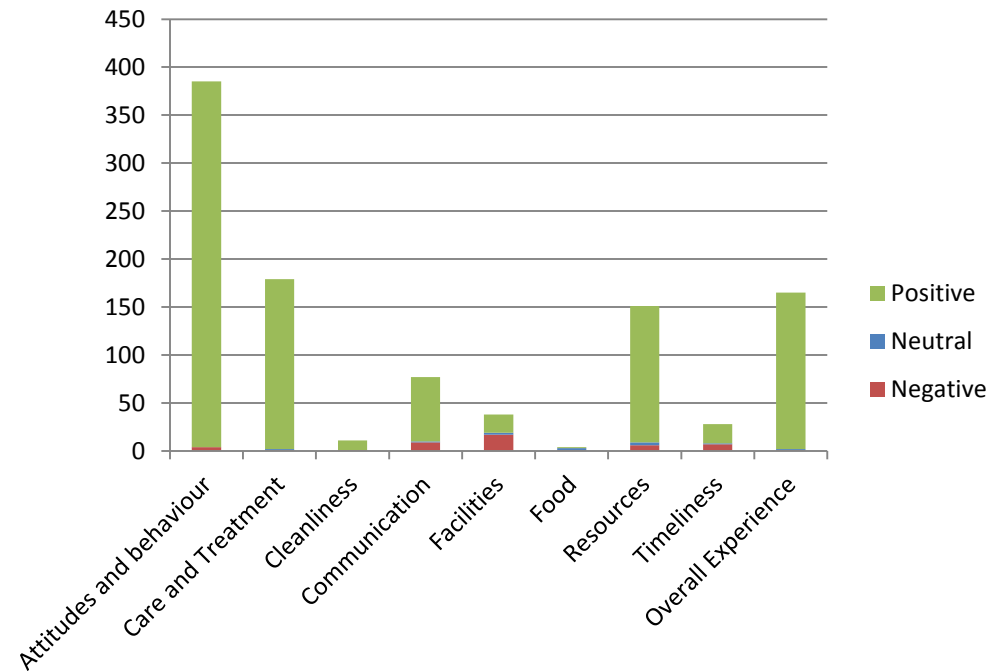
Analysis of comments show the overall theme for **Areas to Improve** as **Facilities**. 35% of these refer to **improving décor/ ward space and bathrooms**, the next largest amount of comments (29%) refer to **the comfort of facilities for partners**.

‘The ‘relaxation room’ needs some TLC, soft lighting ,magazines, TV that works lava lights etc..’

‘Very good but needs more toilets’

‘The chairs next to the beds are ridiculously uncomfortable, very sore back after spending over 12 hours here’

Maternity Theme Totals Quarter 4, 2016 - 2017



Quarter 4: Friends and Family Test (FFT) Responses - Outpatients

Outpatient Experience

The majority of comments are **compliments** referring to **Attitudes and Behaviour of staff** (719) e.g.

'Highly efficient, sensitive to my nerves and very empathetic to the delicate nature of the appointment'

'Service with a smile, all ok'

'Personal, calm and everyone is very approachable and informative'

Analysis of comments shows the overall theme for **Areas to Improve** as **Timeliness** - 64% refer to **waiting in clinic areas** e.g.

'Consultants running late for appointment times when no patient prior to ours. No apology given for running later either just plain bad manners'

