

Report to:	Public Board of Directors	Agenda item:	17
Date of Meeting:	31 <sup>st</sup> March 2021		

Title of Report:	Improving Patient and Carer Experience Report – Quarter 3
Status:	For information
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Appendices	Appendix A: Improving Patient and Carer Experience Report – Quarter 3

## 1. Executive Summary of the Report

The Patient and Carer Experience report for **Quarter 3 (October - December 2020)** provides an update on patient and carer experience. The report provides a Trust wide overview. More detailed analysis by Division and outpatients is provided to the Divisional Governance Leads for information and action.

1. **Friends and Family Test (FFT)** – the Trust received 1105 FFT responses this quarter compared to 1011 in Q2. 98.2% of responses were positive (very good/good). Communication, timeliness and food received the most negative comments whilst staff attitude and behaviour and care and care and treatment were the most positive. 3 additional questions were included to measure performance against the Trust’s strategic objective.
2. **Patient Advice and Liaison Service (PALS)** – There were **952 contacts** this quarter compared to 808 in Q2. The **‘top 3 subjects’** requiring resolution were, **communication and information, clinical care and concerns and appointments. A review of patient property is also included in this section as there has been a 261% increase in lost property contacts in 2020.**
3. **Complaints** – There were **87 formal complaints received** this quarter. This is a 69% increase on the previous quarter (60) (Medicine 41; Surgery 29; Women and Children’s 16; Corporate 1). There were 13 complaints re-opened in Q2, representing a 31% increase from 4 re-opened in Q2. There were no complaints open for investigation by the Parliamentary and Health Service Ombudsman (PHSO).
4. **Patient Experience activities** – this includes a review of the hospital entertainment system; interpretation and translation services and virtual outpatient appointments.

<b>2.</b>	<b>Recommendations (Note, Approve, Discuss)</b>
	To note progress to improve patient and carer experience at the RUH.
<b>3.</b>	<b>Legal / Regulatory Implications</b>
	Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
<b>4.</b>	<b>Risk (Threats or opportunities, link to a risk on the Risk Register, Board Assurance Framework etc.)</b>
	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.
<b>5.</b>	<b>Resources Implications (Financial / staffing)</b>
	Improving patient and carer experience is impacted by nurse staffing levels and the conflicting responsibilities and pressures on frontline staff
	The impact of COVID-19 has meant that many patient experience activities cannot safely take place and the reduction in patient facing volunteers has had a negative impact on patients, staff and visitors.
<b>6.</b>	<b>Equality and Diversity</b>
	Ensures compliance with the Equality Delivery System (EDS).
<b>7.</b>	<b>References to previous reports</b>
	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.
<b>8.</b>	<b>Freedom of Information</b>
	Public.