

Board of Directors Meeting

Report

Subject: Patient Experience Quarterly Report
Date: Thursday, 31 July 2014
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Executive Summary

Key highlights from the Patient Experience Report are as follows:

- The Customer Services PALS team received 1824 contacts during Q1, there were 388 'Compliments' and 623 'concerns'. The top two 'concern' themes received were 'communication' (34.5%) and 'waiting times queries' (18.5%).
- The Trust received 161 new complaints between April and June 2014, which is a 20% decrease on the previous quarter. The 161 complaints received in this quarter reflects a 23% decrease (210) on the number of complaints received in the same period last year. Response times are being maintained albeit challenging to some divisions. The highest theme is attitude and communication. The launch of the 'Quality for All' values have been undertaken with manager workshops to support behavioural changes
- The Trust currently has 10 open complaints with the Parliamentary Health Service Ombudsman (PHSO). During Q1 4 new cases have been referred to the PHSO, 6 cases are being assessed as to whether there should be further investigation and 4 cases are currently being investigated.
- Five cases were not upheld in any aspect during Q1 by the PHSO and six cases have been closed from previous quarters
- During Q1, 3768 eligible patients chose to respond to the Friends and Family Test. The combined Accident and Emergency and In-Patient response rate achieved was 18.4%. 14.6% of eligible maternity pathway patients chose to respond to the Friends and Family Test for Maternity Services.
- The Trust carries out an 'In-Patient Experience Survey' each month. This survey captures feedback from all adult in-patient wards across three hospital sites. During Q1 885 patients took part in this survey. These results show a deterioration in call bell answering and supporting patients with meals, although patients have reported an improvement in complaint information. These concerns will be discussed with nursing forums quickly
- Healthwatch have reported a number of concerns and compliments received about the Trust and these are described within the report. There are very few and the relationship with Health watch is growing

Recommendation
The Board is asked to note the progress we have made over the past 12 months in reporting and responding to patient feedback, through different mechanisms. We still have further work to; link the intelligence and feedback together, which will enable us to report a more rounded picture going forward.

Relevant Strategic Objectives (please mark in bold)	
Achieve the best patient experience	Achieve financial sustainability
Improve patient safety and provide high quality care	Build successful relationships with external organisations and regulators
Attract, develop and motivate effective teams	

Links to the BAF and Corporate Risk Register	BAF 1.3, 2.1, 2.2 2.3, 5.3, 5.5
Details of additional risks associated with this paper <i>(may include CQC Essential Standards, NHSLA, NHS Constitution)</i>	Failure to deliver the CQC action Plan and be removed from 'special measures' Risk of being assessed as non-compliant against the CQC essential standards of Quality and Safety, particularly in relation to Complaints
Links to NHS Constitution	Principle 2, 3, 4 & 7
Financial Implications/Impact	Indirect financial implications – patients not being referred to SFH or not choosing SFH as a consequence of poor patient experience. NHSLA and Ombudsman implications – gratuity payments
Legal Implications/Impact	Reputational implications of delivering sub-standard safety and care
Partnership working & Public Engagement Implications/Impact	This paper will be shared with the CCG Performance and Quality Group, governors, Patient Engagement work and the Patient Quality and Experience Governors Board
Committees/groups where this item has been presented before	TMB
Monitoring and Review	To be decided
Is a QIA required/been completed? If yes provide brief details	No