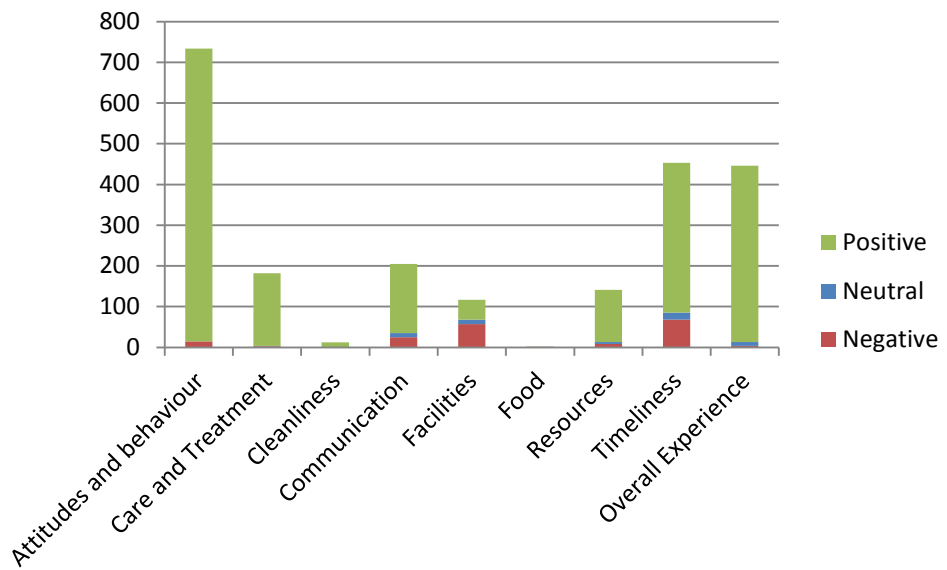
'Appointment was 50 minutes late, try to be more on time'

This continues from quarter 2 and 3, however positive comments related to 'Timeliness' outweigh negative comments. **Facilities** is the next significant **Area to Improve**, 37% of the comments refer to **Temperature** and 30% refer to **Parking at the RUH** e.g.

'Very cold in waiting room'

'New parking set up is confusing, pay machine are too far away and it isn't clear till you get to them that you can pay on exit'

Outpatient Theme Totals Quarter 4, 2016 - 2017



The comments relating to low temperatures are from entries made for January 2017 and relate mainly to the Endocrinology Department.

Quarter 4: Inpatient & Outpatient Privacy, Dignity & Respect Questionnaire summary

Patient Experience Questionnaire responses – ‘Privacy, Dignity and Respect’ summary

The numbers of responses are shown in the table below:

	Jan	Feb	Mar	Grand Total
ACE - Older Persons Unit		3		3
Cardiac Ward			7	7
Charlotte Ward	4		11	15
Children’s Centre			5	5
Forrester Brown Ward	8	19	2	29
Haygarth Ward			1	1
Mary Ward			4	4
Medical Assessment Unit	9	5	2	16
Medical Short Stay	12		7	19
Medical Therapies Unit			2	2
Midford Ward			7	7
Obs Unit		1	5	6
Parry Ward			7	7
Phillip Yeoman Ward		13	8	21
Pulteney Ward	19	9	2	30
Respiratory Ward			2	2
Robin Smith Ward		6	15	21
Surgical Short Stay Unit	2	4	10	16
Waterhouse Ward			5	5
William Budd Ward			9	9
Grand Total	54	60	111	225

Positive responses refer to staff and how they maintain the privacy, dignity and respect of patients. The outpatient questionnaire responses do not demonstrate any significant areas for concern. There are two questions that received the highest negative responses from inpatients:

Do staff ask your consent for medical students to be present when you are being treated or examined?

Are you offered a same sex chaperone whilst undergoing an intimate physical procedure or examination?

There were two inpatient questions that received a much higher quantity of free-text comments than the majority:

- **Do staff respond to the call bell promptly?**

30% (68) of the responders provided comments. 112 (50%) of patients responded ‘yes, always’; 64 (28%) responded ‘yes, sometimes’; 4 (2%) responded ‘no’ and 45 (20%) didn’t need to use the call bell.

‘Too busy’

‘All depends if they are busy’

‘Not enough nurses-3 nurses looking after 26 beds is not enough’

- **Do staff ensure hospital gowns/ pyjamas/ clothes etc, protect your modesty? 15%** of the respondents provided comments.

‘Too small’

‘Embarrassing for bigger people’

The Trust’s Privacy, Dignity and Respect group have received the feedback and will include improvements on their work programme.

