



Health Scrutiny Panel

25 September 2014

Report title	The Royal Wolverhampton NHS Trust - Patient Experience Friends and Family Test ,the work of The Patient Advice and Liaison Service (PALS) and Complaints	
Cabinet member with lead responsibility	Councillor Sandra Samuels Health and Well Being	
Wards affected	All	
Accountable director		
Originating service	The Royal Wolverhampton NHS Trust	
Accountable employee(s)	Tessa Johnson	Graduate Management Trainee
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Report to be/has been considered by		

Recommendation(s) for action or decision:

The Panel is recommended to:

1. Scrutinise the feedback received by the Trust and offer comments.

1.0 Purpose

1.1 The principal purpose of this report is to give members of the Panel an overview of the feedback provided to The Royal Wolverhampton NHS Trust from patients, carers and relatives via the Patient Advice and Liaison Service (PALS), Complaints and the results of the Friends and Family Test (FFT). This report is presented at the invitation of the Panel.

2.0 Background

2.1. For patient experience to be used effectively within an NHS Trust, the organisation needs to be prepared to embrace change. There should be no 'tick box' exercise, but rather a long-term, fundamental engagement process, starting with the patient. Becoming an organisation that focuses on listening and acting on patient feedback involves real culture change; and this can be challenging.

Understanding patient satisfaction and experiences are therefore crucial to an organisation's ability to react to what patients and carers want and need; understanding that how we do things is just as important as what we do.

Royal Wolverhampton NHS Trust is an organisation that is committed to adhering to this aim.

Key policy drivers in achieving improvement are:

- The NHS Constitution.
- NICE Quality Standards for Patient Experience in Adult NHS Services.
- NHS Operating Framework 2013/14.
- NHS Outcomes Framework.
- Quality Accounts.
- Section 242 The Statutory Duty to Involve.
- Essence of Care.
- Equity and Excellence: Liberating the NHS.
- Healthy Lives, Healthy People.
- The Government response to the Francis Report.
- Clwyd Hart Review

Implementation of the Friends and Family Test in hospitals shows the intent and requirement to shift culture. Whilst this can be a crude or blunt measure, it does present a reliable and sensitive indicator of the changes of how patients and carers feel about healthcare services.

3.0 Progress, options, discussion, etc.

3.1 Data and narrative provided for discussion and comment.

4.0 Financial implications

None

5.0 Legal implications

None

6.0 Equalities implications

None

7.0 Environmental implications

None

8.0 Human resources implications

None

9.0 Schedule of background papers

None