Quarter 4: Patient and Carer Experience Report – NHS Choices and Patient Opinion Websites

NHS Choices website reviews from patients and their carers (Patient Opinion covers the same reviews as posted on NHS Choices)



Based on 176 ratings for this hospital (snapshot as of 10/04/2017)

Cleanliness

(180 ratings)

Staff co-operation

(182 ratings)

Dignity and respect

(182 ratings)

Involvement in decisions

(182 ratings)

Same-sex accommodation

(142 ratings)

During quarter 4, 37 patients provided feedback about RUH services, through NHS Choices reviews and ratings: 32 comments included a star rating and of these 25 rated the RUH with five stars.

Of the five-star positive comments six were in reference to the Emergency Department (ED). Two positive comments were in reference to each of the following services: General Surgery, Urology, Cardiology and Maternity. There was one positive comment each for Neurology, Ophthalmology, Haygarth Ward, Oral and Maxillofacial, Geriatric Services, Orthopaedics, Respiratory, Rheumatology and the eye clinic.

Of the five-star positive comments 18 were in regard to staff attitude and behaviour and 7 about the care and treatment provided.

Examples of the comments:

Staff were lovely treated my mum for her broken wrist with up most compassion...the person and doctor who put the plaster on and had to have her wrist manipulated put her and myself at easy - even sorting her a sandwich out as not had anything to eat all day - great job and thanks – A&E

On arrival the Receptionist was so welcoming and friendly ... The surgeon had such a lovely manner, chatting to put me at ease , explaining everything that would happen, and reassuring me that they would make sure I didn't feel anything and they were right! - Oral and Maxillofacial

My husband and I are raving to everyone about the delivery and post natal care we got at Bath. The team work incredibly well together, one wouldn't think that the midwives look after so many women for 13 hour shifts - the support and warmth never wavered. – Maternity Services

There is no theme to the five one-star negative comments. Three refer to waiting times; one in ED, one patient waiting for a Pain Management appointment and one for a laparoscopy. In addition one negative comment referred to a lack of staff on Haygarth Ward and the impact of this on the care and treatment provided. There was also one negative comment about a Trust member of staff's attitude and behaviour.

Quarter 4: See it My Way – Living with a mental health condition

Over 80 staff attended the See it My Way event on 6th February to hear patient/carer stories about living/caring for someone with a mental health condition. The message from the speakers was that ‘small acts of kindness, being empathetic and caring made a real difference to their experience.’

Below are some of the comments from staff who attended the event regarding what they will do differently:

‘Encourage others to increase their knowledge and understanding of mental health conditions and be less avoidant of talking about and to people with mental health issues due to fear of lack of knowledge’

‘Not to be afraid to approach someone who appears to be suffering or not be afraid to broach the topic of mental health with patients’

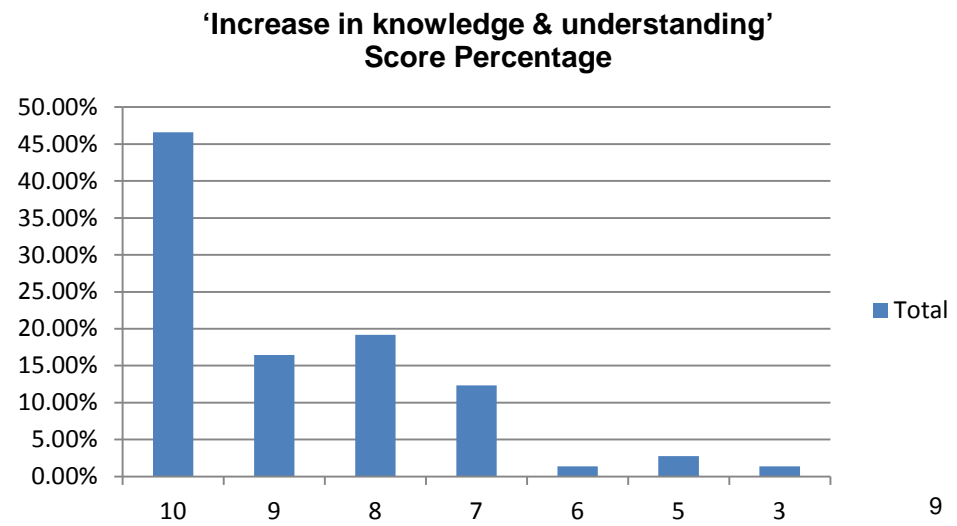
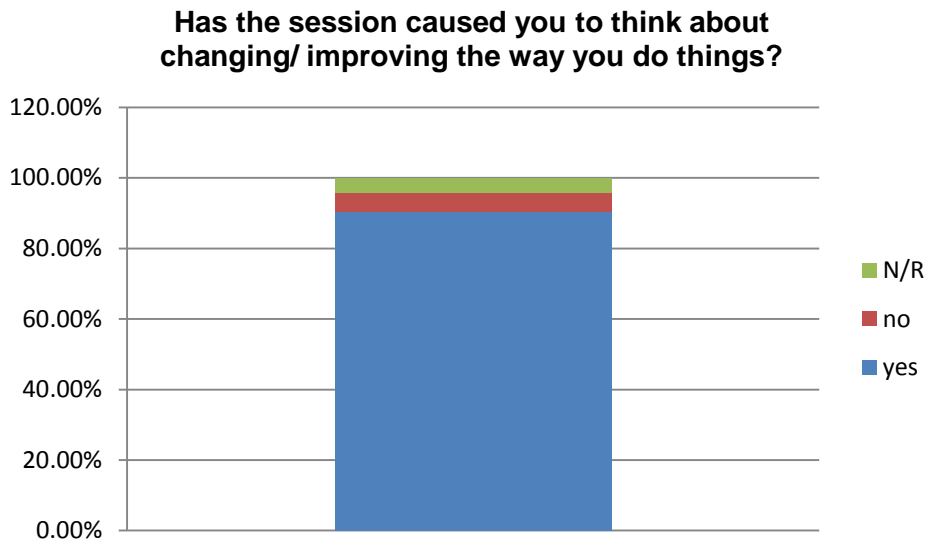
‘Be more aware of how lonely/ scared people can be feeling and try to be more smiley and reassuring to all’

What one thing have your learnt?

‘The stigma of mental illness - caused by fear/lack of understanding, the familiarity of the clinical environment is fine for health care professionals, but is the most scariest to patients’

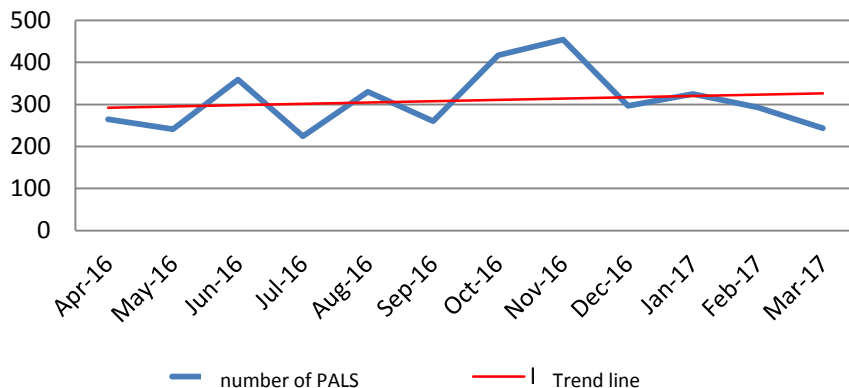
‘An insight in to how it must feel to be a patient with a mental health crisis, we cannot see it as it is not physical - be more aware’

The session was filmed and will be used for staff training across the Trust. The Patient Experience team are continuing to work with the speakers in delivering specific department base training.



Quarter 4: Patient Advice and Liaison Service (PALS) Report

Total number of PALS enquiries 2016/17



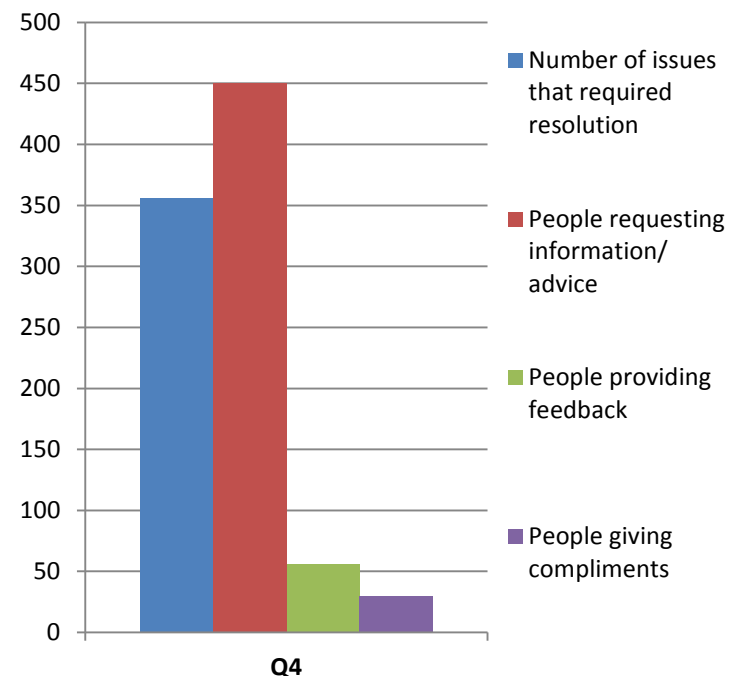
The number and type of PALS enquiries during quarter 4:

The PALS office received 892 enquiries during quarter 4. This is a reduction of 276 cases compared to quarter 3, however the parking concerns, of which there were 123 during quarter 3, are now being resolved through a dedicated parking resource and not through PALS.

There is an increase in the number of PALS enquiries and an increase in the complexity of these cases, in addition there is an increase in the expectations of enquirers of what both the service and the hospital can provide. The majority of contacts with PALS require PALS to respond with actions to resolve concerns or actions to provide information or advice.

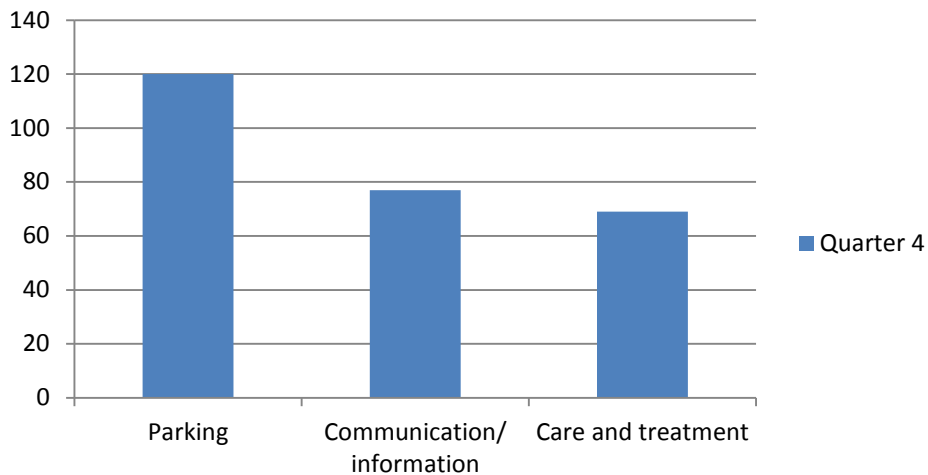
With a new PALS Manager in post we have an opportunity for a review of the PALS service to ensure that it meets the requirements of its users and staff across the Trust, and is efficient and effective.

Types of PALS enquiries received



Quarter 4: Patient Advice and Liaison Service (PALS) Report

Top three subjects requiring resolution



Parking

PALS responded to concerns regarding parking fees during January and February. In March 2017 Facilities and Estates set up a dedicated parking resource to deal with the ongoing issues. Nevertheless, parking remains the top issue for resolution.

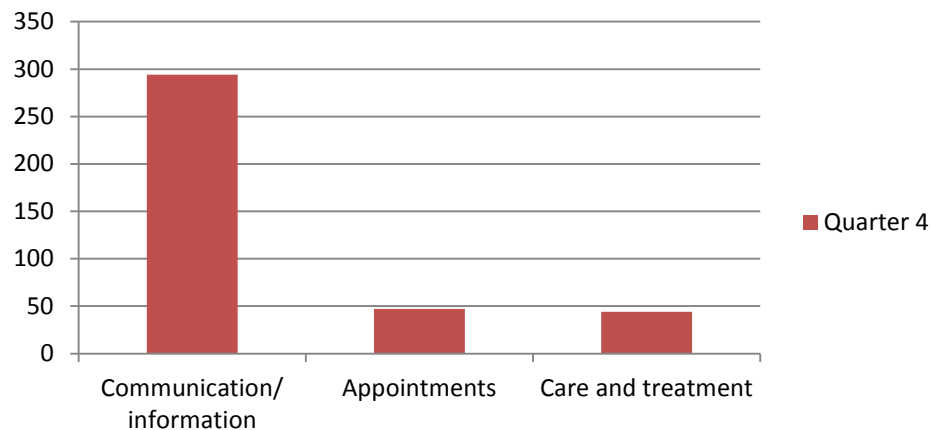
Communication and information

30 of 77 contacts regarding communication and information by the Trust were regarding Medical Division, 22 for the Surgical Division, and 4 for Women & Children's – there were no trends.

Care and Treatment

40 of 69 contacts were regarding care and treatment across 10 services within the Medical Division – 9 Emergency Department – 17 Surgical Divisions and 10 Women & Children's - there were no trends.

Top three subjects requiring information and advice



Communication and information

PALS received contacts from patients and their carers and families requiring contact information and information about treatment provided by services across the Trust – no trends across 43 sub-subjects.

Appointments

The majority of contacts were patients 'chasing appointments'.

Care and treatment

Contacts were requesting information about received or planned treatment – no trends.

Quarter 4: Complaints Report – numbers received

Formal complaints received in Q4 2016/17

In Q4 the Trust received **62 formal complaints**:

- 28 Medical Division
- 22 Surgical Division
- 10 Women and Children’s Division
- 2 Estates and Facilities

Number of complaints by Quarter/Year

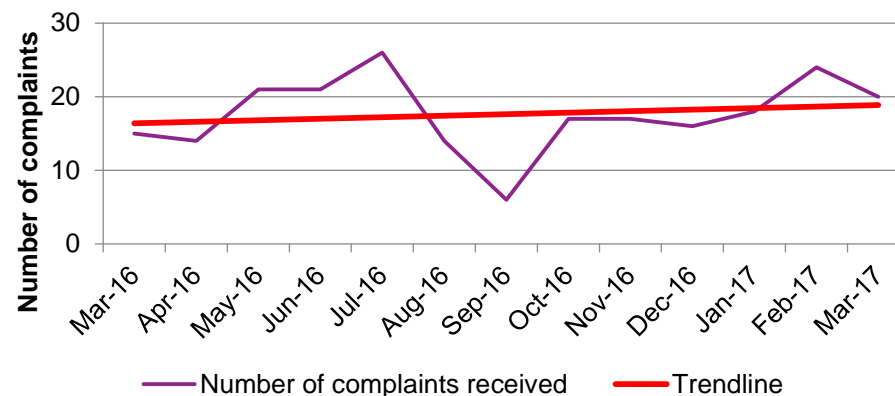
Year	Q1	Q2	Q3	Q4	Total
2013/14	110	117	97	61	385
2014/15	86	81	75	68	310
2015/16	100	82	55	66	303
2016/17	56	46	50	62	214

The table above shows that there has been a considerable decrease in the number of complaints in 2016/17 compared to previous years.

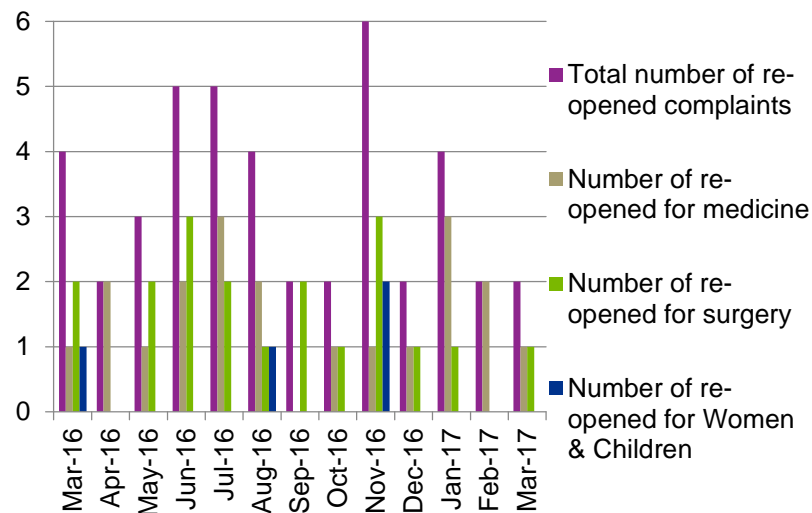
Reopened Complaints in Q4 2016/17

8 complaints were re-opened in Q4 2016/2017, 6 for the Medical Division and 2 for the Surgical Division.

Total number of complaints received



Re-opened complaints for the past 12 months



Complaint by subject

Complaints by subject

The table below details the subject's of formal complaints in Q4.

Complaints- Subjects	Number
Clinical care and concerns	36
Communication and Information	11
Staff Attitude	8
Appointments	3
Car Parking	2
Patient property	1
Admission/Discharge Procedure/Transfer(inpatient/ED)	1
Total	62

Clinical Care and Concerns	Number
Inappropriate care and treatment	12
General Enquiry	9
Invasive procedure carried out	3
End of Life care concerns	2
Wrong diagnosis	2
Quality/Concerns regarding Medical Care	1
Error in performing a procedure on patient	1
Medication Error/Timing/Availability	1
Patient Slip/Trip/Fall	1
Waiting for Scans	1
Lack of pain management	1
Lack of continuity	1
Treatment cancelled	1
Total	36

Quarter 4 Complaints by ward/area

Ward Area	Subject	Number
Ace Ward	Clinical Care and Concerns	1
Acute Stroke Ward	Communication and Information	1
Charlotte Ward	Clinical Care and Concerns	1
Elective Admissions	Clinical Care and Concerns	1
Forrester Brown Ward A	Admissions/Discharge Procedure/Transfer(inpatient/ED)	1
Haygarth Ward	Staff Attitude	1
Mary Ward	Clinical Care and Concerns	1
Medical Escalation	Clinical Care and Concerns	1
Medical Short Stay	Communication and Information	1
Parry Ward	Clinical Care and Concerns	1
Forrester Brown Ward B	Patient Property	1
Pulteney Ward	Clinical Care and Concerns	1
	Communication and Information	1
Robin Smith Ward	Staff Attitude and Behaviour	1
	Clinical Care and Concerns	1
Surgical Admissions Unit	Clinical Care and Concerns	2
Waterhouse Ward	Staff Attitude	1
William Budd Ward	Clinical Care and Concerns	1
Total		19

28 of the complaints received this quarter relate to outpatient services (Medicine 10; Surgery 12; Women's and Children Division 5; 1 Estates and Facilities).

Clinical care and concerns 16; communication and information 6; appointments 3; staff attitude 2; parking 1.

Complaints Report – 35 working day response and re-opened complaints response performance

Complaints responded to within 35 working days

The tables below show the number of complaints received by Division and the percentage response rates within 35 working days.

Performance over the quarter improved in March compared to the poor performance in February and data for April shows further improvements.

Q4 Complaints by Division	Division			Total
	Surgery	W&C	Medicine	
Closed within 35 day target	15	4	6	25
Breached 35 Day target	7	5	18	30
Total	22	9	24	55

Q4 Complaints by Division	Division			Total
	Surgery	W&C	Medicine	
% Closed within 35 day target	68%	44%	25%	45%
% Breached 35 Day target	32%	56%	75%	55%

Reopened complaints responded to within 35 working days

The number of reopened complaints by Division is shown on the table below. The complaints team are working closely with the Division to improve the response times for reopened complaints.

Number of reopened complaints by Division			
	Number received	Number responded to within 35 working days	Number breached
Surgery	5	3 (60%)	2 (40%)
Medicine	4	1(25%)	3 (75%)
Women & Children's	1	1 (100%)	0
Total	10	5 (50%)	5 (50%)

Quarter 3: Learning and service improvement from complaints

Issue	Division	Lessons learned
Patient had concerns around care and treatment provided by nursing staff. Patient feels her treatment was unacceptable and disrespectful.	Medical Division	Shared patient concerns with nursing staff and raised awareness of the proper handling of patients with injuries.
Client has concerns surrounding wife's experience during a gastroscopy and colonoscopy procedure. In particular, the lack of pain relief and staff not listening/being helpful.	Medical Division	Ensure that any medication given is clearly understood by the patient including the purpose and reason for the medication.
Delay in home assessment and lack of communication with Sirona Reablement team.	Medical Division	When multiple teams are involved in a patients discharge, those involved have been reminded to ensure that information is shared.
Poor communication with the patient regarding an outpatient appointment.	Surgical Division	Staff now redirect reception telephones to back office administrative staff during busy clinics.
Poor communication with the patient regarding an outpatient appointment	Surgical Division	Correspondence received by the ophthalmology reception staff is now recorded before passed to other members of the team for action.
Patient unhappy about the pain management course and the attitude of staff.	Surgical Division	Patient's concerns shared with staff and used for reflection.
Miscommunication from Frome hospital staff regarding a mothers delivery plan at St Michaels Hospital, Bristol.	Women's & Children's	Complaint identified a lack of a clear pathway for women wanting to have their babies out of area. A new pathway is being developed which will be shared with all community midwifery staff in team meetings and safety briefings. Staff involved in this incident have also reflected on their current practice and how they could have communicated better with the patient and her family.

Complaints Report Q4: Parliamentary Health Service Ombudsman

PHSO Q4 Summary for RUH

The table below shows the number of complaints received by the PHSO, numbers investigated and the conclusions reached for the Trust.

Quarter	Complaints received	Accepted for Investigation	Partially or fully upheld	Not upheld
Q2 2015-16	7	0	1	2
Q3 2015-2016	6	2	2	0
Q4 2015-16	8	7	0	0
Q1 2016-17	1	1	0	0
Q2 2016-17	2	2	1	1
Q3 2016-17	4	3	0	0

Investigations by the Parliamentary and Health Service Ombudsman (PHSO) in Q4 2016/17

In Q4 3 cases were referred to the PHSO, all of which are to be investigated. To date the PHSO have not completed these investigations. This will be reported in the annual report and Q1 2017/2018 report.

One case was referred back to the Trust from the PHSO which is currently being investigated as a re-opened complaint as the client has further concerns that need to be addressed.

Complaint Surveys for Q4

In Quarter 4 the Trust sent out 37 complaint surveys and received 9 responses (24% response rate). 5 of those who responded said that they were satisfied with the way in which their complaint had been managed.

However, 4 of those who responded were dissatisfied with the length of time that it had taken to receive a response. This is being addressed.

Compliments for Q4

The Medicine Division received 4 personal compliment letters thanking staff for the way their complaints were managed. Two of the letters enclosed donations of money which were passed to the Forever Friends appeal fund.